


OK. No problem!

1 SNAPSHOT



Common Complaints of Families with Teenagers

Parents about teens:	Teens about parents:
My kids <ul style="list-style-type: none"><input type="checkbox"/> don't help out around the house<input type="checkbox"/> don't listen to our advice<input type="checkbox"/> have strange friends<input type="checkbox"/> dress badly and have ugly hairstyles<input type="checkbox"/> don't study enough	My parents <ul style="list-style-type: none"><input type="checkbox"/> nag about household chores<input type="checkbox"/> don't like my friends<input type="checkbox"/> criticize my appearance<input type="checkbox"/> bother me about homework<input type="checkbox"/> always tell me what to do

Based on information from *America Online's Parent Resource Site*

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: Goodness! 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.

Pick them up.

Requests and responses

Please turn down the music.

OK. I'll turn it down.

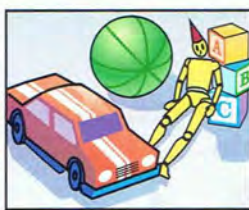
Pick up your clothes, please.

All right. I'll pick them up.

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



the books



the toys



the radio



your jacket



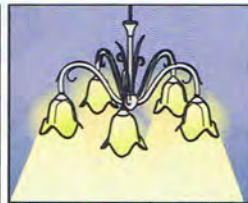
the TV



your boots



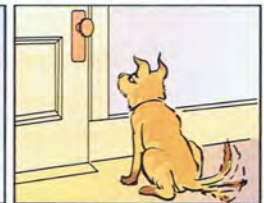
the yard



the lights



the trash



the dog

- 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.
Turn off the light.

Pick the toys up.
Turn the light off.

Pick them up.
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 mess the newspapers your coat
 the groceries the microwave 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 unusual 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 unusual excuse.

A: Kim, please clean up your mess in the kitchen.
 B: Sorry, I can't clean it up right now. I have to take the cat out for a walk.



6 LISTENING Family life

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

Who is the messiest 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 *Would you mind . . . ?*

A Listen to the requests people make of their neighbors. Have you ever made a similar request? Has anyone ever asked you to do these things?

“Could you please tell me the next time you have a party? I’d like to make sure I’m not at home.”

“Can you turn the stereo off, please? The walls are really thin, so the sound goes through to my apartment.”

“Would you mind closing the door behind you and making sure it locks? We don’t want any strangers to enter the building.”

“Would you please tell your guests to use the visitor parking spaces? A lot of cars have been using my space recently.”

“Would you mind not putting your garbage in front of your door? It’s not very pleasant to see it in the hallway.”



B Look at the requests again. Which are reasonable? Which are unreasonable?

8 GRAMMAR FOCUS

Requests with modals and Would you mind . . . ?

Modal + simple form of verb

Can you **turn** the stereo **off**?

Could you **close** the door, please?

Would you please **take** your garbage **out**?

Would you mind . . . + gerund

Would you **mind turning** the stereo **down**?

Would you **mind closing** the door, please?

Would you **mind not putting** your garbage **here**?

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

- | | |
|---|---|
| 1. Could you lend me twenty dollars? | a. We’re sorry. We’ll talk more quietly. |
| 2. Can you get me a sandwich? | b. I’m sorry. I’ll do it right away. |
| 3. Can you help me move to my new house? | c. Sorry. I didn’t realize this seat was taken. |
| 4. Would you mind not sitting here? | d. Are you kidding? I don’t have any cash. |
| 5. Could you move your car from my space? | e. I’m really sorry, but I’m busy. |
| 6. Would you mind not talking so loudly? | 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: Could you lend me your toothbrush?

B: Oh, I’m sorry. I don’t have it with me.

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 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.

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 eight 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. *The pool summer hours are 8 A.M. to 9 P.M.
Please clear the area by 9 P.M.*
2. *Can everyone make an effort to 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?

Neighbor vs. Neighbor

Read the situations in the list below. What would you do in each situation?

- The woman in the apartment upstairs plays her piano after midnight.
- The family across the street never cleans up their yard. The garbage blows into your yard.
- The guy next door always parks his car in front of your driveway.



Believe it or not, your neighbors probably don't mean to irritate you. Often, they don't even know that they're getting on your nerves. So before you take extreme measures to fix the problem, you should discuss it with them first.

When you approach your neighbors, you should talk to them in a friendly manner. Compliment their children or do something else to make them feel good. Then explain the situation. And if you can think of a simple solution, suggest it.

Have things like this ever happened to you? If so, you may ask yourself, "Who are these people? Why are they doing these things to me?"

These days, many people don't know their neighbors. Sometimes we share a friendly wave or say hello, but a lot of people don't even know their neighbors' names! When you don't know someone, it's easy to build up frustration and resentment. You think, "Maybe they like to annoy me," or "Maybe they do it deliberately."

If talking doesn't work, ask another person to help. This person can listen to both sides of the story and help you and your neighbor resolve the situation.

Finally, sometimes it's a good idea to avoid the problem. Depending on the issue, it might be best to just stay out of your neighbor's way.

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

- | | |
|------------------------------|---|
| 1. <i>resentment</i> | a. a way of behaving |
| 2. <i>deliberately</i> | b. anger that grows over time |
| 3. <i>irritate</i> | c. end a problem or difficulty |
| 4. <i>measure</i> | d. on purpose |
| 5. <i>manner</i> | e. a step taken in order to achieve something |
| 6. <i>resolve</i> | f. bother or annoy |

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

- 1. Why don't many people know their neighbors?
- 2. Why do we become angry at neighbors?
- 3. What are some extreme measures you can take to solve a problem?
- 4. How should you approach a neighbor about a problem?
- 5. What can you do when discussion doesn't work?

C Pair work Have you ever had a problem with a neighbor, classmate, or co-worker? How did you resolve it?