

1 VOCABULARY phone language

a 4.1 Listen and match what you hear to the sentences.

- A He's **dialing** a number.
- B She's **texting (messaging)** a friend.
- C He just **hung up**.
- D She's choosing a new **ringtone**.
- E He's **calling back**.
- F She **left a message** on his **voicemail**.
- G The line's **busy**.
- H She's **swiping** through photos.
- I His phone **went off** in the middle of a meeting.
- J She needs to talk to a helpline, but they **put her on hold**.
- K He was **cut off** in the middle of a conversation.

b 4.2 Listen and check. Practice saying the sentences.

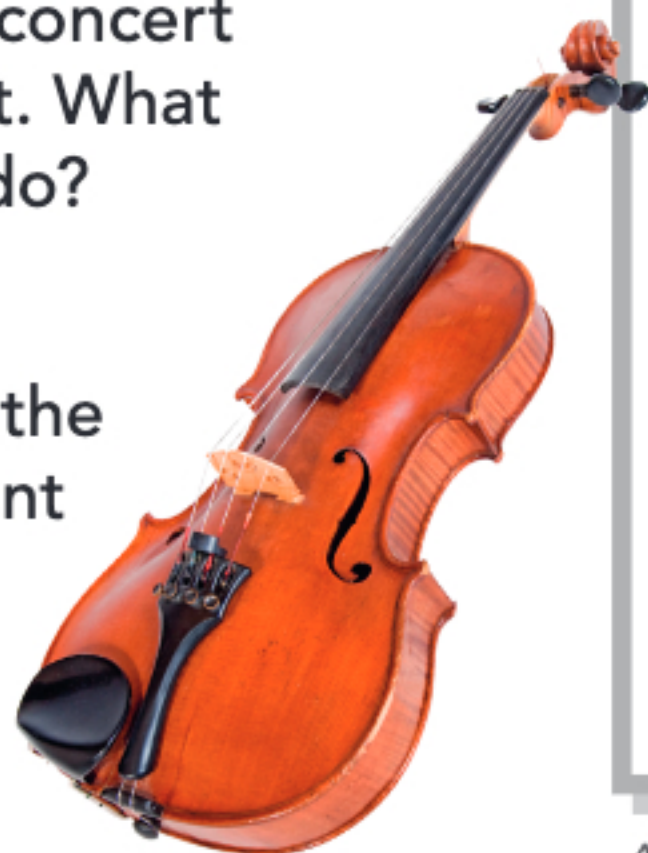
c Ask and answer the questions with a partner.

- 1 What **phone network** do you use? Are you happy with them?
- 2 Do you have a **monthly contract**, or are you "**pay as you go**"?
- 3 Have you ever **sent a text message** to the wrong person?
- 4 Have you ever **hung up on** someone?
- 5 What do you do if you're **put on hold** for a long time?
- 6 Do you **make many calls**, or do you prefer **texting**?
- 7 Has your phone ever **gone off** at a bad time, e.g., at the movies, or at a concert?

2 GRAMMAR obligation and prohibition

a 4.3 Listen to part of a concert by viola player Lukáš Kmit. What happened? What did he do?

b Read an article about an incident at a concert and the comments that people sent in. Which comments do you agree with?



Conductor throws out audience member whose phone went off



At the National Music Auditorium in Madrid, Wednesday's performance of Handel's *Messiah* was interrupted by a cell phone going off in a row close to the stage, during the aria *He Was Despised*. Conductor William Christie stopped the performance, turned, pointed at the phone owner, and shouted, "Out! You have just ruined one of the most beautiful passages of one of the most beautiful works ever written." The phone owner got up and quickly left the hall.

Comments

💬 **danny** December 23 2:50 pm

Good for him. It's time people protested against this kind of behavior. If people can't live without their phones for two hours, ¹they shouldn't go to concerts. We need a new rule for concert halls and theaters: ²you have to leave your phone, or any other device, at the coat check, similar to the way you have to check most bags and backpacks in museums. And the same for the movie theater!

REPLY cassie December 23 5:30 pm

Great idea. I would also add another rule: if you are caught with a mobile device in the auditorium, ³you must immediately pay a fine!

REPLY ahmet December 23 7:43 pm

If you ban cell phones from concerts, you'll lose a lot of the audience. There are people who have work phones, and their companies tell them ⁴they must not give their phones to anyone, because of company IT policies.

REPLY louisa December 24 1:16 am

I think all concert halls ⁵should block cell phone reception. Reception could be available until right before the concert begins, during the intermission, and immediately after it finishes.

REPLY matteo December 24 7:08 am

Blocking reception wouldn't solve the problem. Often when cell phones go off, it's an alarm that the owner has forgotten was on, which ⁶doesn't have to have reception to go off.

c Read the comments again. Match the **highlighted** phrases to their meaning.

- A ☐ This isn't necessary.
 B ☐ Don't do this. It isn't allowed / permitted.
 C ☐ It's necessary or compulsory to do this.
 D ☐ It's a good idea to do this.
 E ☐ It's a bad idea to do this.

d **G p.138 Grammar Bank 4A**

e Can you think of a situation when...?

- you have to switch off your phone
- you shouldn't use your phone
- you must not use your phone, but you don't have to turn it off

3 PRONUNCIATION

silent consonants

a Look at the words in the list. They all have a silent consonant or consonants. With a partner, cross out the silent letters.

calm design dishonest doubt
 foreign half hour island knowledge
 listen rhythm should talk walk
 whole wrong

b **4.8** Listen and check.

c Practice saying the sentences.

- 1 We walked around the whole island.
- 2 Don't talk – just listen.
- 3 Everyone should learn a foreign language.
- 4 The taxi should be here in half an hour.

4 SPEAKING

Look at the list of annoying things people do with their phones. Work in small groups. For each thing, answer questions 1–3.

- 1 Do you know people who do this? Do you ever do it?
- 2 Does it annoy you, or do you think it's OK?
- 3 If it annoys you, what do you think these people should / shouldn't do?

13 annoying things people do with their phones



- take selfies all the time and post them online
- talk loudly on their phones on public transportation
- put their phones on the table in front of them in a restaurant, in a café, or in your house
- play noisy games on their phones
- send or receive messages at the movies
- text while they're doing other things, e.g., talking to someone else, or walking in the street
- tweet about everything, from what they had for breakfast to what time they went to bed
- keep posting photos of their babies and small children
- listen to music with headphones, but with the volume so loud that other people can hear it
- take photos of everything they eat
- video or photograph every single event they go to and every minute of their vacation
- post a message to you on your birthday, but never get in touch during the rest of the year
- swipe through all your other photos when you are showing them just one

5 READING

a In pairs, answer the questions.

- 1 When shouldn't you greet someone with a kiss?
- 2 What shouldn't you do on public transportation?
- 3 Should you recline your seat on an airplane?
- 4 When should you give up your seat on public transportation?
- 5 Should you ever start eating before everyone is served?

- b Read the article once. Were your answers the same as the advice Debrett's gives?
- c Read the article again and look at the highlighted phrases. Try to explain them in your own words.
- d Do you agree with the advice? Do you think Debrett's reasons are good ones?

DEBRETT'S

GUIDE TO MODERN DILEMMAS

Debrett's is a well-known publisher that specializes in books about modern manners. For nearly 100 years, *Debrett's Handbook* has advised the public on social etiquette, that is, how to behave in social situations. The *Handbook* receives more than 10,000 requests for etiquette information a year. Jo Bryant, editor of the *Handbook*, said, "The number of requests we receive demonstrates that manners are still hugely important to people. The key is to always consider those around you."

The most frequently asked questions have changed a lot over the years. In 1994, one of the most common questions was "What should you do if you meet the Queen?" and in 2004, people asked, "Is it acceptable to ask for money as a wedding present?"



Debrett's has given us a preview of its latest guide to good manners, which answers some of the questions that most trouble the public today.

SOCIAL GREETING: KISSING

Many people are unclear on the subject of social kissing. Debrett's advice is that kissing is not appropriate in many professional situations. On the whole, it should only be used among friends, but not on a first meeting. An air kiss, without contact, may seem rude or impersonal, so very slight contact is best, but no sound effects are needed.

EATING AND PUTTING ON MAKEUP ON PUBLIC TRANSPORTATION

According to Debrett's, you should avoid both. It's inconsiderate to eat smelly food in a closed environment, and applying makeup on public transportation makes you appear disorganized.

RECLINING YOUR SEAT ON AIRPLANES

This is a common problem. Debrett's says that it's selfish to recline your seat during short daytime flights. When traveling by plane, always stay within your own space and don't monopolize the armrest. Also avoid kicking the back of the seat in front of you, or using it to help you stand up.

GIVING UP YOUR SEAT ON PUBLIC TRANSPORTATION

While pregnant in 2016, actress Olivia Wilde was so disappointed that no one offered her a seat on the NYC subway that she posted on Twitter to complain. According to Debrett's, passengers should always offer to give up their seat to any individual who is pregnant, elderly, or clearly in need. It is important to remember, however, that it is also rude to aggressively decline the offer of a seat.

EATING BEFORE EVERYONE IS SERVED

The final question is one that we've all asked ourselves: is it rude to start eating at the table before everyone else has been served? Debrett's says that the simple answer is yes, unless the host or hostess (or in a restaurant, the other diners) gives their permission for people to start.

- e Ask and answer the questions with a partner.
- How do you think it's appropriate to greet a male or female friend?
 - What else do you think people shouldn't do on public transportation?
 - What do you think passengers should not do on planes?
 - How else do you think it's appropriate to help elderly people?
 - What else do you think you should ask your host or hostess for permission to do?
 - Do you think manners are important? Why (not)?

6 LISTENING

- a 4.9 You're going to listen to a radio call-in show about manners. First, listen and make notes about the three people's problems with rude relatives.

1 Belinda's problem with her mother-in-law	
2 Damien's problem with his brother	
3 Miranda's problem with her nephew	

- b With a partner, decide what advice you would give the three callers.

- c 4.10 Listen and complete some extracts from the advice that Sarah gives.

Advice for Belinda

- I think you should be the one _____.
- You shouldn't _____, because she won't change her opinion.

Advice for Damien

- I think you should politely but directly _____.
- To be honest, you don't really have to _____.

Advice for Miranda

- You have to _____ before their next visit.
- Explain that he has to _____ a little when he's visiting.
- You must not _____.

- d 4.11 Now listen to the whole show. Do you agree with Sarah's advice? Is there anything else you would suggest?

7 SPEAKING

- a Read the questionnaire. What do you think? Mark each thing **GM** (good manners), **BM** (bad manners), or **NI** (not important).

Good manners? Bad manners? Not important?

When greeting people...

- use more formal language when speaking to an older person.
- kiss somebody on the cheek when you meet them for the first time.
- use your partner's parents' first names.

Men and women – a man should...

- pay for the meal on a first date.
- hold the door open for a woman, or wait for her to go through the door first.
- accompany a woman home.

When you're invited to somebody's house for a meal...

- take a present.
- take your shoes off when you arrive.
- criticize the food (e.g., if it's too cold, salty, etc.).
- send a message the next day to say thank you.

When you're having a meal with friends in a restaurant...

- complain that the food isn't very good.
- insist on only paying for exactly what you ate or drank when the check is being divided up.
- be very affectionate with your partner.

On social networking sites...

- post a photo or video clip of a friend without asking their permission.
- make a negative comment about somebody's photo.
- post a private message or conversation.

- b In groups, compare your opinions for each thing, and say why.

Saying what you think is right


I don't think people should...

<i>I think it's</i>	<i>rude selfish inappropriate bad manners</i>	<i>to...</i>
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<i>I don't think</i>	<i>it's important to... you have to...</i>
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<i>I hate it I don't mind it It really annoys me</i>	<i>when...</i>
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obligation and prohibition: *have to, must, should***have to / must + base form**


- 1 You **have to** turn off your phone during take-off and landing.  4.4
You **must** be on time tomorrow because there's a test.
- 2 I love the Louvre! You **have to** go when you're in Paris.
You **must** see this movie – it's amazing!
- 3 I **had to** wear a uniform at my elementary school.
I hate **having to** get up early. My interview is at 9:00.
Do you **have to** work on Saturdays?

- 1 *have to* and *must* are usually used to talk about obligation or something that is necessary to do.
- have to* and *must* have a very similar meaning and you can usually use either form. *have to* is more common for general, external obligations, for example, rules and laws. *must* is more common for specific (i.e., on one occasion) or personal obligations. Compare:
I have to wear a shirt and tie at work. (= it's the rule in this company)
I must buy a new shirt – this one is too old now. (= it's my own decision)
- 2 We can also use *have to* or *must* for strong recommendations.
- 3 *have to* is a normal verb and it exists in all tenses and forms, e.g., also as a gerund or infinitive.
must is a modal verb. It only exists in the present, but it can be used with a future meaning.


have got to

Have got to is often used instead of *have to* in spoken English, e.g., *I've got to go now. It's very late.*

don't have to


- You **don't have to** pay – this museum is free.  4.5
You **don't have to** go to the party if you don't want to.

must not

- You **must not** park here.  4.6

- We use *don't have to* when there is no obligation to do something and *must not* when something is prohibited.
- don't have to* and *must not* are completely different. Compare:
You don't have to drive – we can get a train. (= you can drive if you want to, but it isn't necessary / obligatory)
You must not drive along this street. (= it's prohibited, against the law) **NOT** ~~*You don't have to drive along this street.*~~
- We can often use *can't* or *not allowed to* instead of *must not*.
You must not / can't / 're not allowed to park here.

should / shouldn't + base form

- 1 You **should** take warm clothes with you to Quito.  4.7
It might be cold at night.
You **shouldn't** drink so much coffee. It isn't good for you.
- 2 I think the government **should** do something about unemployment.

- 1 We use *should* to give advice or an opinion. *should* is not as strong as *must* / *have to*.
- should* is a modal verb. The only forms are *should* / *shouldn't*.
 - We can use *ought to* / *ought not to* instead of *should* / *shouldn't*.
You ought to take warm clothes with you to Quito.
You ought not to drink so much coffee.
- 2 We use *should* to give an opinion – to say if we think something is the right or wrong thing to do.

a **Circle** the correct form. Check (✓) if both are possible.

- You *don't have to* / *must not* use your phone in quiet zones.
- Do you think we *should* / *ought to* text Dad to tell him we'll be late?
 - You *don't have to* / *must not* send text messages when you are driving.
 - A pilot *has to* / *must* wear a uniform when he's at work.
 - You *should* / *must* go to the Uffizi when you're in Florence.
 - I *have to* / *must* speak to my phone company. My last bill was wrong.
 - We *don't have to* / *must not* hurry. We have plenty of time.
 - When I was at school we *had to* / *must* wear a uniform.
 - You *shouldn't* / *don't have to* walk on the grass. They've planted flowers there.

b Complete with the correct form of the verb in brackets.

- I'll have to* call back later because the line's busy. (have to)
- _____ do a lot of homework when you were in school? (you / have to)
 - _____ take my tablet out of my bag at Security? (I / have to)
 - My sister is a nurse, so some weeks _____ work nights. (she / have to)
 - _____ ever _____ have an operation? (you / have to)
 - Saturdays are the best day of the week. I love _____ get up early. (not have to)
 - I don't think _____ wear boots inside their house. (we / should)
 - The exhibition was free, so _____ pay. (I / not have to)