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CAN I HELP YOU ?



CAN I HELP YOU ?

JANE BEATRIZ VILARINHO PEREIRA

EDITORA



A ideia desse livro, organizado e publicado em três idiomas - espanhol, inglês e francês, surgiu em 2011, quando começamos a lecionar em cursos básicos de Formação Inicial e Continuada (FIC) do Instituto Federal de Brasília, voltados para atendimento comercial e turístico. Nesse período, por necessidade de um material que atendesse a essa realidade - cursos básicos para atendimento comercial e turístico - iniciamos a construção conjunta desse material. Desse modo, pesquisamos e discutimos o conteúdo a ser abordado nesse material tendo em vista as especificidades e necessidades de cada idioma. Este trabalho, portanto, construído de forma dialogada e compartilhada, pode ser encontrado em três idiomas com os seguintes títulos: ¿Puedo ayudarle?, Can I help you? e Que puis-je pour vous? Esperamos que esse trabalho possa motivar outros docentes da área a assumir o papel de professor-pesquisador e produtor de conhecimento a fim de que possamos, em conjunto, intervir e transformar a nossa própria realidade.

CAN I HELP YOU?

Jane Beatriz Vilarinho Pereira

EDITORA IFB

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2013



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About the book

Can I help you? – É um material elaborado para cursos básicos de atendimento comercial e turístico e baseia-se em situações comunicativas pertinentes a esses contextos de atuação. Assim, o seu principal objetivo é auxiliar o aluno a desenvolver habilidades comunicativas na língua estrangeira para que esteja apto a interagir nesses contextos. O livro está estruturado em quatro unidades temáticas independentes, precedidas por uma lição introdutória que contém alguns aspectos básicos da língua estrangeira. Cada unidade está subdividida em três lições. Para cada lição, um objetivo; e para cada objetivo, tópicos para reflexão e prática acerca de elementos linguísticos, sociais e culturais, assim denominados: *Think about it*, *Learning words*, *Letters and sounds*, *Language tools*, *Time to write* e *It's your turn*.

Think about it é uma seção em que os alunos têm a oportunidade de usar o seu conhecimento de mundo para analisar e discutir com os colegas características sociais e culturais do Brasil e da língua estrangeira em estudo. Nas seções *Learning words*, *Letters and sounds* e *Language tools* os alunos entram em contato com o vocabulário relevante para determinadas funções comunicativas e com elementos estruturais e fonéticos característicos da língua estrangeira. Em seguida, nas seções *Time to write* e *It's your turn*, destinadas a produção escrita e oral, os alunos têm a oportunidade de fazer uso da língua estrangeira em situações comunicativas significativas e contextualizadas. E, ao final de cada unidade, os alunos são convidados a revisar o que estudaram em cada lição e a autoavaliar a sua produção no processo de aprendizagem.



Lesson 0 - How are you?

The alphabet

1. Discuss:

- What do you know about English?
- Are there words in your language that came from English? Which ones?

2.  Read the alphabet letters and sounds. Then, in groups, complete the table; use the transcriptions in the chart. Finally, listen to your teacher's pronunciation and repeat the letters.

*/eks/ - /es/ - /eɪ/ - /pi:/ - /keɪ/ - /en/ - /di:/ - /aɪ/
- /ef/*

The Alphabet							
A		H	/eɪtʃ/	O	/oo/ or /əʊ/	V	/vi:/
B	/bi:/	I		P		W	/dʌblju:/
C	/ci:/	J	/dʒeɪ/	Q	/kju:/	X	
D		K		R	/a:(r)/	Y	/waɪ/
E	/i:/	L	/el/	S		Z	/zi:/ or /zed/
F		M	/em/	T	/ti:/		
G	/dʒi:/	N		U	/ju:/		



See Grammar
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3.  Working on the alphabet:

- a. Observe the words and the underlined sounds. Then, read the lesson again and identify other words with the same sounds and write them down.

We write...	We speak...
V <u>ac</u> ation, _____	/eɪ/
W <u>ri</u> te, _____	/aɪ/
Kn <u>ow</u> , _____	/oʊ/
<u>U</u> se, _____	/ju:/
R <u>ea</u> d, _____	/i:/
U <u>s</u> ual, _____	/z/
Ag <u>en</u> da, _____	/dʒ/

- b. Make a list of English words you remember. Are they similar to Portuguese? Which ones?
 c. The following words are cognates, that means, their spellings in English and in Portuguese are similar and they have the same meaning, but their pronunciations are different. Listen to your teacher pronounce the words and, then, practice them with a partner.

chocolate – agenda – reservation – real – tomato

tourist – visit – information - receptionist

- d. In groups, write at least five other cognates.

4.  Let's play bingo! Create your own bingo chart, then, listen to the teacher and mark the letters you hear.

BINGO		

Useful Expressions

5. Look at the dialogs and complete them. Identify the appropriate question to each conversation and write its letter in the speech balloons.



- Sorry, madam, I didn't understand your name. Can you repeat it, please?
- How do you pronounce it, madam?
- Can you speak slowly, please?
- How do you spell your surname?
- Can you say that a little more loudly, please?

6. Ask your partner questions to complete the charts.

For example:

How can I say "férias" in English? Vacation.

How do you spell it? V-a-c-a-t-i-o-n.

Student A

1. Ask your partner how to say these things in English:

2. Your partners is going to ask you how to say these things in English. Answer his/her questions and say how to spell the words.

 <input type="text"/>	 <input type="text"/>	 airport	 hotel
 <input type="text"/>	 <input type="text"/>	 restaurant	 store

Student B

1. Ask your partner how to say these things in English:



2. Your partners is going to ask you how to say these things in English. Answer his/her questions and say how to spell the words.



Brazil



city



beach



sun

Greetings and closings

7. Discuss:

- In your opinion, are greetings personal or cultural?
- How do you usually greet people in formal and informal situations in your country?
- What do you know about greetings in different countries?

8. Read the text, then check if the sentences are true (T) or false (F):

In every country people greet each other; however, greetings can be different from one country to another. In Spain, for example, people usually kiss each other. Two women or men and women kiss each other on the cheek. Men usually shake hands, but when they are close friends they hold and pat each other's back. On the other hand, in formal situations the most common greeting is a handshake. In England, things are a bit different; in formal situations people shake hands firmly. A handshake is a very common greeting in England; it is also used when you are introduced to somebody. English people do not kiss each other very often, only when they meet friends or someone they do not see frequently. In France, people shake hands in formal situations, but the most common greeting is kissing. When French people are introduced to someone, they kiss each other, but the number of kisses varies from one region to another. Family members and friends, even men, usually kiss each other on the cheek.

a	Spanish women usually shake hands.	()
b	In Spain, friends pat each other's back.	()
c	Shaking hands is very usual in England.	()
d	English and French men always kiss each other.	()
e	French people give two kisses when introduced to someone.	()
f	Kissing is a common greeting in England, France and Spain.	()

9. Match the greetings to the following pictures.

1	2	3	4
			
			
_____	_____	_____	_____

- a hug
- a kiss on the cheek
- a handshake
- a bow

10. What would people say in those situations in activity 9? First, mark if they are formal (F) or informal (I). Then, write the possible greetings and closings to be used in each situation:

Good morning! – Good afternoon! – Good evening! – Hi! – Hello! - How are you?
 How are you doing? - Good bye! – See you! – Bye! – Good night!

Situations	Saying hello	Saying goodbye
1. _____		
2. _____		
3. _____		
4. _____		



Lesson 1 - What's your nationality?



Think about it

1. Before reading, discuss:
 - a. In a hotel, who helps the guest first?
 - b. What does a receptionist usually say and ask guests when they arrive in a hotel?
2. Read the dialogs and match them to the pictures.

1



2



3



4



Dialog A (F / I)	Dialog B (F / I)
<p>A: Good morning, madam!</p> <p>B: Good morning! I have a reservation.</p> <p>A: What's your name, please?</p> <p>B: My name's Karen Thompson.</p> <p>A: Can you spell your surname, please?</p> <p>B: T-H-O-M-P-S-O-N.</p> <p>A: Thank you.</p>	<p>A: Hi, Rachel! How are you?</p> <p>B: Fine, thanks. How about you?</p> <p>A: I'm OK.</p> <p>B: Rachel, this is Tony. He is my husband.</p> <p>A: Nice to meet you, Tony.</p> <p>C: Nice to meet you, too.</p>
Dialog C (F / I)	Dialog D (F / I)
<p>A: Thank you, sir.</p> <p>B: You're welcome. Have a nice day!</p> <p>A: You too, goodbye.</p> <p>B: Goodbye.</p>	<p>A: Excuse-me, sir. Do you speak English?</p> <p>B: A little. Where are you from?</p> <p>A: I am from Ireland.</p> <p>B: Oh, welcome to Brazil!</p> <p>A: Thank you!</p>

3. Read the dialogs again and answer the questions.
- Who are the people in the dialogs? Receptionists, customers or friends? Discuss with a partner.
 - Are the dialogs formal or informal? Mark F(Formal) or I(Informal), then underline the words that indicate these aspects.

ab Learning words

4. Let's test your memory. Observe the following guests and memorize their conversations:

My name's
Francesca
Albertini. I'm
Italian.



I'm Olivia Cabrol.
I'm **French**. I
speak French and
a little English.



My name's
Sato Futai. I'm
Japanese. I
speak Japanese
and English.



My name's Paul
Thompson. I'm
Australian. I
speak English and
a little Spanish.



I'm Monica Johnson and this is
Klaus Becker. We live in Berlin,
Germany. He is **German** and
I'm **English**. We speak German
and English.



See Grammar
Extra page 136

Now, close your book and answer your partner's questions about the previous guests.

Then, ask him/her different questions:

For example: What is Francesca's nationality?

She is Italian.

a. Read the texts again and complete the chart with the right nationalities.

Country	Nationality
Italy	
Australia	
France	
Japan	
Germany	
England	



See Grammar
Extra page 130

5. In English, when referring to people in FORMAL situations different TITLES are used: **Mr., Miss, Mrs.** or **Ms.**. Read the dialogs again and try to complete the table below.

MAN			WOMAN		
single	married	you don't know	single	married	you don't know
		?			?
_____			Miss	_____	Ms.



See Grammar
Extra page 131

Check if the sentences are right (R) or wrong (W). Then, correct them when necessary:

Remember : we use TITLE + LAST NAME or TITLE + FULL NAME. We never use TITLE + FIRST OR MIDDLE NAME).

R: Good morning, Ms. Santos. Is this your husband? ____

G: Yes, his name is Simon. ____

Welcome to our hotel Mr. Paul. ____

These are Mr. Paulo Silva and Mrs. Joana Silva.

G: Good afternoon, I am Mary Lewis.

R: Good afternoon, Ms. Lewis. ____

I am Mr. Duarte. My full name is José Duarte Santana. ____

R: Are you single?

G: Yes, I am. I'm Miss Perez. ____



Language tools

6. Read the dialogs in exercise 2 again, identify and write the possible answers to the following questions or sentences in the chart.

Questions / sentences	Possible answers
How are you?	
Do you speak English?	
Have a nice day!	
Thank you (formal)! Thanks (informal)!	
Where are you from?	
What's your nationality?	
What's your name?	
Nice to meet you!	

- Talk to a partner, find other possible answers and write them in the chart.
- Use the previous questions and interview some classmates to get some information about them.

7. Read the text and complete it with the appropriate verbs.

Hello, I _____ Beatriz and these _____ Enzo and Vítor. We _____ co-workers. We _____ receptionists in Fortaleza Hotel. The hotel _____ very big. All tourists _____ welcome there. I _____ from São Paulo, Enzo _____ from Goiânia and Vítor _____ from Rondonópolis. We _____ Brazilian. I _____ Portuguese, English and a little Spanish. Enzo and Vítor speak Portuguese and English. And how about you? Who are you? Where are you from? What languages do you speak? Tell us a little about yourself.

 See Grammar Extra page129

8. The following countries might take part of the next World Cup. Do you know any names of famous players from these countries? Do some research and complete the chart. Then, make sentences answering the questions below according to the example.

France	England	Mexico	Italy	Spain
				
Thierry Henry	_____	_____	_____	_____

 See Grammar Extra page130

What's **his** name?

Where **is he** from?

What language **does he** speak?

a. **His name is** Thierry Henry. **He is** from from Paris, France. **He speaks** French.

b. _____

c. _____

d. _____

e. _____



Time to write

9.  Do you know any other famous soccer players? Choose two players from other countries, do some research and write a text introducing them to the group (use photos).



Letters and sounds

10. Read the questions in exercise 7, copy them and underline the stressed words according to their intonation.

Example: What's your name?

a. _____

b. _____

c. _____

d. _____



It's your turn

11. You're a receptionist and you need to welcome the English speaking guests who came for a World Cup Conference in the hotel where you work. Ask for their names and nationalities to write on their badges. Note the time and greet them using the appropriate titles.



A young American journalist.



Two female young athletes from Ireland.



A female diplomat from Canada.



Two male students of Tourism from South Africa.

Lesson 2 - What's your phone number?



Think about it

1. What types of information can you have about someone based on numbers?
2. Read the text and answer the following questions:

34 years old	Numbers: logical but also personal	RUA 20
By using numbers we can find out many things about people such as their age, the number of children or brothers and sisters they have, their address, their date of birth, etc. Around the world numbers are used in different ways. In Portuguese, for example, when talking about age and birthdays we use cardinal numbers. On the other hand, in English in dates only ordinal numbers are used. However, both kinds of numbers can be used in Brazilian addresses. And the way addresses are given changes from one city to another. In some places, addresses are identified by street numbers or names, in others, such as Brasília, they are organized in blocks. In addition, Brazilian people are also identified by several numbers: <i>CPF</i> , passport, driver's license, I.D. number, etc. To sum up, numbers are logical but they also seem to be really personal and cultural. Do you know how these things work in other countries?		
SQN 610	1 st Street	3 sons

- a. Why can numbers be personal?
- b. Write other pieces of personal information in which numbers are used.

- c. Research the use of numbers in two other countries.
- d. At a hotel reception desk, when would you use numbers? Write some examples (you may use your dictionary, if necessary).

	Phone number		
			Room number

ab Learning words

3. Cardinal (C) or ordinal (O) numbers - what types of numbers would you use for...?
- | | |
|--------------------------|----------------------|
| a. phone number _____ | b. room number _____ |
| c. floor number _____ | d. age _____ |
| e. passport number _____ | f. birthday _____ |
| g. zip code _____ | |

 See Grammar Extra page132

4. This year, Hotel Brasília is offering guests lower prices (20% off) for specific periods of time. Look at the calendar and check the best times to stay there. Then, write sentences.

January	February	March	April	May	June
----	20th – 23rd	01st – 09th	12th – 19th	11th – 15th	10th – 13th
July	August	September	October	November	December
----	25th – 31st	22nd – 24th	03rd – 07th	16th – 21st	----

For example:

- a. From February twentieth to February twenty-third.

Remember:

We write: **February 20th.**

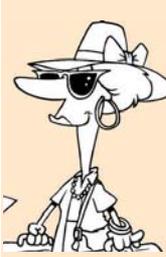
We speak: **February twentieth** or

the twentieth of February.



See Grammar
Extra page 134

5. Check the hotel guests' age and help the receptionist complete the sentences.

					
Mr. Becker	Mrs. Johnson	Miss Albertini	Miss Futai	Mrs. Cabrol	Mr. Thompson
48	54	22	17	39	61

- a. Mr. Becker is forty-eight.
- b. Mrs. Johnson is _____.
- c. Miss Albertini is _____.
- d. Miss Futai is _____.
- e. Mrs. Cabrol is _____.
- f. Mr. Thompson is _____.

6. There are many guests at Hotel Brasília this weekend. Take a look at the chart and write the missing floor numbers. Then, answer where the guests and things are according to the example.

HOTEL BRASÍLIA	
10th - <u>TENTH</u> FLOOR	room 1001 - Mr. Becker
9th - <u>NINTH FLOOR</u>	room 903 – Mrs. Johnson
8th - _____ FLOOR	room 801 – Miss Albertini
7th - _____ FLOOR	room 702 – Miss Futai
6th - _____ FLOOR	room 604 – Mrs. Cabrol
5th - _____ FLOOR	room 503 – Mr. Thompson
4th - _____ FLOOR	room 401 – Miss Silva
3rd - _____ FLOOR	no guests
2nd - _____ FLOOR	no guests
1st - _____ FLOOR	Restaurant/ Reception desk

a. Where is Mrs. Johnson?

She is in room nine, oh, three, on the ninth floor.

b. Where is Miss Albertini?

c. Where is Mrs. Cabrol?

d. Where is Miss Silva?

e. Where is the reception desk?



Language tools

7. In a hotel, who asks these questions? Write (R) for receptionist or (G) for guest? Then, practice the questions with a partner:
- a. What's your phone number? _____
 - b. What's my room number? _____
 - c. What's the floor number? _____
 - d. What's your passport number? _____
 - e. When's your birthday? _____
 - f. What's your e-mail address? _____
 - g. Where's the restaurant? _____
8. Based on exercise 7, think about the way questions are formed and write two other examples in the chart:

Question word	Auxiliary verb	Subject
What	is	your phone number?

Now, discuss and write: When can we use the following question words?

- a. What: _____
- b. When: _____
- c. Where: _____



See Grammar
Extra page 135

Letters and sounds

11. Say the words below and order them in two groups according to the way they are pronounced:

thirty – ten – thirteen – twenty – fourth – sixteen – first - seventeenth

/t/	ten,
/θ/	

12. Listen to the teacher and connect the numbers you hear:

a.	5 th	3 rd	1 st	b.	11 th	3 rd	21 st	c.	18 th	24 th	20 th
	8	8 th	9 th		2	4 th	30 th		10	13	13 th
	10 th	22 nd	13 th		6 th	28 th	19 th		17 th	15 th	31

It's your turn

13. You're a hotel receptionist, help the guests. Answer their questions about the room and floor number, the hotel phone number, address and e-mail address to fill out the card.

_____ Hotel

Address: _____

Phone number: _____

E-mail address: _____

Room number: _____ Floor number: _____

Good morning! What number ...?

It's...

14. Do some research and tell the guest some emergency phone numbers in your city:

- a. Fire Department _____ b. Police _____ c. Ambulance _____
d. Taxi _____ e. Airport _____ f. Bus Station _____

What's the Fire Department phone number?

It's ...

Lesson 3: Would you like to book a room?



Think about it

1. Before reading, discuss:
 - a. Where can a tourist stay in your city?
 - b. Do you know any other types of accommodations?
2. Read the dialogs and match them to the pictures:

A

Receptionist: Salvador Hotel. May I help you?

Guest: Yes, I'd like to book a room from April 15th to April 21st.

Receptionist: How many people?

Guest: For two people.

Receptionist: Would you like a room with twin beds or with a double bed?

Guest: With twin beds, please.

Receptionist: OK. What's your name, please?

Guest: My name is Sarah Minston.

B

Receptionist: Good morning. Can I help you?

Guest: I booked a single room in this hostel. My name is Tom Sims.

Receptionist: For three nights?

Guest: Yes, that's right. From Thursday to Saturday.

Receptionist: Can I have your passport, please?

Guest: Just a moment. Here you are.

Receptionist: OK, you are in room 204.

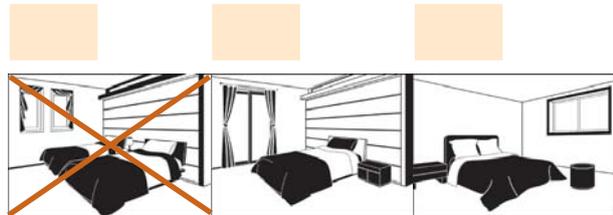
Guest: Thank you!

C

Receptionist: Natal Hostel, good evening!

Guest: Good evening! I want to book a double room for the first weekend in July.

Receptionist: Just a moment, please. I'm sorry, we are fully booked in July.



3. Read the texts again and write.

a. Types of accommodations: _____

b. Types of rooms: _____

ab Learning words

4. Look at Mrs. Kate Minston's schedule. Then, complete the sentences.

Sunday, 15	Monday, 16	Tuesday, 17	Wednesday, 18
Arrive in Salvador.	Go to Pelourinho.	Go to Itapuã Beach.	Visit Barra Lighthouse.

Thursday, 19	Friday, 20	Saturday, 21
Go shopping in Modelo Market.	Watch a football match.	Go back to London.

Today is Wednesday, Mrs. Minston is going to the beach.

a. Tomorrow is _____, Mrs. Minston is visiting Da Barra Lighthouse.

- b. Yesterday was _____.
- c. When is she going to Modelo Market? _____
- d. When is the football match? _____
- e. What are the weekend days? _____, _____

5. These are common symbols in hotels. Match the pictures of some hotel facilities to their names.



A.	pool		F.	laundry	
B.	access for disabled people		G.	gym	
C.	restaurant		H.	wi-fi access	
D.	air conditioner		I.	sauna	
E.	parking lot		J.	TV	

Now, choose a hotel in your city and talk about its facilities:

In this hotel, there is a _____ and _____.

In the hotel rooms, there are _____ and _____.



Language Tools

6. Look at the photos of Salvador Hotel and answer the guest's questions, according to the examples:



Use:
- **an** before vowel sounds
- **a** before consonant sounds

- a. **Guest:** Is there a pool in this hotel?
Receptionist: Yes, there is.
- b. **Guest:** Is there a garage in this hotel?
Receptionist: No, there isn't, but there is a parking lot.
- c. **Guest:** Is there a restaurant here?
Receptionist: _____
- d. **Guest:** Is there a gym here?
Receptionist: _____
- e. **Guest:** Is there an air conditioner in the room?
Receptionist: _____



Letters and sounds

7. Listen to your teacher say the following words and underline the stressed syllables. Then, write them in the appropriate group.

people – accommodation – saturday – coffee – credit – football
reservation – hotel – telephone – laundry

First syllable	Second syllable	Third syllable	Fourth syllable



It's your turn

8.  Match the commands to the right dialog. Then, act it out.

1- Check the number of nights 2- Make the registration 3- Talk about the hotel facilities
4- Check the type of room 5- Give the price 6- Greet and offer help
7- Say which forms of payment are accepted

- () **Receptionist:** Good afternoon! Can I help you?
Guest: Good morning! Do you have rooms available?
- () **Receptionist:** Well, would you like a single or a double room?
Guest: A single room, please.
- () **Receptionist:** How many nights?
Guest: For two nights, from Friday to Sunday.

- () **Guest:** How much is a single room?
Receptionist: It's R\$ 95 a night. Breakfast is included.
- () **Guest:** Is there an air conditioner in the room?
Receptionist: Yes, there is. There are air conditioners, minibars and TVs.
- () **Guest:** Great! Do you take traveler's checks?
Receptionist: No, I'm sorry, but we take credit cards.
Guest: That's OK. Here's my credit card.
- () **Receptionist:** Can you sign this form, please?
Guest: Yes, of course. Here you are.
Receptionist: You're in room 304 on the third floor. Here's your key.

9.  Act out the following situations. Use your creativity. You are the hotel receptionist and your partner is the guest, then change roles.

Guest: make a phone call to book a hotel room.

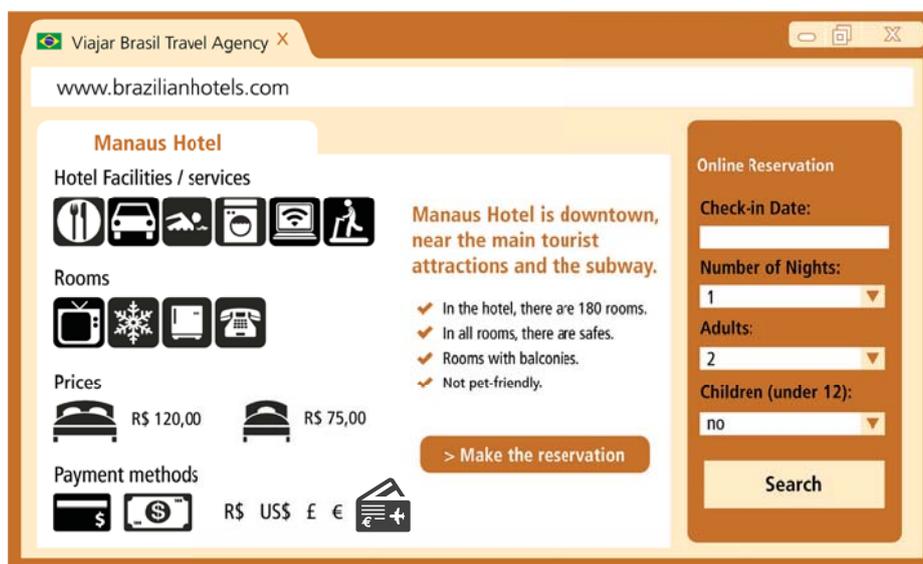
Receptionist: answer the phone and help the guest.

Student A – Guest	Student B - Receptionist
1. 	<p style="text-align: center;">Rio de Janeiro Hotel</p> <p>Location: It is 500 meters from the beach, near some shopping centers.</p> <p>Hotel facilities and services: pool – parking lot – coffee – shop – laundry – gym – wi-fi access</p> <p>Rooms: air conditioner – TV – minibar</p> <p>Single room: R\$ 175,00</p> <p>Double room: R\$ 280,00</p> <div style="text-align: right;">  </div>
2.	
3. Facilities/services  	
4. Price 	
5. Accept 	



Review 1

- The site of *Manaus* Hotel uses symbols to indicate its facilities and services. Now, create a hotel leaflet, look at the symbols and write their names to describe the hotel.



Manaus Hotel 

In this hotel, there is:
a restaurant

In the rooms, there are:

We take:

2. You are the receptionist in a hotel; ask the guest questions and fill out the reservation form. Then, make a list of these questions in your notebook.

HOTEL MANAUS											
Check-in date				Check-out date							
Number of nights											
Rooms	Single		Double								
Payment methods	Cash		Credit card		Traveler's check						
Price per night	R\$										
Room number											
First name											
Last name											
Passport number											
Birthdate											
E-mail address											
Address											
Country											
Signature											

3. Answer the following questions, then, evaluate yourself:

 Excellent!

 Good!

 Needs improvement!

In order to...	I say...			
greet someone formally and informally,				
offer help,				
ask for someone's name,				
say what there are in the hotel,				
check the number of nights,				
say that there aren't rooms available,				
ask someone's passport number,				
ask someone to sign,				
give room and floor number,				
thank someone,				
say goodbye.				

Curiosities

1. How can I say "0" in English?

Zero or oh. Americans use zero when writing and speaking. But British speakers usually use oh when speaking and zero in scientific texts. Americans usually say oh in ID numbers, telephone numbers and zip codes.

Some details:

- How are room numbers pronounced? 208 (two, oh, eight), 245 (two, four, five or two forty-five).
- Hotel classes: three stars, four stars, etc.

2. Some differences:

When you say *Thank you*, Americans usually answer "You are welcome." But British people prefer to say: Not at all or don't mention it.

American English	British English
driving license	driver's license
elevator	lift

3. Types of accommodation:

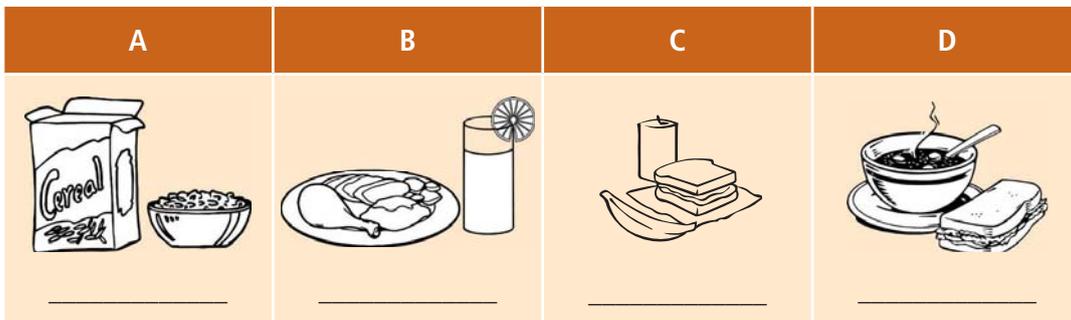
- Bed & Breakfast: a house or property where the guests can be accommodated in private bedrooms. Bathrooms are not necessarily private.
- Hotel: it is one of the largest accommodation types. In Brazil, a hotel has private bedrooms and bathrooms. In other countries, bathrooms may or may not be private.
- Hostel: a place that provides cheap accommodation and where rooms are usually not private.

Lesson 4 – What would you like to drink?



Think about it

1. Discuss:
 - a. How many meals do you have a day?
 - b. What are the main meals in Brazil?
 - c. Look at the pictures and name the meals.



- d. In your opinion, where can tourists have these meals?

2. Read the two dialogs below and answer the questions:

A	B
<p>Hostess: Good morning, sir. What's your room number, please? Guest: Let me see. Hmm, it's room 202. Hostess: OK. Thank you. Can you sign here, please? Guest: Sure. Hostess: Thank you! The buffet is in the second room. Enjoy the meal.</p>	<p>Receptionist: Good morning. May I help you? Guest: Yes, I am in room 403 and I would like to have my breakfast here, please. Receptionist: No problem, sir. What would you like to eat? Guest: I'd like a sandwich and some papaya, please. Receptionist: Anything to drink? Guest: A cup of coffee, please. Receptionist: OK, we'll serve you in 10 minutes. Guest: Thanks.</p>
C	D
<p>Guest: Good morning. Hostess: Good Morning, madam. Table for three? Guest: Yes, in the non-smoking section, please. Hostess: No problem, madam. Right this way, please. Enjoy the buffet!</p>	<p>Waiter: Good morning, sir. My name's Pablo and I'm your waiter today. What would you like? Tea, cappuccino, coffee? Guest: Cappuccino, please. Waiter: Can I recommend our buffet? it's R\$ 25.00. And all drinks are included. Guest: Yes, that's fine. The buffet, please. Waiter: It's over there, sir. Help yourself and enjoy your breakfast.</p>

a. Check where each guest has breakfast. Write the appropriate letters.

restaurant: _____

hotel room: _____

b. What is the most common type of breakfast service in Brazilian hotels?

c. Identify and write the expressions used to:

See Grammar
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offer some food/drink	suggest something

ab Learning words

3. What do people usually have for breakfast in Brazilian hotels? Tick the appropriate ones. Then, match names and pictures.



()



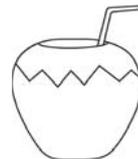
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1.	bread	6.	sausages	11.	hamburguer	16.	milk
2.	eggs	7.	fruits	12.	spaghetti	17.	coconut water
3.	bacon	8.	rice	13.	juice	18.	tea
4.	cheese	9.	butter	14.	pizza	19.	yoghurt
5.	soft drink	10.	jam	15.	coffee	20.	toast

4. Do you usually have fruits for breakfast? What fruits do we usually have in Brazil? Name the following fruits.

melon - pineapple - strawberry - lemon - pear - grape - orange - watermelon
peach - passion fruit - papaya - apple



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



7. _____



8. _____



9. _____



10. _____



11. _____



12. _____



Language tools

5. The way we offer things to our customers makes all the difference. Being polite is really important, and to do so, in English we use modals. Look at the following sentences and, then, make offers and requests.

Modal would – used to make offers and requests	
Making an offer	Making a request / Answering an offer
What would you like to drink?	I'd like a glass of grape juice.
Would you like a coffee?	Yes, I would. / No, I wouldn't.

- a. (a piece of cake/offer): _____
- b. (an orange juice/request): _____
- c. (an espresso and a brownie/offer) _____
- d. (a sandwich/offer): _____
- e. (a glass of water/request): _____



Time to write

6. Visit a hotel in your neighborhood and check:
- when breakfast is served (from...to...)
 - if they offer room service for breakfast
 - if guests have to pay an extra fee for breakfast
 - what they serve for breakfast / prices
 - if they have a menu in foreign languages

Then, write a text about the breakfast service in the hotel you've visited.



Letters and sounds

7. Listen to your teacher read the following offers, requests and answers; and check its intonation. Then, underline the stressed words in each sentence. Finally, practice it with a partner.

Offers	Requests/Answers
What would you like to drink?	I'd like a glass of grape juice.
Would you like a coffee?	Yes, I would. / No, I wouldn't.



It's your turn

8. Read the sentences and put the dialog a customer had with a waiter in the correct order. Check who said each sentence.

What do you suggest? – OK, I'll have one, thanks. – We've got mango, strawberry, lemon juice, etc. -
 What about a lemon juice? It's perfect in a hot day. – Good morning! What would you like to drink? -
 Good morning, I'd like to have a fruit juice. What have you got?

Customer: _____

Waiter: _____

Customer: _____

Waiter: _____

Customer: _____

Waiter: _____

Customer: _____

9. You're a waiter, have a dialog with the hotel guests, help them choose a drink and something to eat. Make suggestions.

Lesson 5 – Would you like to try it?



Think about it

Brazilian hotel breakfasts and snacks

Brazilian hotels offer different services. In some hotels breakfast is served only in the restaurant for all their guests in a specific period of time, from 6 to 10 o'clock, for example. In others, guests can also dial the reception desk, order what they want for breakfast and have it in their rooms. In general, when guests order breakfast or a snack in their rooms they have to pay an extra fee for room services. The types of food and drinks you find in a hotels depend on the price of the hotel, of course, and also on the region where it is located. Brazil is a very big country, so in each of its regions you find a great variety of typical food and drink. However, in Brazil, the most common snack or breakfast food and drink is bread and butter and coffee. At snack times, people also go to bakeries, cake shops and coffee shops where they can have cakes, pastries, hot chocolate, soft drinks and other things. Most of these places are usually open from 6a.m to 6p.m and serve breakfast and snacks.

1. Read the text and answer the questions.
 - a. Where can tourists have something to eat?
 - b. When do guests have to pay an extra fee?
 - c. Why do the types of food and drink vary in Brazilian hotels?
 - d. What do Brazilians usually have for a snack?

- e. When was your last trip? Where did you go? What did they serve for breakfast and for a snack there? Make a list of the items below.

Breakfast	Snack

ab Learning words

2. What are the five Brazilian regions?

- a. Look at the map and identify them:

North _____

South _____

Central-West _____

Northeast _____

Southeast _____



- b. What do you know about each of these regions?

3. Read the paragraphs, identify the regions and write their names on the following spaces.

This region has a population of about 14 million people and its weather is usually hot and wet. It is divided into seven states, Acre, Amapá, Amazonas, Pará, Rondônia, Roraima and Tocantins. The largest cities in this region are Manaus and Belém, which are the capital cities of the states of Amazonas and Pará.

This region has a population of more than 47 million people. And since it is a large region, the climate varies from one area to another, but in most parts it is hot and wet. This region is divided into nine states: Alagoas, Bahia, Ceará, Maranhão, Paraíba, Pernambuco, Piauí, Rio Grande do Norte and Sergipe. Its largest cities are Salvador and Fortaleza.

This region has about 11 million people and its weather is hot and rainy. It is formed by three states, Goiás, Mato Grosso and Mato Grosso do Sul and the Federal District. The largest cities are Brasília and Goiânia. The first is the capital of Brazil and the second is the capital of the state of Goiás.

This region has approximately 72 million people. Its climate also varies a lot, in some areas it is hot and wet and in others, hot and dry. The region is divided into four states, Rio de Janeiro, São Paulo, Minas Gerais and Espírito Santo. In this region, the largest cities are São Paulo and Rio de Janeiro.

This region has a population of more than 25 million people. The climate is rainy and windy in the winters and hot and humid in the summer. It has three states, Paraná, Rio Grande do Sul and Santa Catarina. Its largest cities are the capitals of Paraná and Rio Grande do Sul which are Curitiba and Porto Alegre.

4. In Brazil, there are many typical fruits . Match their pictures and names. Then, do some research and identify the regions where they are typical.



- a. *umbú* b. *cupuaçu* c. *açaí* d. *cajá* e. cashew
 f. *pitanga* g. *acerola* h. *jabuticaba* i. *cacao* j. *tamarind*

5. Read the text about some typical Brazilian snacks and, then, identify which food or drink the following descriptions refer to. Write their number in the appropriate sentence.

Brazilian snacks also vary a lot from one region to another. In the South, people usually drink *chimarrão* (1). They do not have *chimarrão* only at snack time, but throughout the day. In the Southeast, people eat a lot of *pão de queijo* (cheese balls) (2) and drink black coffee. In the Central-west, they have *pamonha* (3) and other specialties made from corn. In the Northeast as well as in the North, people usually have *tapioca* (4), couscous and various kinds of spicy food such as *acarajé* (5) and drink *caldo de cana* (sugarcane juice), juice or a kind of soft drink made from *guaraná* fruit.

- a. It's a traditional southern infused drink made from the mate herb. _____
 b. It is a paste made from fresh corn and milk that is wrapped in corn husks and boiled. _____
 c. It is a dish made from peeled black-eyed peas formed into a ball and then fried in *dendê* (palm oil). _____

d. It is made from white grains derived from cassava. It's baked and people usually have it with butter or filled with cheese, chicken, etc. _____

e. It is a small, round bread made with cheese. _____

6. It's very important to tell your customer the way each food is prepared. Think about the snacks presented in exercise 5 and place them in the right group. Then, make a list of other Brazilian snacks which are:

fried	baked	boiled

7. In Brazil, we usually have pastries for snack and, in general, their names are not translated. Name them according to their descriptions.

coxinha quibe risole pastel esfirra enroladinho empada

What is it? **or** What is coxinha?

a. It's fried and it's made from shredded chicken and spices. _____

b. It's thin, crispy and filled with different ingredients (usually cheese, ham or minced meat). It's fried. _____

c. It's a pastry usually made with cheese, cheese and ham or sausages. _____

d. It's a small, round pastry filled with chicken. _____

e. It's a croquette made of minced meat and onions, which can also be baked. _____

f. It's a baked open-faced pie made with cheese, minced meat and other spices. _____

g. It's a croquette usually stuffed with corn or minced meat. _____.

Obs.: 1- Pastries= various kinds of baked products made from flour, sugar, milk, butter, baking powder and eggs.

2- Croquette = a small fried roll which usually contains potato.

Language tools

8. Read the following descriptions and identify the order in which the adjectives are used.

size - color - origin - shape - opinion



Adjectives order					noun
a. A delicious	small,		yellow,	Brazilian	fruit.
b. A sweet	big,	round,		South American	fruit.

Remember: adjectives in English have no plural forms. So, we say: a big fruit / big fruits.

9. Talk about some typical Brazilian fruits. Give as much information as possible.

What is *pitanga*?

It's a small, red fruit and it's a bit sweet.

You may also say:

(+)	(++)	(+++)
It's <u>a bit</u> sour.	It's <u>sour</u> .	It's <u>very</u> sour.
It's <u>a bit</u> sweet.	It's <u>sweet</u> .	It's <u>very</u> sweet.

In my opinion, it tastes like **strawberry** (say the name of fruit the person is familiar with).



Time to write

10. Search the internet and check bakery and coffee shop menus from two different Brazilian regions. Make a list of three different things tourists can have for breakfast in each place and, then, write their descriptions.



Letters and sounds

11. Place the words in the appropriate group according to the way they are pronounced.

fried – grilled – baked – boiled – stuffed – minced - filled – wrapped – infused – peeled - formed

/ t /

/ d /



It's your turn

12. You work in a coffee shop and a customer wants to order a typical Brazilian snack and fruit juice. Tell him/her how these things are prepared and their main ingredients.

Good morning! Would you like something to eat?

Yes, please! What is this?



Lesson 6 - Would you like some sauce?



Think about it

1. Discuss:
 - a. Where do you have a snack when you visit other cities?
 - b. Are there many coffee shops in your city?
 - c. Do you usually go to coffee shops? What's your favorite one?
2. Read the dialog a customer has with a coffee shop assistant and complete it with the sentences from the box.

A cheese sandwich, please. - Regular, please. - What would you like? -
Thank you, madam. I'll serve you in a minute. -
Here you are. That's R\$ 12.00. - Yes, we take Visa and MasterCard.

Assistant: Good morning. Can I help you?

Customer: Yes, please.

Assistant: _____

Customer: A cup of tea, please.

Assistant: With milk?

Customer: No, thanks.

Assistant: Regular or large?

Customer: _____

Assistant: To have here or to go?



Customer: To go.

Assistant: Would you like something to eat?

Customer: _____

Assistant: Anything else?

Customer: No, thank you. Can I have the bill, please?

Assistant: _____

Customer: Do you take credit card?

Assistant: _____

Customer: Great, here's my Visa.

Assistant: _____



Language tools

3. Read the rule below and, then, underline the appropriate form of the following sentences. Finally, check if the words in **bold** are countable or uncountable.

Rule: In English coffee, tea, juice and drinks in general are normally uncountable.

So we say: I usually drink coffee. **Not:** I usually drink ~~a~~ coffee.

But they can be countable when we think of a cup/a glass, etc.

So, in bakeries and coffee shops, **we can say:** A coffee and an orange juice, please.

- Would you like **espresso** / **an espresso**?
- They don't like **milk** / **a milk**.
- I'd like **coke** / **a coke**, please.
- I like **coffee** / **a coffee**.
- How often do you drink **hot chocolate** / **a hot chocolate**?
- I never drink **tea with milk** / **a tea with milk**.
- Do you like **apple juice** / **an apple juice**?

4. Read the dialog and complete it with the appropriate articles *a*, *an* or *the*.

- Good morning! What would you like?
- I'd like _____ coffee, please.
- Would you like _____ coffee with sugar?
- Yes, please.
- OK. And you, sir. What would you like?
- _____ orange juice and _____ piece of chocolate cake and two cheese balls, please.
- (...)
- All right! Here you are, _____ coffee, _____ orange juice, _____ cake and _____ cheese balls.
- Thank you!

Now, read the dialog again, identify the articles used in each situation and complete the chart.

Definite Articles		Indefinite Articles	
Singular	Plural	Singular	Plural
			∅

 See Grammar
Extra page 136

5. You're a waiter/waitress. Look at the menu and help the customers check some prices. Then, answer the questions.

BRAZIL COFFEE SHOP				
MENU				
DRINKS			SNACKS	
	REGULAR	LARGE		
Coffee	R\$ 3.40	R\$ 4.20	Cookies	R\$ 2.00
Espresso	R\$ 3.60	R\$ 4.35	Brownie	R\$ 5.50
Cappuccino	R\$ 4.50	R\$ 6.20	Cake (a piece)	R\$ 3.30
Hot chocolate	R\$ 3.20	R\$ 5.25	Sandwich	R\$ 2.00
Coffee with milk	R\$ 5.00	R\$ 6.25	Pastries/croquette (<i>coxinha, risole, etc</i>)	R\$ 3.30
Soft drink	R\$ 3.40	R\$ 4.20	Cheese ball (<i>pão de queijo</i>)	R\$ 4.20
Fruit juice	R\$ 3.60	R\$ 4.35	<i>Tapioca</i>	R\$ 6.00
Tea	R\$ 4.60	R\$ 6.30		
Milkshake	R\$ 6.70	R\$ 8.50		
	GLASS	BOTTLE		
Still mineral water	R\$ 2.50	R\$ 3.50		
Sparkling mineral water	R\$ 3.00	R\$ 4.50		

How much is / are...?

It's / They're...

For example:

a. How much is the regular coffee? It's three forty.

b. _____?

c. _____?

d. _____?

e. _____ ? _____

f. _____ ? _____

ab Learning words

6. Name the objects customers may use in a coffee shop.

glass – spoon – cup – can – knife – napkin – fork – straw – bottle - dish

a. _____



b. _____



c. _____



d. _____



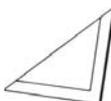
e. _____



f. _____



g. _____



h. _____



i. _____



j. _____



7. Read the following words and write the type of food or drink you would have with those things.

a. whipped cream: _____

b. sweetener: _____

c. ice: _____

d. lemon: _____

e. ice: _____

f. sauce: _____

g. ketchup: _____

h. mayonnaise: _____

8.  Now, ask and answer questions using the previous words.

Do you take sugar in your coffee?

Yes, I do. / No, I take...

Would you like Ice and lemon in your coke?

Yes, please. / No, thanks.

 **Time to write**

9. Look at the pictures and check what each guest wants to order. Then, write complete sentences with their orders.

What would you like?



a.



b.



c.





10. Do you know any famous Brazilian coffee shops, bakeries or cake shops? Do some research and write a text about one of them (say the city/region where it is located, their specialties and prices). Finally, present it to the group.

Letters and sounds

11. Check the way these words are pronounced and place them in the correct groups. Observe the underlined sounds.

still – tea – fruit – coffee – milk – mineral – drink – juice – filtered – cheese
 menu – would – cappuccino – cookies – sugar – spoon

/ɪ/	/i:/	/ʊ/	/u:/



It's your turn

12.  You work in a cake shop, have dialogs with the customers:

Waiter/waitress: help the customer to order something to eat and drink.

Customer: check the prices of some products, then, order something to eat and drink. Pay the bill and thank the waiter/waitress.

Review 2

1. Look at the menu in lesson 6 and check the bills. Write the total prices (use your notebook).

A

- 3 coffees
- 2 espressos
- 10 cheese balls

R\$ _____

B

- 5 regular soft drinks
- 8 pastries
- 2 pieces of cake

R\$ _____

C

- 10 brownies
- 12 milkshakes
- 5 bottles of still mineral water

R\$ _____

D

- 250 pastries
- 15 bottles of soft drink

R\$ _____

2.  Create the menu of a coffee shop with typical Brazilian food and drinks and write a short description for each item. Finally, have a dialog with a customer and make some suggestions.

3. Answer the questions, then, evaluate yourself:

 Excellent!

 Good!

 Needs improvement!

In order to...	I say...			
ask what the customer would like to eat/drink,				
describe food/drink,				
make suggestions,				
check if the customer wants a regular or large drink,				
check if the customer takes sugar in his/her coffee,				
check if the customer wants ice in his/her soft drink,				
check if the customer is going to have the snack in the coffee shop or take it away,				
give prices.				



Curiosities

1. Some food and drinks may be countable or uncountable depending on the way you talk about them. Let's see some examples:

Uncountable	Countable
bread	a loaf of bread / a slice of bread
water	a glass of water
soft drink	a bottle / a can of soft drink
coffee	a cup of coffee
cake	a piece of cake
chocolate	a chocolate bar

2. Food Idioms:

- She is the apple of her mother's eye (someone important).
- That man is a bad egg; don't talk to him (a bad person).
- That's a piece of cake (something very easy).
- Visiting museums is my cup of tea (something you like doing).

3. Some differences:

British English	American English
To have here or take away.	To have here or to go.
bill	check

Lesson 7 - What size is it?



Think about it

1. Before reading, discuss the following questions:
 - a. Do you like shopping?
 - b. What pieces of clothes do you buy more often?
 - c. Where do you usually buy clothes?
2. Now, read the dialog and answer the questions:

- Good afternoon, madam. Can I help you?
- Yes, please. I'd like to see **those** beige shorts over there. How much are **they**?
- They're R\$ 20.
- Oh, that's reasonable. Do you have a dress for a little girl?
- Sure. Look at **this** pink one. It's perfect for her!
- How much is **it**?
- It's R\$82.50.
- Wow, this is too expensive! Hmm, where is the changing room?
- It's over there. Come with me and I'll show you the way.
(...)
- How are the shorts?
- Perfect! What other colors do you have?
- Well, we have blue, green and black ones.



- I'll take **these** beige and black ones. And **that** red skirt? How much is **that**?
- It's R\$17.
- I'll take it, too.
- All right, two shorts and one skirt. They are R\$122.50.
- Here you are, thank you.
- You're welcome. And have a nice day!

- a. Where are the people?
- b. Who are the people?
- c. What does the woman want to buy? Does she find it?
- d. How much are the black shorts?
- e. Where can people try clothes on in a store?



Language tools

3. Read the dialog again and pay attention to the demonstratives in **bold** type. Then, check when each of them is used and complete the table below.

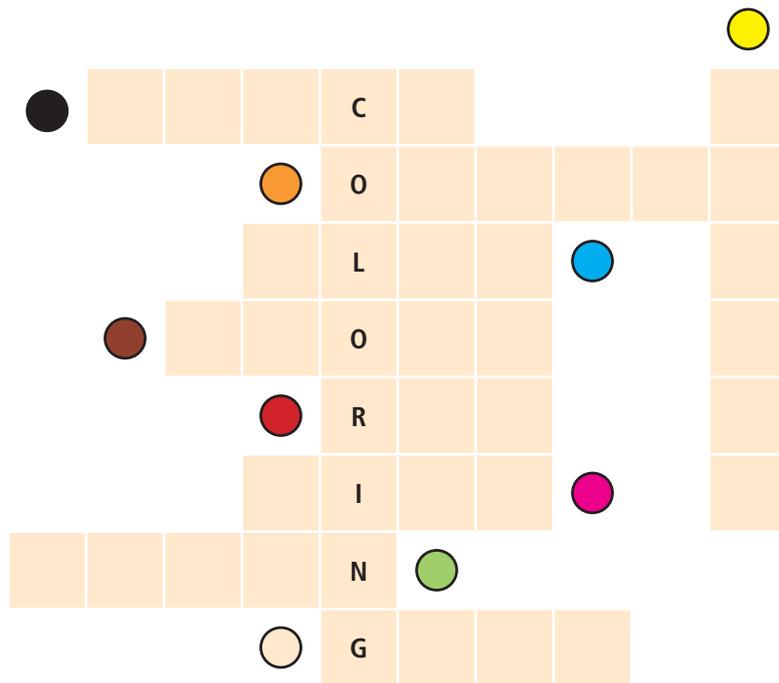
	The object is close to the person that is speaking	The object is distant from the person that is speaking
Singular		
Plural		

4. Complete the sentences with the appropriate demonstrative pronoun.
 - a. (distant) I like _____ shoes.
 - b. (close) Do you like _____ pants?
 - c. (close) I prefer _____ black sweatshirt.
 - d. (distant) Would you like to see _____ tie?
 - e. (distant) _____ is my favorite jacket.



Learning words

5. Write the appropriate color names to complete the crossword:

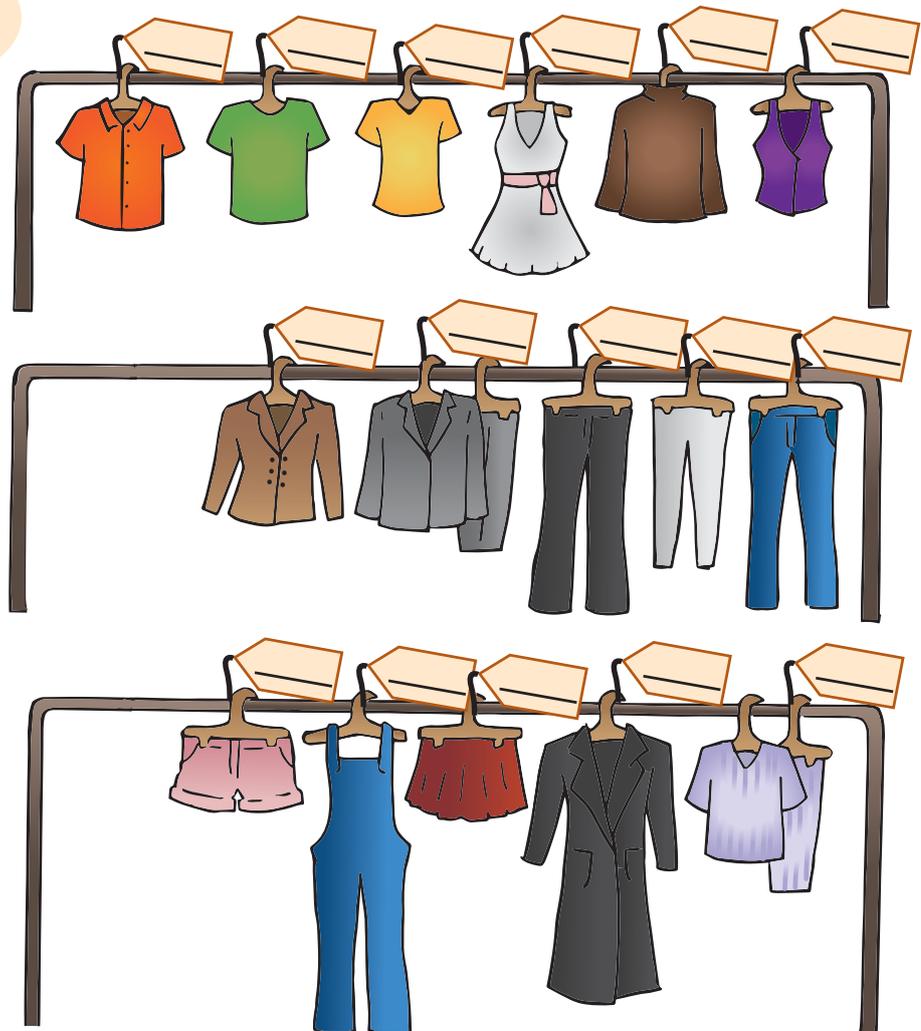


Some colors are not mentioned in the crossword. Talk to your partner and write down the missing colors. You can use your dictionary, if necessary. Then, report them to the group.

6. The store where you work has just got some new products in. Look at the list and write the price of each piece of clothing on the appropriate tag. Then, write sentences according to the example in the speech balloon:

white dress	RS 84,00	orange shirt	RS 35,95
green T-shirt	RS 40,35	white leggings	RS 26,95
yellow blouse	RS 37,44	blue jeans	RS 121,45
pink shorts	RS 44,45	black pants	RS 74,86
black overcoat	RS 154,23	brown sweater	RS 79,78
green vest	RS 29, 23	blue overall	RS 69,20
Red skirt	RS 59,99	gray suit	RS 324,65
beige jacket	RS 93,90	lilac pajamas	RS 64,16

This white dress is
R\$ 84



7. Having in mind that the weather in Brazil changes a lot, in your region, which pieces of clothing should a tourist bring in these months?

December/January	March/April	June/July	September/October



Time to write

8. Search the internet and check websites of American or British clothing stores and write a text answering the following questions. How is it organized? What characteristics are mentioned in the website menus? What pieces of clothing can you find there? What information is given about the clothes and the store? Then, draw a web page for your clothing store.
9. A customer visited your store site and wrote you a message, read and answer it, please.

B I U T T A T 😊 🔗 ☰ ☰ ☰ ☰ ☰ ☰ ☰ ☰ ☰ ☰

Hello,

I really liked the clothes on your website, I'm very interested in the shorts code 543 and also in the pants code 035.

However, I want to ask you some questions. What color are the pants, dark blue or black? Do you have large ones? My size is 44. Do you charge for delivery? I live on 5th Avenue in New York, NY.

Sarah Minston.



Letters and sounds

10. Read the following words, check their pronunciation and write them in the correct group. Finally, read the lesson again and find other words with the same sounds.

tie – much - pants – sweater - charge

/t/

/tʃ/

It's your turn

11.  You are a salesperson in a clothing store and you need to sell some clothes to a family of tourists. Help them choose the appropriate pieces, colors and sizes for each family member.



Imagine this family.



Draw it.



Then, act out their dialog.

Lesson 8: What should I wear?



Think about it

1. Before you read, discuss the questions:
 - a. Are you interested in fashion?
 - b. Do you read fashion magazines? Which ones?
 - c. What are your favorite sections in a fashion magazine? Personality quizzes, celebrities' looks, the latest fashion trends, tips...?

Forget the leather boots, coats, gloves, scarves and woolen hats. It is summer, so go with light clothes such as bikinis, shorts and T-shirts and don't forget accessories like sunglasses and hats. One of the hottest fashion trends

for summer are the purses. It is important to remember that, in Brazil, it usually rains in the summer, so always have an umbrella with you. To get tips about shoes, check our special section.

2. Answer the questions according to the text:
 - a. What type of text is it?
 an AD for a clothing store
 an e-mail about fashion
 an article about fashion

- b. In the text, some of the latest fashion trends are mentioned. What season and country are they for?
- c. What accessories should we wear in this season? Which ones are not recommended?



Learning words

- 3. Read another session of our fashion magazine. Then, identify which shoes each person in the following picture should wear.

For each style, different shoes:

For romantic women, flats.

For business women, pumps.

For sports women, sneakers.

For the casual women, colorful mules and sandals.

Avoid boots and clogs.

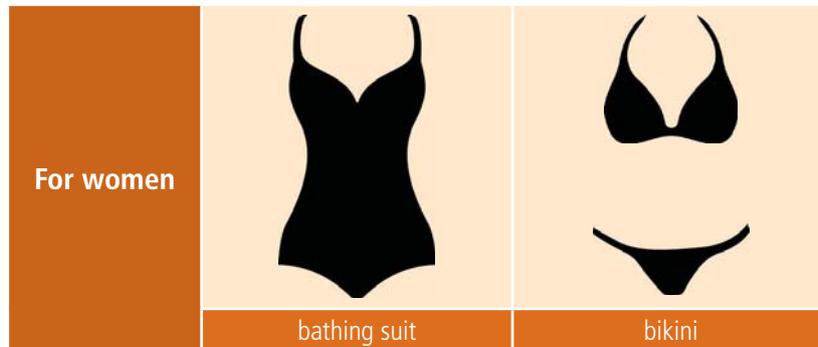
For men, colorful sneakers might be the most fashionable shoes this season.

Wear shoes only at work.

In your free time, go with flip-flops.



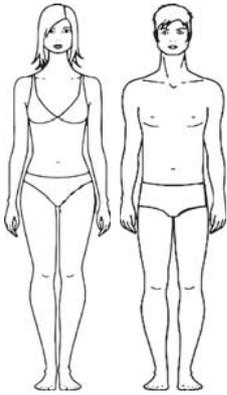
4. Choosing bathing suits to go to the beach may not be so easy; there is a great variety of them. Let's see some. Then, answer the questions:



	Top		Bottom
Bandeau		High waist	
Triangle		Tie side	
Balconette		Brazilian bikini	

- Which one would you wear to the beach?
- Visit some stores in your city and check the latest trends for bathing suits.

Situation 2. Choose a place to visit in Rio de Janeiro and decide what clothes they should wear. Then, draw these clothes and write a paragraph describing what they are wearing.



Ruth is wearing _____

Tom is wearing _____

Situation 3. Buy flip-flops to go to the beach. Read and order Tom's dialog.

Attendant

Tom

Good afternoon, sir. Can I help you? (___)

Flip-flops? What size are you? (___)

What color would you like? (___)

Let me see. Well, we have black, green, brown and orange ones. (___)

Here they are, sir. (___)

Sure. The changing room is over there. (___)

They are R\$ 35. (___)

a. Oh, they are OK. How much are they?

b. 42, please.

c. Hmm... I don't know. What colors do you have?

d. All right, I'll take them. Do you take VISA?

e. Can I try them on?

f. Good afternoon! I'd like to see some flip-flops.

g. Well, I prefer the green ones.



Language tools

6. Read the sentences in the box and complete the following rule with the underlined object pronouns:

I like those shoes. Can I try them on?

I like that T-shirt. Can I try it on?

The object pronoun _____ is used to replace singular nouns and _____ is used to replace plural nouns.

Now, complete the sentences with the appropriate object pronoun:

- a. I like this blouse. Can I try _____ on?
- b. A: Look at those green sandals. They are beautiful.
B: Why don't you try _____ on?
- c. I like this dress. I'll take _____.
- d. This tie is so cheap, why don't you take _____?
- e. A: Wow, this skirt really suits you.
B: Will you take _____?
- f. A: How much are those earrings?
B: R\$ 45.
A: Thanks, I don't think I'll take _____.
- g. A: I like those jeans. Do you?
B. Hmm, I don't like _____.



See Grammar
Extra page 135

7. You were invited to write an article for *Moda Brasil* Magazine about the types of clothes people should wear on specific occasions: to go to the beach, to go to an expensive restaurant, to go sightseeing in the afternoon, to go to a football match, etc. Write a text, then, talk about it with a partner. Finally, present it to the group.



Letters and sounds

8. Observe the following diphthong sounds and write more examples.

/aɪ/	ti <u>e</u> ,
/eɪ/	wa <u>i</u> st,



It's your turn

9.  You are a salesperson in a shopping mall. Help the the customers choose and buy some products.

Customer1

A young Canadian woman, who is about 25, wants to buy a bathing suit.

Customer 2

A Jamaican men who is about 30 years old and his seven-year-old son wants to buy some accessories to go to the beach.

Customer3

An Australian woman who is about 50 wants to buy clothes to go to an evening party at a club.



Lesson 9 – What's the most famous Brazilian souvenir?



Think about it



1. Look at the pictures and discuss the following questions:
 - a. When are you going to have a vacation?
 - b. What do you usually buy on vacation?
 - c. What image do Brazilians want foreigners to have of our country? Do the products we sell influence this image? How?
 - d. What products do foreigners usually try to find in Brazil? In your opinion, what else should we sell?



2. Read the text and answer the questions.
 - a. Who is the target audience?
 - b. What is the main idea of the text?
 - c. What regions are represented in the text?

Out of ideas? Here are some tips to help you buy your Brazilian souvenirs.

Big monuments, small souvenirs.



Christ the Redeemer, the National Congress Building, the Copan Building and others can be part of your house. These miniatures of famous Brazilian places are available in many stores. They are made of different materials, such as stone, glass, plastic and iron. They can be found in many sizes. The small ones (4,5 x5cm) cost R\$ 5,00; the medium ones (7,5 x8cm) cost R\$ 8,00; and the large ones (10,5 x12cm) are about R\$ 12,00.

Casa das Pedras, Brasília-DF.

Brazilian treasures.



Gold and silver jewels are traditional, but in Brazil you may find beautiful necklaces, earrings and bracelets made of typical Brazilian materials such as urucum seeds, coconut, bamboo and also newspapers. Come and see the great variety of products we have and that are also being sold around the world. We take credit cards, checks and traveler's checks.

Jóias Criativas, Cuiabá-MT.

Art and culture



The most famous and popular Brazilian characters which represent our legends, myths, beliefs; and are part of our history can also be found as souvenirs. They are usually made of wood and ceramic. If you pay cash, you'll get 10% off.

Era uma vez, Salvador- BA.

The secrets of the South



The sun, the beaches and the tropical climate. Are these the only things Brazil has to offer? Of course not. Discover the Southern Brazilian art of sewing and surprise yourself with this piece of Europe in Brazil. Leather coats, wool scarves, cotton or velvet socks, all of these are available in one place. Foreign currency is accepted.

Chalé de Inverno, Porto Alegre-RS.



Language tools

3. Read the text again and identify the singular and plural forms of the following nouns. Then, complete the rules used to form the plural of nouns in English.

Singular Nouns	Plural Nouns
souvenir	
jewel	
scarf	
	glasses
	plastics
	stones
store	
beach	
	earrings
	necklaces



See Grammar
Extra page 137

Plural - some regular forms:

* In general, we add _____ to the end of nouns. For example: material – materials.

* With words that end in *-s*, *-sh*, *-z*, *-x*, *-ch*, we add _____. For example: beach – beaches.

* With nouns that end in *-y*, preceded by a consonant; you should take out the _____ and add _____.

For example: consistency – consistenc**ies**.

Plural - some irregular forms:

* scarf - scar**ves**

* woman – women

* man - men



Learning words

4. Read the following lists of payment methods and cross out the word that does not belong. Then, identify the name of each method in the next.
- a. value – date – signature – card – bank _____
 - b. foreign currency – local currency – paper – coins – signature _____
 - c. paper – fixed amount – commission – exchange – password _____
 - d. name – password – expiration date – paper – security code _____

Do you know any other payment methods? Tell your partners about it.

5. A new store has just opened in Fortaleza - CE. Help, the salesperson:
- a. name the products sections in the store.
 - b. Place the products on the appropriate shelves and create new tags to identify each product.

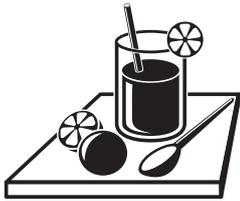


6. Look at the chart and check the words used to describe souvenirs.

material	size	others
Metal	big	
Carton	long	
Paper		
	thick	
	enormous	
	tall	

- Read the text in exercise 2 again and find other characteristics to complete the material column.
- Use your dictionary and look up the opposite of the adjectives in the second column.

- c. What other characteristics do we use to describe objects? Color? Size? Consistency? Complete the third column with other adjectives.
- d. Choose three objects close to you and describe them.
- e. You are an auctioneer, so describe the objects to the audience.

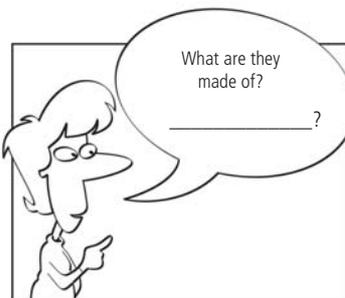


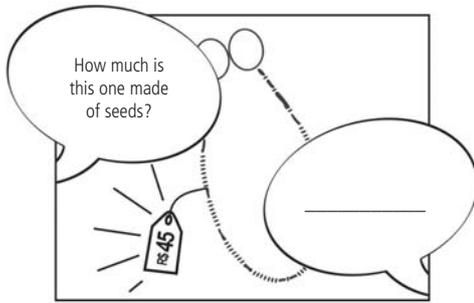
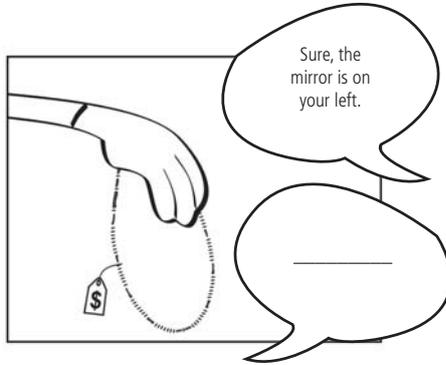
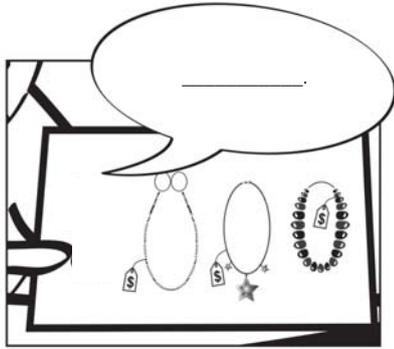
Here is a group of things we use to prepare one of the most famous Brazilian drinks, *caipirinha*. The *caipirinha* kit comes with a cutting board made of wood which is 20 cm long and 10 cm large, but it's not heavy; a lemon squeezer; a stainless steel tea spoon; and a kitchen knife made of stainless steel and wood.



Time to write

7. Read and complete the comic strip dialogs:





Now, create your own comic strip to sell a different product.



Letters and sounds

8. The letter *s*, used to indicate the plural form of nouns in English, has 3 different pronunciations: /ɪz/, /z/ or /s/. First, make a list of plural nouns used in this lesson. Then, analyze sound of the *s* in each word you wrote and place it in the right group.

/ɪz/	/z/	/s/
beaches	materials	plastics



It's your turn

9.  Visit a store or a market of typical products in your city and answer:
- Who are the customers? Where do they come from?
 - What products do they sell?
 - What are the products like? Their origin, material, etc.
 - What forms of payment do they accept?

Now, present the results of your research to the group.

Review 3

1. Read the crossword puzzle and identify 10 names of clothes and accessories. Then, make a list of the words you find.

Accross



Down



B	L	O	U	S	E	E	O	F
I	P	T	I	U	O	S	V	T
K	J	E	A	N	S	H	E	S
I	G	N	P	G	H	O	R	H
N	L	W	L	L	I	R	I	I
I	O	A	H	A	R	T	R	R
G	V	L	T	R	I	H	S	T
L	E	K	T	S	H	A	O	D
A	S	N	V	E	A	T	I	E
S	F	S	U	I	T	I	W	E
P	A	J	A	M	A	S	S	S

Blouse

2. You are a salesperson in a store, help some customers choose the appropriate clothes and accessories to go to Pantanal. Tell them the models of clothes and colors you have and show them what they order.

3. Complete the chart and evaluate yourself.



Excellent!



Good!



Needs improvement!

In order to...	I say...			
describe clothes,				
talk about typical products,				
check the size and color of clothes the customers want,				
recommend products,				
explain where the changing room is,				
give the prices of products,				
tell what forms of payment are accepted.				



Curiosities

1. Sizes:

The way the size of clothes are indicated around the world varies a lot. When talking about women's clothing, for example, if you want to convert American sizes to British clothing sizes, you should add 2. In Brazil, we use the European sizing chart.

Women's blouses: **UK** 34 36 38 40 42 44
 US 32 34 36 38 40 42

2. Some differences:

American English	British English
pants	trousers
overalls	dungarees
sneakers	trainers
vest	waistcoat
bathing suit	swimsuit
purse	handbag
pumps	court shoes
pajamas	pyjamas

3. Color idioms:

- He came out of the blue to our house (by surprise, unexpectedly).
- You should put the offer to buy my house down in black and white (to write down the details of something).
- We visit art galleries once in a blue moon (very rarely).
- I don't have any money, I am in the red (in debt).
- I broke up with my boyfriend, I'm feeling blue (sad).



Lesson 10 – Where's the Three Powers Square?



Think about it

1. Discuss with a partner?
 - a. What do you know about the capital of Brazil?
 - b. Do you know any monuments in this city? Can you identify the ones below?

1



2



3



4



5



6



7

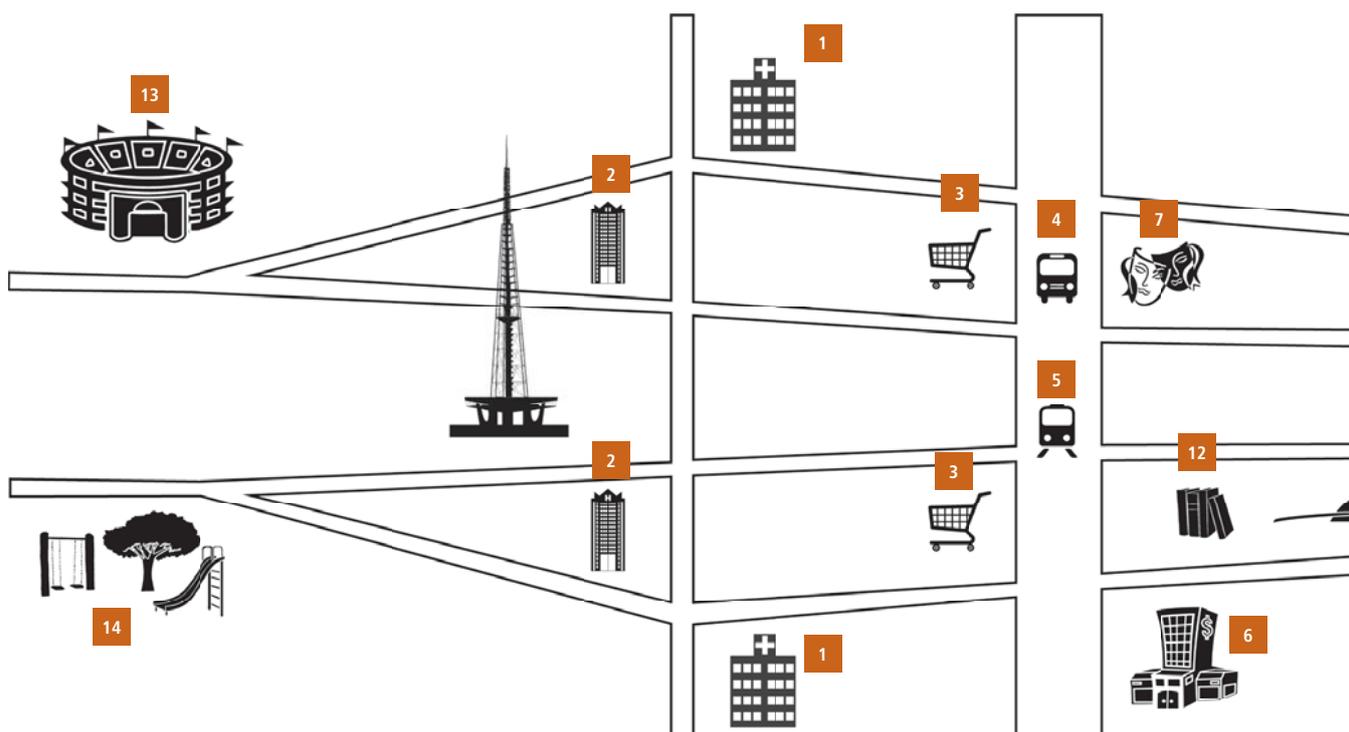


2. Read the text about Brasília and write the numbers of the pictures next to the name of the monument in the text.

Brasilia: a masterpiece of the Modern architecture

Brasília, the capital of Brazil, is an icon of modern architecture. When you come to Brasília, you should visit the Esplanade Ministries. It is located on the Monumental Axis, where you can find many government buildings and important monuments of the city, such as the **National Congress** [], the **Planalto Palace** (the presidential office) [], **Three Powers Square** [], the **Cathedral** [] and the **National Museum** []. You should also visit JK Bridge [] and the **TV Tower** [], where you can enjoy a beautiful view of the city and buy souvenirs.

 See Grammar
Extra page 136

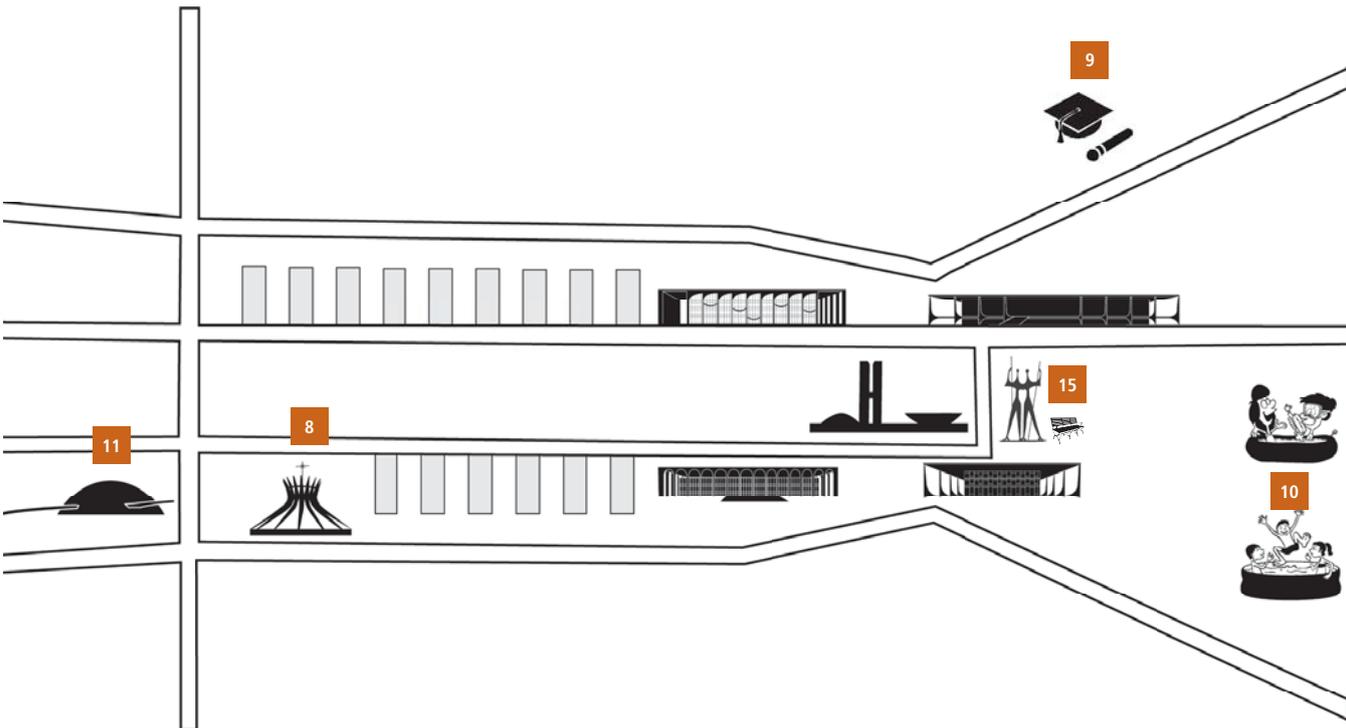




Learning words

3. What is there in Brasília? Look at the city map and match the pictures of place with their names.

- | | | |
|-------------------|-------------|-----------------|
| () hotel | () square | () bus station |
| () clubs | () library | () church |
| () hospitals | () park | () theater |
| () shopping mall | () museum | () subway |
| () university | () stadium | () bank |



4. Do some research and write the names of places where you can...

- a. buy bread and cakes. _____
- b. have a haircut. _____
- c. buy clothes and shoes. _____
- d. have an ice-cream. _____
- e. buy medicine. _____
- f. fill up the gas tank of your car. _____
- g. buy newspapers or magazines. _____
- h. watch a film. _____
- i. buy food. _____
- j. send postcards. _____



Language tools

5. Now describe your neighborhood or city, then, tell your partner about it.

For example: In my neighborhood/city, there is a/an ...

There are many/some...

In my neighborhood/city, there isn't a/an ...

There aren't any ...



See Grammar
Extra page 137

6. Look at the map of Brasília, choose 5 places and write their location using the words in the following chart.

in front of / behind / next to / near / between / across from

- The Three Powers Square is behind the National Congress.
- The museum is next to the library.

7.  Draw a map of your neighborhood. A tourist will ask you questions about it. Use the map and answer his/her questions.

For example:

Is there a post office near here?

Yes, there is one next to the supermarket.

- a. Excuse-me. Is there a drugstore near here?

- b. Can you tell me if there is a bakery near here?

- c. Excuse-me. Is there a hair salon near here?

- d. Do you know if there is a newsstand in this neighborhood?

- e. Are there any hospitals near here?

Singular

Is there a supermarket near here?

Yes, there is one on Jatobás street, behind the drugstore. /

No, there isn't.

Plural

Are there any supermarkets near here?

Yes, there are some on 2nd Avenue near the bank. /

No, there aren't.



Time to write

8. Read these ADs for tourists from a real state agent and then, do activities a, b and c.

This room is small, but very comfortable. It is near many restaurants and shopping malls. In front of it, there are many banks and clothing stores. And there is also a cinema behind it. The room is in a safe neighborhood.

(Copacabana – Rio de Janeiro)

The house is in a quiet neighborhood, in which there are many squares and parks. It is in a great location, near supermarkets, bakeries and drugstores. It is also near some hospital and shopping malls.

(Aldeota - Fortaleza)

- Identify and underline the words used to describe the buildings.
- Circle the words used to describe the previous neighborhoods.
- Describe your house and neighborhood according to the previous examples.



Letters and sounds

9. In English the *th* letters have two possible pronunciations: /θ/ in thirty and /ð/ in that. First, make a list of words with *th* that you have studied and, then, place them in the appropriate group.

/ð/

/θ/

Now, it's time to improve your pronunciation. Work in pairs and test your partner. Say one of the previous sounds and your partner has to say, at least, five words in which this sound is used. Correct him/her, if necessary.

 **It's your turn**

10.  Choose two places in the map of Brasília. Then, your partner will try to guess the places you marked by asking questions according to the example.

Is it near the church? Is it behind the hotel?

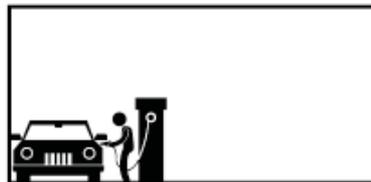
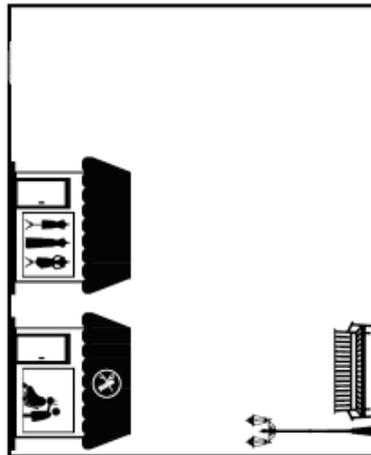
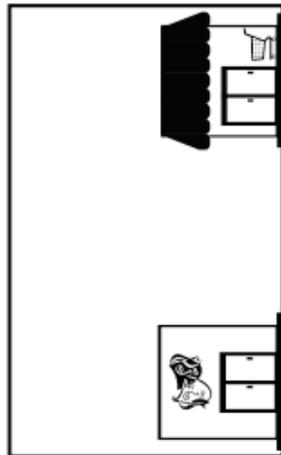
Yes, it is. / No, it isn't.

Attention: You can only answer **Yes** or **No**. You can ask a maximum of 5 questions.

11. Work in pairs and complete the map. Ask your partner where some places are, then, answer his/her questions.

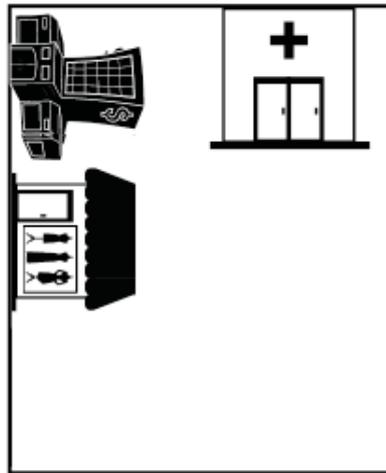
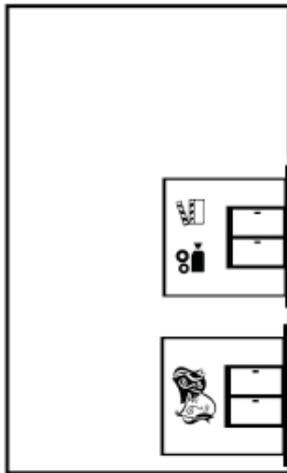
A

drugstore / post office / bank / hospital /
cinema



B

supermarket / hotel / hair salon
square / bakery





Lesson 11 - How do I get to the Three Powers Square?



Think about it

1. Before reading, look at this the map of Brazil and discuss:
 - a. Which Brazilian regions have you visited? What are their main attractions?
 - b. In your opinion, which regions do tourists usually visit in Brazil?
 - c. Do you know the name of the 12 Brazilian host cities for the 2014 World Cup? Write their names next to the map.



1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

2. Read the text and answer the questions.

BRAZIL: the country of diversity

Brazil is one of the most visited countries in South America. It is a perfect place for relaxing and having fun at the same time. This beautiful country offers lots of entertainment for tourists, so it can be difficult to choose a city to visit.

If you go to the Northeast, for example, you can enjoy wonderful beaches, sunbathe and eat seafood at beach restaurants or bars. You can also visit interesting historical places and buy amazing handicrafts. In the Southeast, you can also visit nice beaches, historical places and at the same time enjoy the nightlife. This region is also famous for its business tourism. In the South, the weather is mild and you may find incredible mountains, beautiful beaches as well as historical cities which were influenced by European culture. In the Central-west, there are incredible landscapes and waterfalls. This is the region where the Brazilian capital city, Brasília, is located. A city which is famous for its unique architecture. The North is famous for its natural resources, so the ecotourism is one of its main attractions. In this region, you may see a great variety of plants and animal species.

As you can see, there is a great variety of things to do in Brazil, but anywhere you choose to spend your vacation in this country, you can be sure you will be welcome and enjoy some amazing food.

a. How many Brazilian cities have you visited? Make a list of cities of each region.

b. Which is the best city to...

- go to the beach? _____
- enjoy nature? _____
- visit historical places? _____
- visit museums? _____
- climb mountains? _____
- enjoy typical food? _____

- go shopping? _____
- go trekking? _____
- go camping? _____
- see some modern architecture? _____



Then, talk about different cities according to the example:

What can you do in São Paulo?

In São Paulo, you can visit museums...

3. A tourist who is on vacation in Brazil decides to visit Belo Horizonte. Read the instructions he received to visit a tourist attraction in the city and check if the following statements are true (T), false (F) or not mentioned (N).

A tourist is in the Central Market in Belo Horizonte.

Tourist: Excuse me, can you tell me the way to Liberty Square?

Tourist guide: Yes, of course. **Go straight ahead** on this avenue and **turn right** on Curitiba Street. Go straight ahead; and after the intersection, **turn left** on Bias Fortes Avenue. Then, **go straight ahead** and when you get to the Public library **cross** the street, Liberty Square is on the right.

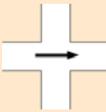
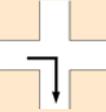
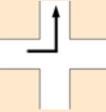
Tourist: Thank you, sir.

Tourist guide: You're welcome. Have a nice day!

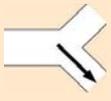
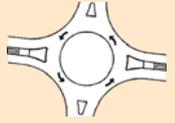
- a. To get to Liberty Square the tourist has to go past three intersections. ()
- b. Belo Horizonte is a good place to visit monuments and historical buildings. ()
- c. The Municipal Market is near Liberty Square. ()
- d. To get to Bias Fortes Avenue the tourist has to turn left. ()
- e. You can buy local products in the Central Market in Belo Horizonte. ()

Language tools

4. Read the text again and observe the verbs in **bold**.
- In what tense are they?
 - What is their purpose?
 - () give orders
 - () give instructions
 - () make suggestions
 - Read the text again and complete the following directions:

IMPERATIVE FORM			
Affirmative	Negative		
Go	Don't go	_____ ahead	
Turn	Don't turn	_____	
Turn	Don't turn	_____ at the traffic light	
Take	Don't take	_____ at the intersection	

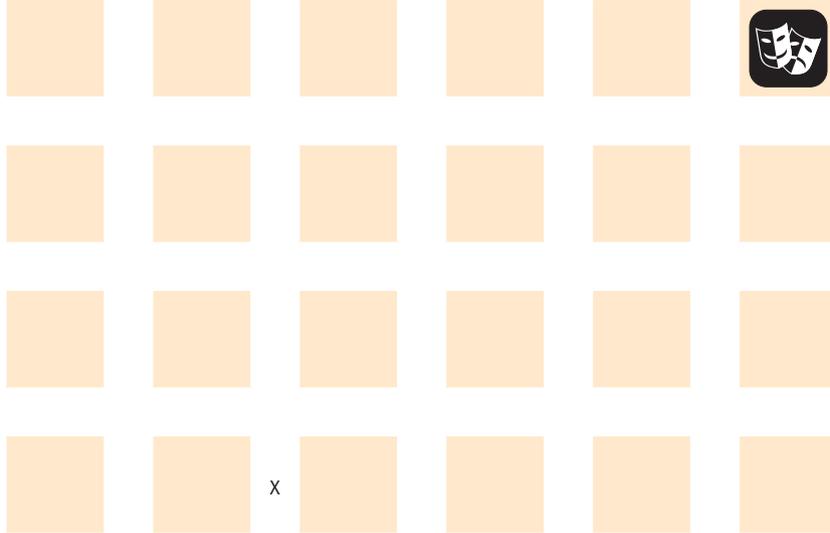
 See Grammar Extra page138

Take	Don't take	_____ at the intersection	
_____	Don't _____	the street	
_____ past	Don't _____	the traffic circle	

5. Read the texts and check which one represents the direction described in the following map.

A	B	C
<p>Tourist: Good afternoon, madam. Can you tell me how to get to the Municipal Theater?</p> <p>Tourist guide: Sure. Turn right and go straight ahead. Then, turn left on the second street. After that, turn right on the first avenue. The theater is on the left.</p> <p>Tourist: Thank you very much!</p> <p>Tourist guide: You're welcome!</p>	<p>Tourist: Excuse me, can you help me?</p> <p>Tourist guide: Sure.</p> <p>Tourist: Can you tell me the way to the Municipal Theater?</p> <p>Tourist guide: Well, go straight ahead, and then turn right on the third avenue. The Municipal Theater is at the end of this avenue, on the left.</p> <p>Tourist: Thank you for your help!</p> <p>Tourist guide: My pleasure!</p>	<p>Tourist: - Excuse me? How do I get to the Municipal Theater?</p> <p>Tourist guide: Hmm, let me see. Go straight ahead; then, turn left on the second avenue. The theater is at the end of this avenue, on the left.</p> <p>Tourist: Thanks!</p> <p>Tourist guide: No problem!</p>

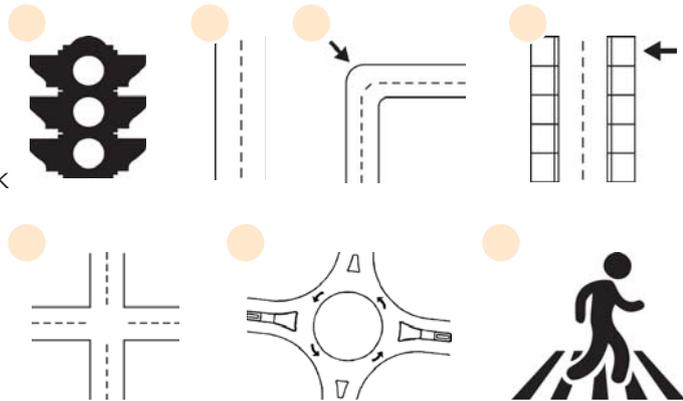
()



Learning words

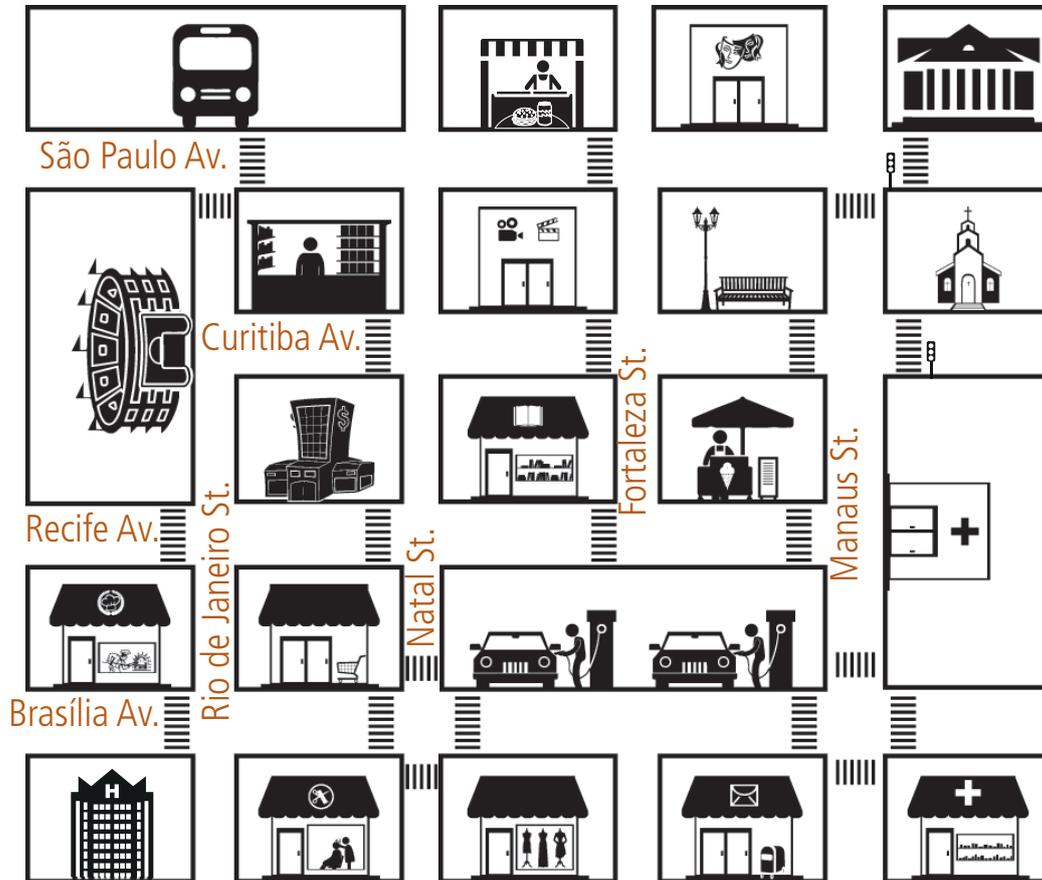
6. Match the pictures to their names.

- a. traffic light
- b. pedestrian crossing/crosswalk
- c. intersection
- d. street/avenue
- e. corner
- f. traffic circle/roundabout
- g. sidewalk



7. Look at the map and complete the dialog using the words in the box.

street - avenue - corner - intersection - traffic light - sidewalk



You are outside the hotel.

- Can you tell me the way to the museum?

Sure! Go straight ahead on Brasília _____ and turn left on Manaus _____ . Go straight ahead, go past the _____ and then turn right on São Paulo Avenue. After that, cross the avenue on the _____. The museum is on the _____ of São Paulo Avenue and Manaus Street.



Time to write

- You are going to meet an American friend in a snack bar. Use the map in exercise 7 and write him an e-mail explaining how he can get from the hotel to the snack bar.



Letters and sounds

- Read the following words and notice the underlined letters. Place words with the same underlined sounds together in the right group.

sidewalk - pedestrian crossing - intersection - national - monument - street -
 go past - square - nature - vacation - beachh

/ʃ/	/tʃ/	/s/	/t/



It's your turn

-  On the map, mark where you are and the place you want to go. Ask your partners how to get to that place you chose. Then, help your partners go to the place they want to go.

Lesson 12 – Do you like going to concerts?



Think about it

1. Discuss:
 - a. Do you like travelling?
 - b. Do you prefer to go to the beach, go camping or visit big cities?
 - c. What do you like doing on your vacation?
 - d. Do you usually buy guided tour tickets?
2. You are a tourist guide in *Viajar Brasil* travel agency and have planned some trips mentioning the best places to visit in each city. Now, create and write titles for each AD.

CUIABÁ

Enjoying the nature!

The National Park of Chapada dos Guimarães is about 60 km from Cuiabá.

Waterfalls, caves, lakes and trekking - a natural paradise.

Departure at the Metropolitan Cathedral.

NATAL

Ponta Negra Beach
(sunbathe and eat well).

Morro do Careca (Famous dune of white sand).

Departure at the Museum of Popular Culture.

SÃO PAULO

The Pinacoteca of the state of São Paulo.

The Museum of the Portuguese Language.

The Municipal Theater.

São Bento Monastery.

PORTO ALEGRE

Farroupilha Park: craft and antique fairs.

Public Central Market: a great variety of typical products.

Departure at Matriz Square.

FORTALEZA

Iracema Beach and Dragão do Mar Cultural Center

Bars and restaurants, fairs, theaters, cinemas, discos, etc.

Departure at José de Alencar Theater.

CURITIBA

Garibaldi Square: Garibaldi Palace, Rosario Church, craft fairs and antique stores.

Tiradentes Square: Basilica Cathedral.

General Marques Square: Palace of Liberty (The Old City Hall).

Santo Andrade Square: Guaíra Theater.



Language tools

3. Based on the tourists' favorite activities, help them choose the best trip for them from those offered by the *Viajar Brasil* travel agency.

a. I like dancing.

b. I prefer to buy crafts.

I recommend...

I suggest ...

You should go to...

Why don't you go to...?

How about going to...?

c. I enjoy nature, adventures and radical sports.

d. I like museums and art galleries.

e. I like visiting squares and churches.

f. I prefer beaches and seafood.

4. To talk about our preferences and justify them, we use the verbs prefer, like, enjoy, etc. Observe the tourists' sentences in the previous exercise and complete the following rules with the words from the box.

noun (2x) – verb in the infinitive form – verb + -ing

RULES:

1- Prefer + _____ / _____.

2- Like/love/hate/enjoy + _____ / _____.

5. Now, talk about your preferences: Which of the trips offered by *Viajar Brasil* travel agency do you prefer? Why?

I prefer to go to ..., because I like ...



Learning words

6. *Viajar Brasil* travel agency offers a guided tour of Recife. Observe the planned activities the tourist guide talks about and write in the times that are missing in the itinerary:



At eight o'clock, we have breakfast.

At ten past nine, we get to Forte das Cinco Pontas.

At a quarter past ten, we visit Izabel Theater.

At half past eleven, we visit the Train Museum.

At twenty to two, we go shopping in the House of Culture.

At a quarter to four, we go back to Boa Viagem Square.



See Grammar Extra page 139

Guided tour in Old Recife	
8:00	Breakfast is served.
08:30	Departure from Boa Viagem Square.
_____	Arrive at the Forte das Cinco Pontas.
09:20	Visit the Armazém Theater, the Zero Milestone and the Malakoff Tower.
_____	Visit the Izabel Theater and República Square.
_____	Visit the Train Museum.
12:00	Have Lunch.
_____	Buy things at the House of Culture.
_____	Return to Boa Viagem Square.



7. Check the schedules and answer the questions:

Museum of Modern Art	Municipal Theater
<p>From Wednesday to Friday from 12a.m. to 6p.m</p> <p>On Saturdays, Sundays and holidays from 12a.m. to 7p.m</p> <p>Closed on Mondays</p>	<p>From Monday to Saturday: 9a.m. – 5p.m.</p> <p>Guided visits: 2p.m, 4p.m.</p>
Mineiro Restaurant	Salvador Cinema
<p>Open Daily</p> <p>From 12a.m. to 2:30p.m.</p> <p>From 6:45p.m to 10:15p.m</p>	<p>Movie sessions</p> <p>Monday-Saturday: 11a.m, 1:30p.m., 4:10p.m., 6:50p.m., 9:20p.m and 11h50p.m</p> <p>Saturday/Sunday: 3p.m., 6p.m., 9:10p.m and 12p.m.</p> <p>Holidays: 1p.m., 4p.m., 7p.m. and 10p.m.</p>

- What time does the Museum of Modern Art open? _____
- What time does the museum close on the weekend? _____
- Is the Amazonas Theater open on Thursday? _____
- What time does the theater close? _____
- What time does the restaurant open in the evening? _____
- What time does the restaurant close in the afternoon? _____
- Is the cinema open in the morning on weekends? _____
- What time is the last movie session on Wednesdays? _____



Time to write

8. You are organizing a tour in a Brazilian city for next weekend. Create the tour leaflet; don't forget to mention the itinerary, the tourist attractions, planned activities, and the time of departure and arrival.



Letters and sounds

9. Read the lesson and write other words with the following sounds:

/m/	from <u>m</u>
/n/	plan <u>n</u>
/ŋ/	even <u>ing</u>

It's your turn

10.  Read the text and discuss:

Brazil: what time does it wake up and sleep?

Some Brazilian cities never sleep. São Paulo is one of these cities where lots of places such as cafés, gyms and newsstands are open 24 hours. But this is not a reality in all Brazilian cities, only in major cities. In many Brazilian cities, the stores are usually open from Mondays to Fridays, from 8p.m. to 6p.m. And the stores, located in shopping centers, are open from 10a.m. to 10p.m, from Mondays to Saturdays. On Sundays, they are open from 2p.m. to 8p.m.

And in your city, what time do places open and close?

Use: From ... to ...

At...

11.  Read the conversation between a tourist and a tourist guide at a travel agency and complete it with the sentences in the chart. Then, act it out.

Well, I like Brazilian music. Are there any concerts this week?
How much is it?
And on Thursday? What can I do?
Really? Tell me about the party.
What time does it get back?
Is dinner included?
I'd like to have some information about the cultural events in this city.

- Good morning! Can I help you?

■ _____

- OK, what type of activities do you like?

■ _____

- Yes, there is a concert of a famous Brazilian singer on Wednesday.

■ _____

- On Thursday, there is a great play at the Municipal Theater and a Mexican party on an island near here.

■ _____

- Well, the ship leaves at 8p.m and dinner is served at 11p.m. From the ship, you can see lots of tourist sights in the city. And on the island you can enjoy lots of typical food and music.

■ _____

- At 3a.m.

■ _____

- The individual ticket is R\$120.

■ _____

- Yes, it is, but drinks are not included.
- OK, thank you!
- You're welcome!

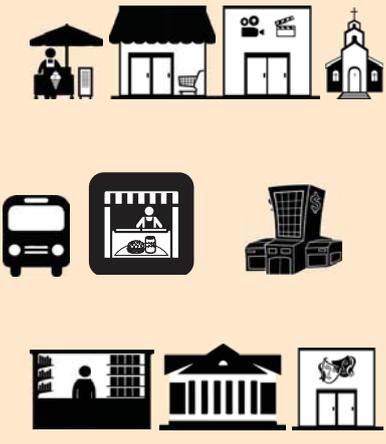
12.  You work in a tourism office. Check the cultural events of your city this week and tell the tourist what he/she can do, then, answer his/her questions.

Is there a concert tonight?

Yes, there is one at...

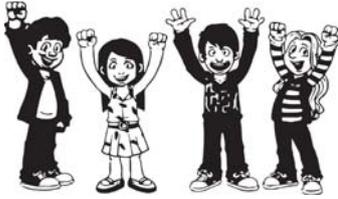
Review 4

1. What is there in each neighborhood? Observe the following pictures that represent different neighborhoods. Choose one and describe it to your partner so that he/she can guess the picture you are talking about.

Bueno neighborhood	Santa Terezinha neighborhood
	
Coophalis neighborhood	Boa Esperança neighborhood
	

2. Read the tourists' preferences and recommend some places for them to visit on their vacation. Write the names of places and then talk to your partner justifying your suggestions.

1 _____



We like concerts, dancing and going out in the evening.

2 _____



We like going to the beach, sunbathing and eating seafood.

3 _____



We prefer to visit tourist sights, take cultural tours.

4 _____



We prefer mountains and waterfalls. We enjoy natural tours.

3. Answer the questions, then, evaluate yourself.

 Excellent!

 Good!

 Needs improvement!

In order to...	You say...			
say the places there are in a city,				
explain where the places are,				
give directions,				
check the tourists' preferences,				

give the time places are open,				
give information about tour itineraries,				
suggest places to visit.				



Curiosities

1. Silent letters:

Some words in English are spelled with silent consonants, that is, consonants that are not pronounced. Here are some examples:

de <u>b</u> t	shou <u>l</u> d
fore <u>g</u> n	wou <u>l</u> d
hou <u>r</u>	is <u>l</u> and
o <u>h</u>	buffe <u>t</u>
hal <u>f</u>	w <u>r</u> ite
talk	ans <u>w</u> er

2. Some differences:

American English	British English
gas station	petrol station
shopping center	shopping centre
theater	theatre
drugstore	chemist's
movies	cinema
ice cream parlor	ice cream parlour
parking lot	car park

Grammar Extra

The letters of the alphabet have different sounds according to the words in which they are used. Let's take a look at some examples.

Letter	Pronunciation	Word	Pronunciation
A	/eɪ/	cake	/eɪ/
		apple	/æ/
		about	/ə/
B	/bi:/	biscuit	/b/
C	/si:/	cinema	/s/
		cup	/k/
D	/di:/	distant	/d/
E	/i:/	eat	/i:/
		egg	/ɛ/
		international	/ə/
F	/ef/	fork	/f/
G	/dʒi:/	gym	/dʒ/
		gift	/g/
H	/eɪtʃ/	hamburger	/h/
		hour	silent

I	/aɪ/	Ireland	/aɪ/
		interesting	/ɪ/
J	/dʒeɪ/	Japanese	/dʒ/
K	/keɪ/	key	/k/
L	/el/	lemon	/l/
M	/em/	melon	/m/
N	/en/	name	/n/
O	/oʊ/ or /əʊ/	o k e	/oʊ/ or /əʊ/
		co m fort	/ʌ/
		co o fort	/ə/
P	/pi:/	pl a ce	/p/
Q	/kju:/	q u arter	/k/
R	/a:(r)/	r i ght	/r/
S	/es/	s i ze	/s/
		u s e	/z/
T	/ti:/	t i me	/ti:/
U	/ju:/	U r uguay	/ju:/
		c u p	/ʌ/
V	/vi:/	v a cation	/v/
W	/dʌblju:/	w h ite	/w/
X	/eks/	x r -ray	/eks/
		x e rox	/z/
		xer o x	/ks/
Y	/waɪ/	y e llow	/j/
Z	/zi:/ or /zed/	z o ne	/z/

Subject Pronouns

First person (singular)	Second person (plural)	
I (☺)	You (☺)	
Third person (singular)		
He (♂)	She (♀)	It (animal/object)
First person (plural)		
We = (☺) + (☺)		
Second person (plural)		
You (☺ ☺)		
Third person (plural)		
They (people, animals and objects)		

Verb to be

Affirmative		Negative		Question	
I am	from Brazil.	I am not	from Brazil.	Am I	from Brazil?
You are		You are not		Are you	
She is		She is not		Is she	
He is		He is not		Is he	
It is		It is not		Is it	
We are		We are not		Are we	
You are		You are not		Are you	
They are		They are not		Are they	

English speaking countries	
	-an
Australia	Australian
Dominica	Dominican
Gambia	Gambian
India	Indian
Jamaica	Jamaican
Nigeria	Nigerian
Zambia	Zambian
South Africa	South African
	-ian
Bahamas	Bahamian
Barbados	Barbadian
Canada	Canadian
	-ish
Ireland	Irish
England	English
Scotland	Scottish
Israel	Israeli
New Zealand	New Zealander
Philippines	Philippine
United States	North American
Zimbabwe	Zimbabwean

Titles

MAN			WOMAN		
single	married	you don't know	single	married	you don't know
		?			?
Mr.			Miss	Mrs.	Ms.

Simple Present (regular verb)

Affirmative		Negative		Question	
I speak	English.	I <u>don't</u> speak	English.	Do I	speak English?
You speak		You <u>don't</u> speak		Do you	
She speaks		She <u>doesn't</u> speak		Does she	
He speaks		He <u>doesn't</u> speak		Does he	
It speaks		It <u>doesn't</u> speak		Does it	
We speak		We <u>don't</u> speak		Do we	
You speak		You <u>don't</u> speak		Do you	
They speak		They <u>don't</u> speak		Do they	

Simple Present (irregular verb)

Affirmative		Negative		Question	
I have	an ice-cream.	I <u>don't</u> have	an ice-cream.	Do I	have an ice-cream.
You have		You <u>don't</u> have		Do you	
She has		She <u>doesn't</u> have		Does she	
He has		He <u>doesn't</u> have		Does he	
It has		It <u>doesn't</u> have		Does it	
We have		We <u>don't</u> have		Do we	
You have		You <u>don't</u> have		Do you	
They have		They <u>don't</u> have		Do they	

Cardinal numbers

0	zero	27	twenty-seven
1	one	28	twenty-eight
2	two	29	twenty-nine
3	three	30	thirty
4	four	31	thirty-one
5	five	32	thirty-two
6	six	33	thirty-three
7	seven	40	forty
8	eight	44	forty-four
9	nine	50	fifty

10	ten	57	fifty-seven
11	eleven	60	sixty
12	twelve	63	sixty-three
13	thirteen	70	seventy
14	fourteen	75	seventy-five
15	fifteen	80	eighty
16	sixteen	90	ninety
17	seventeen	100	one hundred
18	eighteen	200	two hundred
19	nineteen	500	five hundred
20	twenty	700	seven hundred
21	twenty-one	900	nine hundred
22	twenty-two	1000	one thousand
23	twenty-three	2000	two thousand
24	twenty-four	2150	two thousand, one hundred and fifty
25	twenty-five	3030	three thousand and thirty
26	twenty-six	1000	one million

Ordinal numbers

1st	first	17th	seventeenth
2nd	second	18th	eighteenth
3rd	third	19th	nineteenth
4th	fourth	20th	twentieth
5th	fifth	21st	twenty-first
6th	sixth	22nd	twenty-second
7th	seventh	23rd	twenty-third
8th	eighth	24th	twenty-fourth
9th	ninth	25th	twenty-fifth
10th	tenth	26th	twenty-sixth
11th	eleventh	27th	twenty-seventh
12th	twelfth	28th	twenty-eighth
13th	thirteenth	29th	twenty-ninth
14th	fourteenth	30th	thirtieth
15th	fifteenth	31st	thirty-first
16th	sixteenth		

Question words

Places	Where are you from?
People	Who is your friend?
Things in general	What is your nationality?
Time (dates, periods of time)	When is your birthday?

Subject Pronouns and Object Pronouns

Subject Pronouns		Object Pronouns
I		Do you like me ?
You		I like you .
She	I like Sarah.	I like her .
He	I like Bob.	I like him .
It	I like pizza.	I like it .
We	Do you like your teacher and me?	Do you like us ?
You		I don't like you .
They	Do you like pink blouses?	Do you like them ?

Modal would

Making an offer	Making a request / Answering an offer
What would you like to drink?	I'd like a glass of grape juice.
Would you like a coffee?	Yes, I would. / No, I wouldn't.

Adjective order

Opinion	Size	Shape	Color	Origin	+ noun
A delicious	big	round	red	Brazilian	fruit.

Remember: Adjectives go before the noun.

Articles

Definite Articles		Indefinite Articles	
Singular	Plural	Singular	Plural
The hot dog	The hot dogs	a hot dog	Ø hot dogs
The egg	The eggs	an egg	Ø eggs

Remember: We use **a** before vowel sounds and **an** before consonant sounds.

Subject Pronoun	Possessive Adjectives
I am Tom.	My name is Tom.
You are Sam.	Your name is Sam.
She is Sarah.	Her name is Sarah.
He is Paul.	His name is Paul.
It is Toby.	Its name is Toby.
We are Tom and Sam.	Our names are Tom and Sam.
You are Kate and Lucy.	Your names are Kate and Lucy.
They are Mark and Tony.	Their names are Mark and Tony.

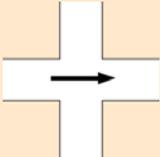
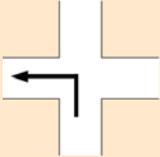
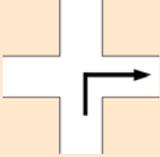
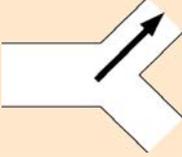
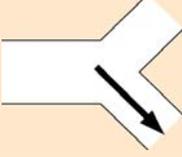
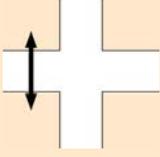
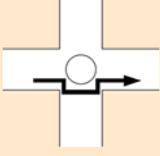
Plural forms

Singular Nouns	Plural Nouns
Add -s	
store	stores
market	markets
day	days
Add -es	
beach	beaches
church	churches
potato	potatoes
Take out the -y and add -ies	
dictionary	dictionaries
Irregular forms	
knife	knives
person	people
salesperson	salespeople

Describing places

Singular		
Affirmative	Negative	Question
There is a hotel in the city	There isn't a hotel in the city.	Is there a hotel in the city?
Plural		
Affirmative	Negative	Question
There are two gyms in the city.	There aren't two gyms in the city.	Are there two gyms in the city?

Imperatives

Affirmative	Negative		
Go	<u>Don't</u> go	straight ahead	
Turn	<u>Don't</u> turn	left	
Turn	<u>Don't</u> turn	right at the traffic light	
Take	<u>Don't</u> take	the left at the intersection	
Take	<u>Don't</u> take	the right at the intersection	
Cross	<u>Don't</u> cross	the street	
Go past	<u>Don't</u> go past	the traffic circle	

Time

Questions: What time is it? / What's the time?

Telling the time Informally:

1:00 – It's one **o'clock**.

1:05 – It's **five past** one.

2:10 – It's **ten past** two.

3:15 – It's (a) **quarter past** three.

4:20 – It's **twenty past** four.

5:25 – It's **twenty-five past** five.

6:30 – It's **half past** six.

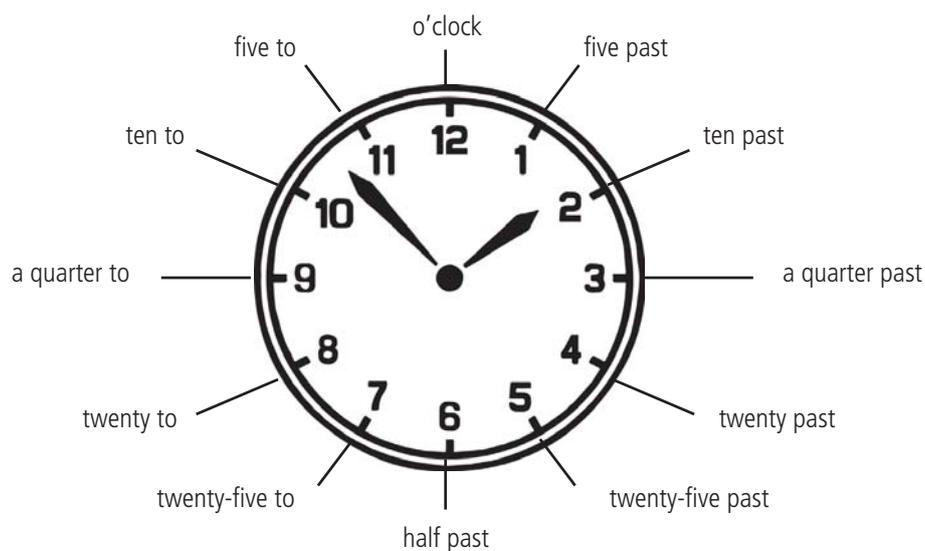
7:35 – It's **twenty-five to** eight.

8:40 – It's **twenty to** nine.

9:45 – It's (a) **quarter to** ten.

10:50 – It's **ten to** eleven.

11:55 – It's **five to** twelve.



Telling the time Formally:

1:05- It's one (oh) five.

2:10 – It's two ten.

P.S.: Besides **past** Americans sometimes use **after**. For example: 1:05 – five **after** one.

Esta obra foi composta por Jane Beatriz Vilarinho Pereira.
Fonte Família Frutiger LT std, corpo 11, Família Caecilia LT std e impressa pela gráfica
AGBR em papel couche fosco 115g.