UNIT 2

Getting Help

Warm-Up

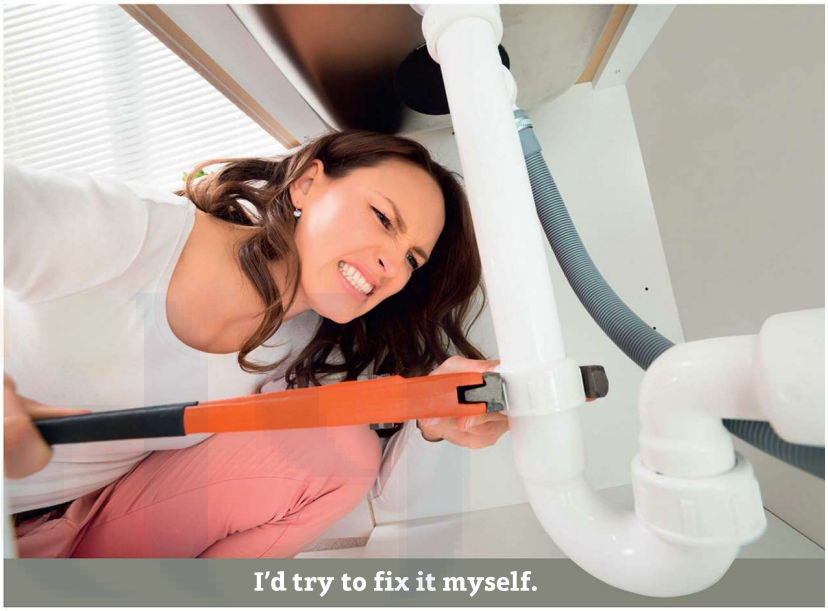
If you had a problem in your home, what would you typically do?



It depends. If I couldn't fix it myself, I'd call an expert right away.



I'd immediately call an expert.



I'd try to fix it myself.



I'd ask a friend or a relative for advice.



I'd just wait until it got worse.

I'd do something else. _____

UNIT 2 COMMUNICATION GOALS

Lesson 1
Ask for and offer to do favors

Lesson 2
Arrange to get something done

Lesson 3
Recommend local service providers

Lesson 4
Persuade someone to use your services

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Topic Warm-Up

A SOLVING PROBLEMS | Complete the questionnaire.

HOW WOULD YOU SOLVE EACH PROBLEM?



PROBLEM 1

Your favorite shoes are getting old.

- I'd buy a new pair.
- I'd take them to a shoe repair shop.
- Other: .....



PROBLEM 2

You're going on a two-week trip, and you have a pet cat.



- I'd ask a friend or a relative to drop by my home and feed the cat.
- I'd pay someone to take care of the cat.
- Other: .....

PROBLEM 3

Your laptop or tablet has stopped working just when you need it to finish a class project.

- I'd ask if I could use a friend's device.
- I'd take it to a tech support store right away.
- Other: .....



PROBLEM 4

You've been really busy lately, and you've had no time to do the laundry.

- I'd pay someone to do it for me at a laundry service.
- I'd think about buying more clothes so I could do laundry less frequently.
- Other: .....



PROBLEM 5

Someone gave you a nice pair of pants as a gift. But they're too long.

- I'd ask a tailor to shorten them.
- I'd give them to a tall friend.
- Other: .....

B PAIR WORK | Compare your responses to the questionnaire. Explain your choices.

> "When my shoes get old, I always take them to a shoe repair shop. It's cheaper than buying new ones."

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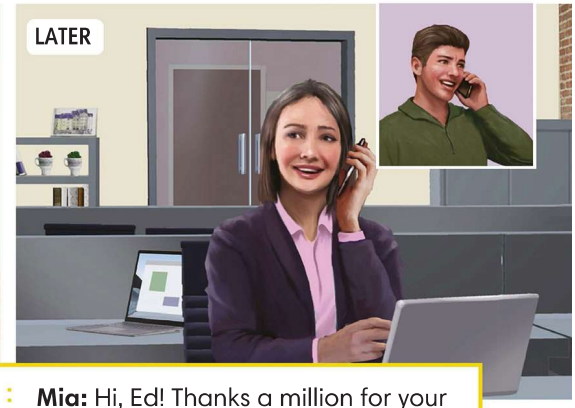
Language Warm-Up

A ZOOM-IN | Read and listen to two conversations. Notice the featured words and phrases.

UNDERSTAND A VARIETY OF ACCENTS
Cody = American English (regional)
Mia and Ed = American English (standard)







Cody: Mia! How was your vacation?

Mia: Great! So did I miss anything while I was gone?

Cody: Don't ask!

Mia: Uh-oh. What's been happening?

Cody: They decided to move the sales meeting up a month.

Mia: No way! A month earlier?

Cody: Right. You're going to have a lot on your plate this week. I'd suggest you check your email ASAP*.

Mia: Thanks for the heads up.

*ASAP = as soon as possible

Cody: So I'll bet your cat's happy you're back.

Mia: Totally. Thank goodness I was able to get my brother to drop by every day to feed her.

Cody: That was nice of him.

Mia: Ed's a lifesaver. I don't know what I would have done otherwise. Listen . . . I won't keep you any longer. I'm sure you have a lot to do too.

Mia: Hi, Ed! Thanks a million for your help. Sorry it was so last minute. I owe you one.

Ed: My pleasure. How was the flight back?

Mia: Fine, till the airline lost my luggage.

Ed: No way! Did they find it?

Mia: Not right away. But they had it delivered to my house this morning, so no harm done.

Ed: Glad that worked out.

B UNDERSTAND FROM CONTEXT | Choose what you would say in each situation. (One item has two answers.)

..... **1** Say this to indicate that something wasn't a problem.
..... **2** Say this to thank someone for his or her help.
..... **3** Say this when you don't want to bother someone who is very busy.
..... **4** Say this to explain that you are very busy.
..... **5** Say this to thank someone for calling your attention to a problem.

a I owe you one!
b I've got a lot on my plate.
c I won't keep you any longer.
d You're a lifesaver!
e Thanks for the heads-up.
f No harm done.

SPEAKING PAIR WORK | Is it difficult for you to ask someone to do you a favor? On a scale of 0 to 3 (with 3 being "very difficult"), how difficult is it for you to make these requests? Then compare responses with your partner.

0 1 2 3 Ask someone to take care of my pet
0 1 2 3 Ask someone to water my plants
0 1 2 3 Ask someone to pick up or drop off something for me
0 1 2 3 Ask someone to drive me somewhere
0 1 2 3 Ask someone to fix something for me
0 1 2 3 Ask someone to give me advice about a problem



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1 COMMUNICATION GOAL Ask for and offer to do favors



A GRAMMAR | The causatives have and get

The causative indicates that one person "causes" another person to do something.

Use a form of have + an object and a base form to indicate the action of asking or telling someone to do something.

	object	base form	
I'll have	my assistant	call	you.
We had	someone	deliver	sandwiches at noon.
Have we had	anyone	confirm	the time the meeting starts?

Use a form of get + an object and an infinitive to indicate the action of persuading someone to do something.

	object	infinitive	
I'll get	my brother	to help	you.
We finally got	someone	to open	the door.
Did you get	anyone	to feed	your cat?

Be careful!

Don't use an infinitive with the causative have.
Don't say: I'll have my assistant ~~to call~~ you.

Don't use a base form with the causative get.
Don't say: I'll get my brother ~~help~~ you.

GRAMMAR EXPANDER p. 129
- The causative make to indicate obligation
- Let to indicate permission

B PRONOUNCE THE GRAMMAR | Listen and repeat the grammar examples.

C NOTICE THE GRAMMAR | Find an example of the causative get in Zoom-In on page 15.

D LISTEN TO ACTIVATE GRAMMAR | Listen to six conversations. Complete the causative in each statement.

1 He's going to have Max ..... lunch.
2 She's going to get Rosa ..... for the dinner.
3 He tried to get Karen ..... at the party the night before.
4 They're going to get someone ..... their picture.
5 She's going to have her husband ..... the kids.
6 He's going to have the front desk ..... someone up to his room.

E GRAMMAR PRACTICE | Complete each sentence.

1 Thank goodness Diana was able to get her friends (help / to help) her move to her new apartment!
2 What a mess! Why don't you get someone (clean / to clean) up this room?
3 If your neighbor's too sick to go out, can't she get someone (go / to go) shopping for her?
4 You haven't eaten anything? Why don't you have someone at the front desk (recommend / to recommend) a nice restaurant?
5 We're running late. Let's have the server (bring / to bring) us the check right away.



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F **GRAMMAR PRACTICE** | **Complete each sentence with the causative have or get.**

1 Why don't you ..... (have) Amy ..... (give) our visitors a ride to the meeting?
2 She should ..... (get) her kids ..... (wash) the dishes this week.
3 We could ..... (have) someone ..... (make) our hotel reservations for us.
4 I might be able to ..... (get) my sister ..... (buy) us tickets for the show.
5 ..... (have) your friend ..... (call) me if he's interested in a position at our company.
6 You can ..... (get) the taxi driver ..... (wait) for you while you're shopping.

COMMUNICATION ACTIVATOR

Now let's ask for and offer to do favors.



A **CONVERSATION MODEL** | **Read and listen.**

A: I'm sorry to bother you, Jake, but could you possibly do me a favor?
B: Sure, Diana. What do you need?
A: Well, I'm going to be on a conference call for the next hour. Could you pick up something for me for lunch?
B: Gee, I'm afraid I can't. I'm leaving for a doctor's appointment in ten minutes. But maybe I could try to get Gavin to do that for you.
A: Could you? I'd appreciate that.

Social language
To politely turn down a request for a favor, say:
I'm afraid I can't.
I'm sorry. I wish I could.
Sorry, I won't be able to.

B **PRONUNCIATION PRACTICE** | **Listen again and repeat. Then practice the Conversation Model with a partner.**

C **CONVERSATION PAIR WORK** | **Change the conversation, asking for a different favor.**

A: I'm sorry to bother you, ... , but could you possibly do me a favor?
B: Sure, ... What do you need?
A: Well, ... Could you ..... ?
B: Gee, ... I ..... . But maybe I could try ..... to do that for you.
A: ..... ? I'd appreciate that.

Some possible favors
- drive [me] to ___
- pick up someone
- pick up something
- give someone a message
- other: .....

Some possible reasons
- have an important meeting
- have an appointment
- am too busy
- have to pick up my kids from school
- am working late
- am not feeling well
- other: .....

KEEP TALKING!

Offer other ideas.
How about asking [Kate]?
Maybe [Tom] can help.

Show appreciation.
You're a lifesaver!
I owe you one!
Thanks! I won't keep you any longer.

Watch the video for ideas!

D **CHANGE PARTNERS** | **Change the conversation again.**

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2 COMMUNICATION GOAL Arrange to get something done



A GRAMMAR | Passive causatives

Use a past participle after causatives get or have to give the action a passive meaning, focusing on the object instead of the subject.

	object	past participle
My sister **had**	her kitchen	**painted** last week.
She'**ll get**	the forms	**completed** by her students.
Did you **have**	the car	**washed** yesterday?
They'**d like to have**	the package	**sent** today.
When **will** Amy **get**	her hair	**cut**?

GRAMMAR EXPANDER p. 129
The passive causative: by phrases (review)

B PRONOUNCE THE GRAMMAR | Listen and repeat the grammar examples.

C NOTICE THE GRAMMAR | Find an example of a passive causative in Zoom-In on page 15.

D VOCABULARY | Services | Read and listen. Then listen again and repeat.


repair [a clock]

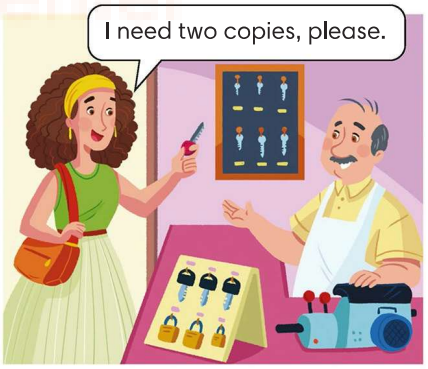

deliver [a package]


dry-clean [a suit]


shorten / lengthen [a pair of pants]



renew [a passport]



make [new keys]

E LISTEN TO ACTIVATE VOCABULARY AND GRAMMAR | Listen to each conversation. Using the passive causative, complete each statement with the item and the service.

1 She needs to get her ..... .
2 He wants to have a(n) ..... .
3 She needs to get her ..... .
4 He needs to have his ..... .
5 She needs to have her ..... and her ..... .
6 He needs to get a(n) ..... fast.
7 He wants to get his ..... .

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F **GRAMMAR PRACTICE** | **Write statements and questions, using passive causatives.**

1 Can I make an appointment to / my teeth / clean / next week?

.....

2 She / her hair / cut / very short last year.

.....

3 They want to / their luggage / bring up / to their room.

.....

4 How many pages / would you like to / copy?

.....

5 I need to / those photos / scan / ASAP.

.....

6 Can I / my hair / dye / too?

.....

COMMUNICATION ACTIVATOR

Now let's arrange to get something done.



A **CONVERSATION MODEL** | **Read and listen.**

A: Hello? I'm wondering if it's too late to get some flowers delivered today. I know it's really last minute.

B: Oh. That might be difficult. We close early today.

A: I understand, but it's pretty urgent. It's my mother's birthday, and it totally slipped my mind.

B: Let me see what I can do. Can I call you back in a few minutes?

A: Sure. I'm at 476-0193.

B: OK. I'll get back to you ASAP.

Social language
To politely insist, say:
I understand, but . . .
I'm sorry, but . . .
Forgive me, but . . .

B **PRONUNCIATION PRACTICE** | **Listen again and repeat. Then practice the Conversation Model with a partner.**

C **CONVERSATION PAIR WORK** | **Change the conversation, using other objects and services. Provide a reason why the request is urgent. Then change roles.**

A: Hello? I'm wondering if it's too late to ..... today. I know it's really last minute.

B: Oh. That might be difficult. ..... .

A: ..... it's pretty urgent. ..... , and it totally slipped my mind.

B: Let me see what I can do. Can I call you back in a few minutes?

A: Sure. I'm at ..... .

B: OK. I'll get back to you ASAP.

KEEP TALKING!

- **Negotiate the time it will take.**
- **Add another request.**

Watch the video for ideas!

D **CHANGE PARTNERS** | **Change the conversation again.**

RECYCLE THIS LANGUAGE

Can I get it [by 3:00]?
How about [Tuesday]?
Gee, I'm sorry. I'm afraid I can't.
I wish I could.
I know you've got a lot on your plate.
I owe you one!
You're a lifesaver!
Thanks a million!

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3 COMMUNICATION GOAL Recommend local service providers

A READING | Read suggestions for good customer service. Which are the most important?

Customer Service: The True View Way

At True View Appliances and Repair, we treat our customers as if they are the most important people in the world—because they are! We all know our products are awesome and our repair service first rate, but customer satisfaction depends on the quality of the relationships we build. A loyal True View customer is one who will recommend our products and service to family, friends, and colleagues—and come back for more. Great customer service is crucial to our success.



BE KNOWLEDGEABLE Customers are going to be counting on you for product information and advice, so be sure you know our products well. Sometimes you won't know the answer to a question. But don't just say "I don't know." Say "I'll find out." Your expertise about the Robo-Clean Vacuum will have even more value if you can get the customer to believe that the Robo-Clean is exactly what he or she has always wanted.

BE RELIABLE Our customers always remember what you do more than what you say, so don't let them down. If you promise to have a Zip Hot Microwave delivered to the customer in 24 hours, but then it isn't, that's what the customer will remember. It's always better to promise less but do more. If you make a mistake, apologize immediately and offer a solution ASAP. Research shows that 70% of customers who have their complaints successfully addressed are likely to come back again.

BE ATTENTIVE Be an active listener. When you get a complaint, summarize the problem in your own words; for example: "So the dryer stops before your laundry is dry?" This shows customers that you're paying attention.

BE HELPFUL Take the extra step to help customers get what they need. Respond quickly to requests. If our customers don't believe we're being helpful, they'll go elsewhere to find a company that will.

So let's treat our customers right and get them to keep coming back to **True View.**

True View Appliances and Repair — Employee Training Manual

B IDENTIFY MAIN IDEA | What's the main purpose of this section of the True View Employee Manual?

a to make sure customers are knowledgeable about the company
b to teach employees how to respond to customer needs
c to develop employees' loyalty to the company

C UNDERSTAND FROM CONTEXT | Complete each statement with one of these words from the manual.

attentive satisfaction knowledgeable expertise loyal

1 A customer experiences ..... with a company's services when his or her needs are met.
2 If a company has ..... employees, it can be sure customers will be provided with up-to-date product information and advice.
3 ..... customers will keep coming back and recommend your company to others.
4 If your employees really know about the products they sell, customers will be thankful for their ..... .
5 Customers believe that an employee is a good listener when he or she is ..... to their needs.

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D PERSONALIZE | With a partner, discuss and name companies and businesses that you think . . .

1 are attentive to customer needs.
2 create a high level of customer loyalty.
3 have employees with a high level of expertise.

E PRONUNCIATION | Emphatic stress to express enthusiasm | Read and listen. Then listen again and repeat. Finally, read each statement aloud on your own, paying attention to emphatic stress.

1 They're REALly knowledgeable.
2 They're SO helpful.
3 They're exTREMEly reliable.
4 They're inCREDibly attentive.

COMMUNICATION ACTIVATOR

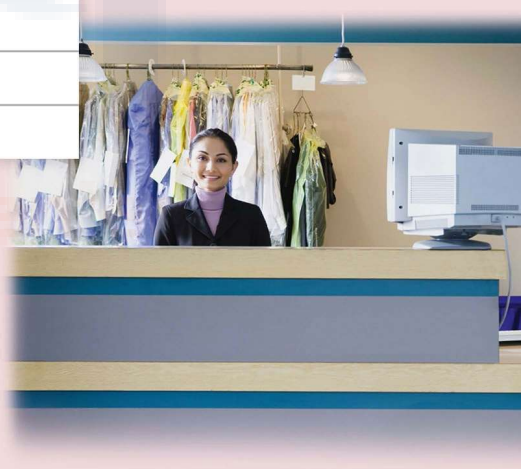
Now let's recommend local service providers.

A TALKING POINTS | Use the chart to list services you use—or that someone you know uses. For each service, name a service provider and reasons you would recommend it.

Type of service	Name of business	Reasons for recommendation
repair	*Bob's Bike Shop*	*I like Bob's high-quality work.*

Type of service	Name of business	Reasons for recommendation
repair		
delivery		
personal care		
cleaning		
printing and copying		
pet care		
other:		

Reasons
- attentiveness
- expertise / knowledge
- friendliness
- helpfulness
- location
- quality
- price
- reliability
- other: .....



B PAIR WORK | Recommend a service provider from Talking Points. Discuss why you or other customers use their services, and provide personal examples. Use active and passive causatives when possible.



I always get my groceries delivered by Fresh Stuff. They're incredibly professional and very dependable. Last month, I ordered at the last minute for a party and . . .

SOFT SKILLS BOOSTER p. 154

OPTIONAL Underline new words or phrases in the Reading to use in your discussion. Example: "come back for more"

RECYCLE THIS LANGUAGE
I owe them one!
It worked out.
[He's / She's] a lifesaver!
They always have a lot on their plate.
It depends.

WRITING Write recommendations for the businesses and services that you think are the best in your neighborhood or town. Use active and passive causatives when possible.

WRITING HANDBOOK p. 145
- Supporting an opinion with personal examples
- Guidance for this writing activity

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4 COMMUNICATION GOAL Persuade someone to use your services

A VOCABULARY | Service businesses | Read and listen. Then listen again and repeat.



catering



organizing



translating



babysitting



dog grooming

B PAIR WORK | Would you ever want to have a business that provides any of the services in the Vocabulary? Discuss and explain your reasons.

> "A babysitting service would be very interesting. I love kids and I'm reliable. But organizing isn't for me. I'm not good at that."

C LISTEN TO INFER | Listen to five ads for professional services. Infer the service each is offering.

1 .....
2 .....
3 .....
4 .....
5 .....

D SUMMARIZE | With a partner, listen to each ad again and take turns summarizing the main message of the ad. Each summary should be at least three sentences long and use one of the words in the word bank. Listen again, if necessary.

attentive warm experienced professional reliable

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COMMUNICATION ACTIVATOR

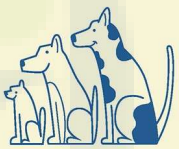
Now let's persuade someone to use your services.

A **TALKING POINTS** | Create a list of at least three services that would be successful in your neighborhood and write your reasons.

	Type of service	Reasons it would be successful
	a dog walking service	*Many people are too busy to walk their own dogs.*
1		
2		
3		

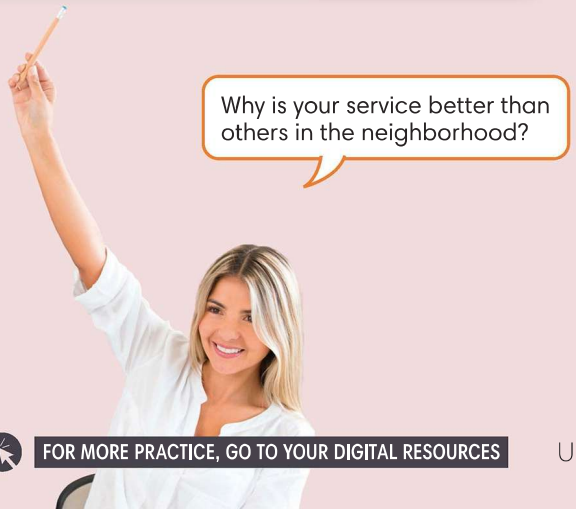
Some services
- a dry cleaner
- a copy or print shop
- a delivery service
- an appliance repair shop
- a shoe repair shop
- a tailor

B **PAIR WORK** | Choose one of the services you each listed in Talking Points. Then create an advertisement to market that service.

Invent a name for your company. *Happy Healthy Dogs*	Design a company logo. 
Provide a slogan for your company message. *"We're never too busy for your dog!"*	Create an advertising strategy. *Put ads on social media*

Invent a name for your company.	Design a company logo.
Provide a slogan for your company message.	Create an advertising strategy.

C **PRESENTATION** | Present your company and service to your classmates. Ask questions about your classmates' services.

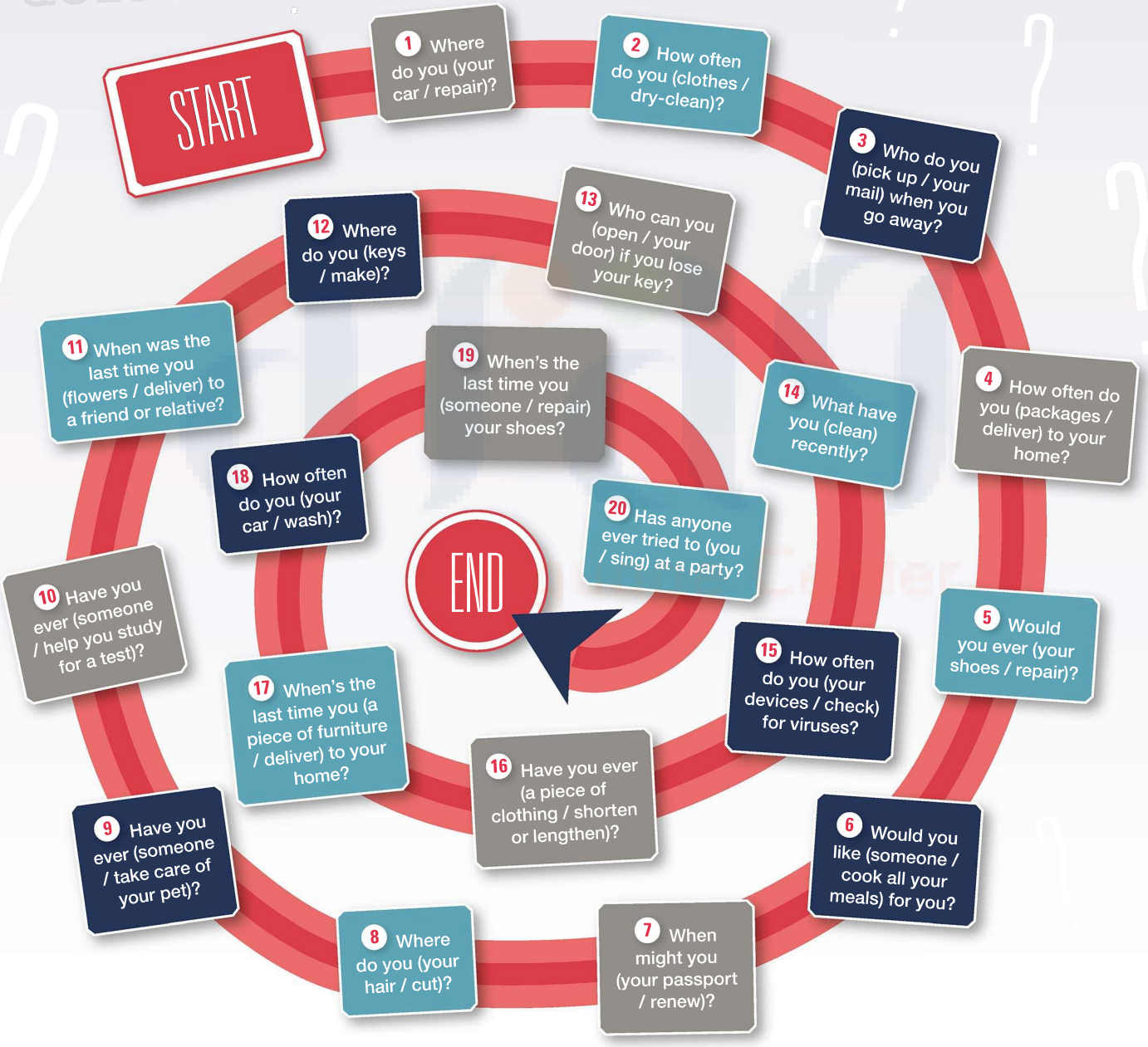


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TWENTY QUESTIONS

- You and your partner place two coins on START. Flip a third coin to decide who goes first and to move on the board. Heads = Go two spaces. Tails = Go one space.
- Use the prompt on your space to ask your partner a question, correctly using either an active or passive causative. Your partner answers the question and takes the next turn.
- If your question is grammatically incorrect, go back one space. Your partner takes a turn.

The first partner to get to END is the winner.



PROGRESS SELF-CHECK

NOW I CAN

- ☐ Ask for and offer to do favors.
- ☐ Arrange to get something done.
- ☐ Recommend local service providers.
- ☐ Persuade someone to use my services.

For more practice . . . Unit Review / *Connect TV* ★ Test-Taking Skills Booster