

修订版前言...

《生活情景会话》，原名《当代交际流行英语》，完成于美国。该书是由高级访问学者刘希彦教授和他的导师林 E. 亨利克森博士合著，是一部独具风格的口语教材。其主要特色：(1) 语言新。该书以当代美国现实生活中最流行的大众英语为素材。(2) 内容全。该书几乎囊括了美国大学日常生活中所需要的全部交际用语。(3) 情景逼真。书中情景均是实际生活中的片段，因此生动、真实、自然、有立体感。(4) 会话灵活。会话灵活能使读者活学活用，这是该书又一特色。每个单元实际上就是一个会话主题。在主题之下分若干个分题目。任何一个分题目下有几个、十几个或更多会话。会话是在不同的情景之中，根据不同的功能，针对不同的对象，以不同的表达方式展开。这就打破了传统的一个题目、一个会话、一种表达方式的呆板局面。

由于该书语言地道新潮，会话实用，它一问世就受到广大读者的热烈欢迎。1991 年 2 月第 1 次印刷，3 月第 2 次印刷，仅仅两个月就发行 25 300 册！

为了使该书能适应培养学生交际能力的需要，我们于 1999 年 9 月，在原书的基础上进行了第一次修订，并更名为《留美生活情景会话》。其总发行量高达 5 万册以上。

现在我们对该书进行第二次修订。英语教育，像中文和数学一样，是素质教育的重要组成部分。在专科院校，英语教育大体分两个层次：一部分学生英语基础较好（约占 50%），努力学习，动机是通过 A、B 级，甚至是四、六级统考；另一部分学生英语基础较弱（约占 50%，学习主动性还有待于加强。我们一直以来都按专业自然班级排课，不管学生英语水平高低，同一本教材，同一个进度。这样教授英语显然违背学习规律。因材施教，分级教学势在必行。按高考英语成绩和自愿报名的原则，每个专业分两个层次，基础好的为 B 级班，要求第一学期过 B

级，第二学期建议参加 A 级或者四、六级考试；基础薄弱的学生为普通班，要求学生能够用英语进行简单的交流，能读懂本专业的基本术语。

为了选择合适的口语教材，我们几乎翻阅了各大出版社出版发行的口语教材或会话教程。遗憾的是没有一本适合这一层次。最后，我们决定再一次修订《当代交际流行英语》。该书作者一个是熟知中国校园文化，一个是在美国大学攻读学士、硕士、博士，毕业后又一直在大学执教的地道美国人。另外，郭江虹老师，作者之一，每年都去美国探亲。她的光荣任务就是更新语言。因此，《当代交际流行英语》永远是最流行的语言！

修订后的《生活情景会话》增加了找房子、去银行、去邮局三个单元，使《生活情景会话》更加具有代表性。现在该书（两册）共分二十四四个单元。功能会话主要有：问候用语，介绍、自我介绍用语，感谢用语，道歉用语，表示赞成或反对用语，警告建议用语，约会用语，邀请、接受或拒绝邀请用语，获取信息和问路用语。此外该书还着重介绍了如何打电话，如何找房子，如何购物，如何到饭店用餐，如何看病，如何上学（包括注册、选课等），如何使用图书馆，如何找工作，如何办理存款、取款，如何办理邮件业务，如何旅游（包括订票，订饭店，乘车、船、飞机等），以及如何谈论网上生活。

由于本书囊括了留美日常生活所需要的大部分交际用语，对于那些正在学习英语的大学生，特别是专科生及即将赴美留学或工作的留学生尤其适用。

学好《生活情景会话》，走遍英语世界都不怕！

编 者

2016 年 12 月

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Unit 1

Using the Telephone

The United States is often called a nation on wheels, but it is also a nation of phones. Phones are easily accessible. Almost every family has a phone (called home phone or land phone); some of the families even have two or three phones. Each official, teacher, and secretary has a phone in his (or her) office. Pay (or public) phones are located in bus stops, railroad stations, airports, hotels, restaurants, gas stations, department stores, on numerous street corners, and in most libraries and office buildings. Mobile phones (or cell phones) are widely used in the United States nowadays. Some people no longer keep home phones.

Phones provide simple, economical, but very efficient means to do a lot of things. For example, if you want to make an appointment with somebody, you would normally call up his office and arrange a time either with him or through his secretary. If you want to go to the movies, you call to see what's playing, ask for the time schedule, and check the prices. If you want to buy something, you would call ahead to make sure the store has what you need, and at a good price. If you want to travel, you had better call to find out schedules, prices, ticketing information and reservations.

When you live in a telephone society, you need to learn how to use the telephone. Using the telephone also means learning how to use the telephone directory.

The telephone directory, or phone book, is an alphabetical listing of the names, addresses, and phone numbers of all the people in an area who have phones and want their numbers listed. Some people prefer to have their numbers not listed (unlisted) so you will not find it in the directory or get it from the operator.

The directory has white pages that list the names of people and businesses that have phones. The yellow pages in the back of the directory or in a separate book, list the names and numbers for businesses. They also have advertisements for some of the businesses listed. The yellow pages are classified by subject in alphabetical order. For example:

White Pages (names of people) :

Garrod, Albert 321

Gasten, Mark 686

Hallakhan, N. 366

Walton Av.¹ 225—3396

Elwood Av. 454—6381

Finn 764—0351

White Pages (names of businesses) :

Bank of Honolulu

Downtown Office

841 Bishop	543—3700
Kapiolani Office	
Ala Moana Pacific Center	
1585 Kapiolani Bl. ²	543—3760
Manoa Office	
Manoa Marketplace	
2851 E. Manoa Rd. ³	543—3790
Yellow Pages (names of businesses) :	
Bank Machine Locations	
111S. King Street.....	524—3100
Discovery Bay 1778 Ala Moana	942—6670
University 1010 University Av.	942—6370
Yellow Pages (advertisement) :	

**Bank
of
Honolulu**
Convenient Locations
Long Bank Hours⁴
&
Short Teller Lines
Member of FDIC⁵

Bank of Honolulu	
Downtown Office	
841 Bishop	543—3700
Kapiolani Office	
Bank of Honolulu	
Ala Moana Pacific Center	
1585 Kapiolani Bl.	543—3760
Manoa Office	
Bank of Honolulu	
Manoa Marketplace	
2851 E. Manoa Rd.	543—3790

Learning how to use the directory is not enough. In order to facilitate all your phone conversations, you must also learn the telephone language used in American conversations. Here are some useful expressions that you can use in your phone conversations.

Opening a Conversation:

Hello, may I (please) speak to Mrs. Ramos?

Hello, could I (please) speak to Mr. Benson?

Hello, I'd like to speak to Ms. Kim.

Hello, is Jan there?

Hello, is Philip in?

Asking for Identification:

Who's calling (, please) ?

Who's speaking (, please) ?

Who is this (, please) ?

Identifying Yourself:

This is Ms. Kim calling.

This is Mr. Levy speaking.

This is Mrs. Allen.

This is Esther.

Answering the Telephone when Someone Isn't In:

I'm sorry, but Ms. Teller isn't here right now.

Would you like to leave a message?

I'm sorry, but Ms. Long just stepped away from her desk.

Would you like to try again in a little while?

I'm sorry, but Mr. Dubin is tied up at a meeting right now.

Would you like to call back in an hour?

I'm sorry, but Walter is out to lunch right now. Is there any message?

Oh, Lynne just went out to do the laundry. Do you want to leave a message?

Calling when Someone Isn't Available:

What is a good time to reach her?

When do you expect him?

I'll call back later.

I'll try later.

Please tell Melinda to give me a call when she's free (as soon as possible or later on today) .

My name is Louie. That's L-O-U-I-E.

She can reach me at area code 615 (pause) 562

(pause) —2060. (Say "o" not "zero" .) ⁶

Telling the Caller to Hold On:

Hold on one moment, please.

Hold on, please.

Just a second, I'll check.

Just a moment, please.

Ending a Conversation (the caller) :

Well, it's been nice talking to you.

I'd better let you go.

Thanks for your time.

I appreciate your help.

I've really enjoyed talking to you.

I hope to speak to you (hear from you) soon.

Speak to you soon.

Ending a Conversation (the person being called) :

Well, thanks for calling.

It was really good to hear from you.

Give me a call if you have any more questions.

Let me know if I can be of any more help.

Feel free to call again.

I Local Call

A local call is a call made within your calling area. There is no extra charge. If you're not at home or at work where there's a phone, then you have to use a pay phone or a mobile phone. Pay phones are found in public places such as schools, stores, gas stations, and city street corners.

Pay phones are easy to use if you follow instructions which are usually listed on the phone. First, pick up the receiver and then put a quarter⁷ in the slot at the top. You can use any combination of coins as long as it totals 25 cents—nickels and dimes (but no pennies⁸). Next, listen to make sure you have a dial tone (a steady buzzing sound) . If you do, dial the number or push the numbered buttons. Very few phones have rotary dials nowadays. Most are push-button—especially pay phones. If the number is busy or no one answers the phone, hang up the phone and you'll get your money back.

Most of the time, for a local call, you don't need to dial the area code—just the seven-digit number. In some big cities, more than one area code is used. When calling locally, even if the phone you are calling is just across the street, you will also need to dial 1, then the area code plus the seven-digit phone number.

Most hotels in the US charge a fee for using the room phone to make every phone call, even if it is toll-free. The fee can range from small to large. You can use the public telephone located in the hotel lobby if you don't want to pay fees.

1-1 Extended Conversation

Situation: Mary is going to meet Jim Wilson, her new boss, at the Sunset Restaurant for lunch tomorrow, but she doesn't know where the restaurant is. She needs to ask somebody. She picks up the receiver, and dials 943-8516. Sue's phone rings.

Sue: Hello?

Mary: Hi, Sue. It's Mary. Mary Graham.

Sue: Oh, hi, Mary. How are you doing?

Mary: I'm doing fine. How about you?

Sue: Fine.

Mary: Listen, um...my new boss, Jim, is going to meet me at the Sunset Restaurant for lunch tomorrow. Do you happen to know where that is? I understand that it's near Sears.

Sue: Oh, no! No, no, no. That's the Sunrise Restaurant. The Sunset Restaurant is on Oak Street.

Mary: Oh. That's right. Is it a nice place?

Sue: Oh, it's a wonderful place. Uh, rather expensive though.

Mary: Uh-oh.⁹

Sue: Don't worry, Jim'll probably pick up¹⁰ the bill.

Mary: (Laughs) I hope so. Listen, how do I get there?

Sue: Oh, are you taking your car?¹¹

Mary: Mm-hmm.¹²

Sue: Well, you go up Main Street, to Broad...

Mary: Right.

Sue: Over on Broad—eight blocks—to Oak...

Mary: Oak.

Sue: ...Take a left on Oak Street...

Mary: Uh-huh.

Sue: ...and then there's a big parking lot on the right, just about half a block after the turn...

Mary: Right.

Sue: ...and it's right next to that.

Mary: OK. Was that a left or right on Oak?

Sue: Left on Oak.

Mary: Left on Oak. I got it.

Sue: OK.

Mary: Wish me luck!

Sue: Oh, for sure!¹³ You call me and tell me what happens.

Mary: I will.

Sue: OK.

Mary: Thanks.

1-2 Extended Conversation

Situation: Louie is going to San Antonio, Texas, for the TESOL Convention. He needs to get in touch with Murdock Travel in Honolulu. He has no telephone of his own, so he uses a pay phone. He picks up the receiver, deposits a quarter in the slot, and dials 526-0208. The phone at Murdock Travel rings.

Jan: Murdock Travel.

- Louie: Hello, may I speak to Jan?
Jan: This is Jan speaking. Who is that, please?
Louie: This is Louie from BYU—H (Brigham Young University—Hawaii). I am Dr. Henrichsen's friend.
Jan: Hi, Louie. What can I do for you?
Louie: I'd like to have a round-trip ticket from Honolulu to San Antonio, Texas. I'm a poor student and I'd like to buy the cheapest ticket possible.
Jan: When are you leaving?
Louie: I'm leaving on the sixth of March and coming back on the twelfth.
Jan: OK. Hold on a moment. I'll check. (A few minutes later) Well, there's no special fares for the season. The normal price is \$625¹⁴.
Louie: Is it possible to save money by booking¹⁵ two tickets instead of one?
Jan: What do you mean?
Louie: I mean to buy two tickets, one from Honolulu to Los Angeles, and another from L. A. to San Antonio. That may be less expensive.
Jan: Just a moment, let me check. (A few minutes later) Yes, you can do that. The ticket from Honolulu to L. A. is \$ 289, and the ticket from L.A. to San Antonio is \$154.
Louie: Are they for a round trip?
Jan: Yes.
Louie: I'll take them. By the way, how can I pay for the tickets?
Jan: Cash, check, or credit card would be fine.
Louie: I have cash, but I need a receipt.
Jan: Fine.
Louie: How can I get them?
Jan: Do you live on campus?
Louie: Yeah.
Jan: I'll be at the Aloha Center on Wednesday at three thirty in the afternoon. Meet me there with your money and I'll give you your tickets.
Louie: Great. Thanks.
Jan: You're welcome.

II

Long-Distance Calls

A long-distance call is a call made outside your calling area. For long-distance calls, you must first dial 1. Next, dial the three-digit area code for that city, then the person's seven-digit telephone number.

Long-distance calls include person-to-person collect calls, station-to-station calls and direct

calls (self-dialed calls). They cost extra money and can be very expensive. Don't ask to use a friend's phone to call long-distance unless you offer to pay for it. If you need help for dialing local or long distance calls, dial zero (0) to reach a live operator. Operator-assisted calls cost more than self-dialed calls. You can place a "station-to-station" or "person-to-person" with the assistance of the operator. For a station-to-station call, you speak with anyone who answers your call. A person-to-person collect call is made with the operator assistance to a particular person and the person who receives the long-distance call must pay for the call. A person-to-person call costs more, but you don't need to pay if you don't connect with the person you are calling. The operator will first confirm with the party whether he or she is willing to collect the call (pay for the call). If the receiving party agrees to the charge, you will then be able to talk with him/her.

Phone numbers with prefixes 800 are called "toll free" numbers, which means the callers don't incur any charge, even if you are calling from a pay phone. Often businesses in the United States will use toll free numbers in an attempt to make them more memorable. The letters are: 2-ABC, 3-DEF, 4-GHI, 5-JKL, 6-MNO, 7-PQRS, 8-TUV, 9-WXYZ. What you need to do is to dial the number which the letter is on. For example, for calling Apple US, the phone number is displayed: 800-my-apple. You need to dial 1-800-692-7753.

Within the United States, for an international call, you must first dial international direct dial code, then the country code without "0", the area code, and the phone number. If you are calling a cell phone, you don't need to dial the area code. For example, if you would like to make a call to your home phone in China, you will have to dial, 011 (international direct dial code to China) + 86 (country code without "0") + area code + your home phone number. If you want to dial a Chinese cell phone, you need to dial 01186 + cell phone number. You can buy a plan of a flat monthly fee of \$5 or \$6 on per minute to make international calls from many phone companies. Or excessive rates of \$2 or \$3 per minute may be charged. Many people use prepaid calling cards with low rates when making international calls.

Prepaid calling cards can be used to make local, long distance, or international calls. Such cards provided by different companies are available at many kinds of stores, such as mini-stores, drug stores, grocery stores, liquor stores. They come in various denominations, like \$5, \$10, and \$20. To make a call using a calling card, you need to dial a toll-free number, enter your card number and/or PIN, and then dial the phone number.

Some Important Numbers in the USA:

911—emergency (police/fire/ambulance) —no charge

411—local phone directory assistance—charge may apply

1—area code -555-1212—long distance phone directory assistance — charge may apply

1-3 Mini-conversation

Situation: Kevin, a college student, wants to make a long-distance call to his parents. He has a phone in his dormitory room. He picks up the receiver and dials 1- (202) 922-2569. The phone at Kevin's parents' home rings.

Father: (Picks up the receiver) Hello, Jones residence.

Kevin: Hello, Dad. (They go on talking.) (Two weeks later, he gets the bill in the mail.)

1-4 Mini-conversation

Situation: Bryan Hamblin wants to make a long-distance call to Peter Strong. Bryan is far away from home, so he wants the call to be charged to his home number. He picks up the receiver and dials Peter's number, 0- (216) 862-9012.

Operator: This is the operator. May I help you?

Bryan: Yes, I'd like to make a long-distance call and charge it to my home number (808) 296-9761.

Operator: Just a moment, I'll check. (A few minutes later) All right. Go ahead. (Bryan starts talking to Peter.) (Two weeks later, Bryan gets the bill in the mail.)

1-5 Conversation

Situation: Ramon Ramos wants to make a person-to-person collect call to Mr. Park. He picks up the receiver and dials 0.

Operator: Hello. This is the operator. Can I help you?

Ramon: Yes. I'd like to place a person-to-person collect call to Mr. Park at (201) 737-8822. My name is Ramon Ramos.

Operator: Just a moment (makes a call) . I have a collect call for Mr. Park from Ramon Ramos. Will you accept the charges?

Mr. Park: Yes, this is Mr. Park. I'll accept the charges.

Operator: (To Ramon) Go ahead, please. (Ramon and Mr. Park begin to talk.)

III

Calling the Operator

Whenever you need a telephone number, you dial 411. Local information 411 is free on public phones, but may cost extra on private phones. To call for information in any US city other than your phone area, dial the area code for that city and 555-1212. A charge may apply. For toll free number inquiry, the number is 1-800-555-1212.

1-6 Mini-conversation

Situation: Berly wants to know the number for Jake's Pizza in Decatur. He dials 411.

Operator: Directory assistance.

Berly: I'd like the number for Jake's Pizza in Decatur.

Operator: On Brown Street?

Berly: That's the one.
Operator: It's 555-1436.
Berly: Thank you.

1-7 Mini-conversation

Situation: Jeff wants to know Ken Johnson's phone number. Ken lives in Chicago, so Jeff dials (312) 555-1212.
Operator: This is the operator. What city, please?
Jeff: Chicago.
Operator: Yes, go ahead, please.
Jeff: I'd like the phone number for Ken Johnson on Western Avenue.
Operator: The number is 353-1213.
Jeff: Thanks.

1-8 Mini-conversation

Situation: Louie wants to call the Consulate General of the P.R.C. in Los Angeles. He knows neither the area code nor the number. He dials 411 first.
Operator: Operator.
Louie: I'd like the area code of Los Angeles.
Operator: It's 213.
Louie: Thanks. (He then dials 213-555-1212 for information in Los Angeles.)
Operator: Information. What city please?
Louie: Los Angeles.
Operator: Go ahead, please.
Louie: I'd like the number of the Consulate General of P.R.C. in Los Angeles, please.
Operator: I'm checking. (A moment of silence) That number is 380-2602.
Louie: Thank you.
Operator: You're welcome.

IV Wrong Number

A wrong number is any number that you do not wish to reach. You need to learn how to deal with the wrong number whether you are the caller or the other person.

1-9 Mini-conversation

Situation: Francis needs to call his friend Heidi. He picks up the receiver, and dials the number. An old man answers.
Old Man: Hello?

Francis: Hello, may I speak to Heidi?
Old Man: I'm sorry. You have the wrong number.
Francis: Is this 234-9874?
Old Man: No. I'm sorry. Good-bye.

1-10 Conversation

Situation: Belinda wants to call Dr. Baker. She goes to a booth, picks up the receiver, deposits a quarter, and then dials the number. An unfriendly woman answers.
Woman: Hello.
Belinda: Hello. I'd like to speak to Dr. Baker.
Woman: Who?
Belinda: Dr. Stephen Baker.
Woman: Nobody here by that name.
Belinda: I'm sorry. I must have dialed the wrong number.

1-11 Conversation

Situation: Paul wants to call April. He dials the number. A friendly girl answers.
Girl: Hello, who's calling, please?
Paul: Hi, April. This is Paul. How're you doing?
Girl: (Laughs) I'm sorry, you must have the wrong number. This isn't April.
Paul: Is this 374-0721?
Girl: No, it's not.
Paul: I'm sorry.
Girl: That's all right. Good-bye.
Paul: Good-bye.

V

Leaving a Message

In making phone calls, you sometimes find that the person who answers is not the person you want, or that the person you want isn't available. In that case, you can leave a message.

1-12 Conversation

Situation: Anna Stehlin calls Elise Young, but Elise isn't available.
Anna: Hello. This is Anna Stehlin. May I speak to Elise Young?
Person A: I'm sorry, but she's not here right now. Can I take a message?
Anna: Yes. Please tell her I called to ask about the math homework. Ask her to call me this evening at 654-9234.
Person A: OK. I'll tell her as soon as she gets home.

Anna: Thanks a lot. Good-bye.

Person A: Bye.

1-13 Extended Conversation

Situation: Edward wants to talk to Dr. Abrams. He dials the number of the Chemistry Department.

Secretary: Chemistry Department.

Edward: Dr. Abrams, please.

Secretary: I'm sorry. She's at a meeting right now. Perhaps you could call her back.

Edward: I'd rather leave a message, if that's all right.

Secretary: Certainly.

Edward: Please tell her that Edward has to cancel her two o'clock appointment.

Secretary: Anything else?

Edward: Yes. Please tell her I'll call to reschedule.

Secretary: All right. She'll get this right after her meeting.

Edward: Thank you. Good-bye.

Secretary: Good-bye.

VI

Calling Through Mobile Phones

Mobile phones are getting more and more popular. Many people who travel to the US would like to know whether they can use their mobile phones in the USA, or how they can get the local mobile phone service.

Mobile phones are also called cellular/cell phones in America. If you want to use your mobile phone when you travel to America, the roaming fees may be excessive. It is advised that you use a phone service from a local company.

Cellular Service providers are nationwide, regional and prepaid ones. There are four nationwide service providers, AT&T, Sprint/Nextel, T-Mobile, and Verizon. There are also an increasing number of "prepaid" providers. They purchase network access from a national or regional provider and resell it to customers. Local SIM cards are available at big stores, grocery stores, or corporate outlets of the providers. One thing you need to make sure before buying a card is whether your phone is compatible. The network protocol which Sprint/Nextel and Verizon use is CDMA, while AT&T and T-Mobile use GSM. If you want to use the phone you brought from China, you will have to check with your service provider what protocols your phone is using.

To make an international call through a mobile phone, you don't need the international direct dial code. You can simply dial 86 + area code + phone number to call a Chinese phone from the

USA, as well as from any other countries.

1-14 Conversation

- Situation: Nina is from China. She wants to buy a SIM card for her mobile phone. She is talking to the seller.
- Seller: Hi, how may I help you?
- Nina: Do you think the SIM cards here will work with my Chinese cell phone?
- Seller: I am not sure. Is it a locked or unlocked phone?
- Nina: Should be unlocked.
- Seller: Ah...I don't know what network protocol your phone uses.
- Nina: I'm not quite sure about the network protocol. Let me check online.
(A few minutes later) I use China Mobile in China. Here it says China mobile uses GSM.
- Seller: In this case, I think cards from AT&T and T-Mobile may work, but I'm not one hundred percent sure. I'd suggest you buy a prepaid phone. It won't cost much.
- Nina: That may be a better idea. Let me see what you have here.

1-15 Extended Conversation

- Situation: Doris is a freshman at the University of Michigan. She would like to buy a mobile phone, but she doesn't know which company to choose. She talks to her classmate Jenny.
- Doris: I need a new mobile phone. Can you give me some advice?
- Jenny: Do you want a contracted plan or a prepaid one?
- Doris: What's the difference?
- Jenny: Well. Contracted plans offer lower monthly rates and very low prices on new phones. If you sign a two-year contract, you can get the best price and a free or discounted phone. However, terminating a contract early requires the customer to pay a large penalty. The provider will review your credit history. If you do not have a Social Security number or credit history in the United States, a security deposit could be \$400-\$500.
- Doris: What about prepaid plans?
- Jenny: They are also called a "pay-as-you-go" plans. They do not require a Social Security number and a credit history check. They use the same cell phone networks and offer the same services as contracted plans do, but they are usually at higher rates. You don't need to sign a long-term contract. No security deposits, or penalties for cancellation are needed.
- Doris: I don't want to pay a deposit. I guess I will buy a prepaid plan first. I can have a contracted plan later. Thank you very much.
- Jenny: You are always welcome.

Notes on Culture and Language

1. *Av.* is the abbreviation for avenue.
2. *Bl.* is the abbreviation for boulevard.
3. *Rd.* is the abbreviation for road.
4. Normal bank hours refer to the regular bank hours. "Long" hours refer to days when the bank remains open longer than normal (usually on Fridays).
5. *FDIC* stands for Federal Deposit Insurance Corporation. If the individual bank goes bankrupt, the FDIC insures that you will not lose any of your money that you have deposited in that bank.
6. Telephone numbers are pronounced separately by each digit. For example, Six one five, five six two, two o six o.
7. Twenty-five cents. The amount may vary from city to city.
8. A penny is a coin worth one cent.
9. *Uh-oh* is an expression of concern.
10. *Pick up* means pay.
11. Note that final rising intonation must be used.
12. *Mm-hmm* is produced with rising intonation to indicate yes.
13. *For sure* means I will.
14. \$625 may be pronounced six hundred and twenty five dollars.
15. *Booking* means reserving.

Exercises

I. Complete the following conversations.

Part A Complete the conversations by translating the sentences.

1. Mini-conversation

Situation: John wants to invite Linda to a dinner party, so he calls to her office.

Linda: Hello! _____? (请问哪位?)

John: Hello! This is John. _____? (我想和琳达通话。)

Linda: This is Linda.

John: Hi, Linda. I'm just calling to invite you to a dinner party tomorrow evening.

2. Extended Conversation

Situation: John is talking with his new neighbor Blair who arrived yesterday. Blair doesn't know how to use the phone.

Blair: Excuse me. I'm new here. _____?
(能不能教教我如何拨打这部电话?)

- John: Sure. I'd be glad to. First, _____. (将一枚一角硬币插入投币口。) When you hear the dial tone, _____. (拨你要的号码。)
- Blair: May I put in two nickels instead of a dime?
- John: Yes. _____. ?
(是本地电话还是长途电话呢?)
- Blair: A long-distance.
- John: If it is a long-distance call, you have to dial 0 for the operator. _____.
_____. (你不能直接拨打。)
- Blair: I see. Thank you very much.

Part B Complete the conversations by filling in the blanks.

3. Mini-conversation

- Situation: Mary and Tom are in love. They have a long telephone conversation every day. Now they have talked about forty minutes. Mary's phone is running out of battery.
- Mary: I forgot to recharge the battery. _____.
- Tom: Don't worry. You can recharge the battery now, and I'll be waiting.
- Mary: But _____.
- Tom: Oh, what a pity!

4. Extended Conversation

- Situation: Mr. Brown wants to call Mr. Thomas. Unfortunately, he is out on business. The clerk is answering the phone.
- Clerk: Good morning, Wilson Association.
- Brown: This is Mr. Brown speaking. _____?
- Clerk: I'm sorry, but _____.
- Brown: I've been trying to call him for the last ten minutes, but your line was busy. _____?
- Clerk: I'm afraid not. He is away for the rest of the days.
- Brown: Is there any way I can reach him?
- Clerk: I'm afraid not. He has gone out of this town on business. _____?
- Brown: I have a business appointment with him at 10 o'clock tomorrow morning, but I'm afraid I can't make it.
- Clerk: _____?
- Brown: Unfortunately, I'm leaving here unexpectedly, and I may be away for several days.
- Clerk: I see. _____.
- Brown: Thank you.

Part C Complete the conversations according to the clues given in Chinese.

5. Mini-conversation

Situation: Tina and Mary are talking on the phone. But it seems that there is something wrong with Tina's phone.

Mary: Sorry, Tina, I can't hear you clearly. _____?
(询问是否能大点儿声。)

Tina: My phone is out of order.

Mary: Sounds like a problem with our lines. _____. (告诉对方有好多杂音。)
You really need a new telephone.

Tina: OK, I will buy a new one.

6. Extended Conversation

Situation: Jane wants to call Patti, but she dials a wrong number.

Frank: Hello!

Jane: _____? (表示想找 Patti 接电话。)

Frank: I'm sorry. _____. (恐怕对方拨错号码了。)
There is no Patti here.

Jane: Wrong number? Are you sure? I called yesterday and she answered.

Frank: I'm sure you have the wrong number. This one has been my number for more than 20 years.

Jane: That's impossible. _____. (自己很清楚地记得电话号码。)
Isn't this 763-4565?

Frank: No, it isn't. It's 736-4565. _____. (看起来对方拨错了号码。)

Jane: Really? _____. (表示很抱歉打扰了对方。)
I'll try again.

Frank: That's all right. This sort of thing happens all the time to anyone.

Jane: Yeah, I guess it does. Sorry again for bothering you.

Frank: No worries.

II. Make dialogues with the sentence patterns suggested according to the given situations.

Part A

7. William calls Bob, asking him for Lucy's telephone number. **The sentence pattern suggested:**

I am calling to...

8. You call Brandon. His wife answers the phone and puts you through to Brandon. **The sentence pattern suggested:**

Hold on, please.

Part B

9. Louie needs to call his colleague Mark. He picks up the receiver and dials the number. A friendly girl answers. **The sentence pattern suggested:**

You must have dialed the wrong number.



10. Johnson calls Mr. Smith's office and wants to speak to him. His secretary answers the phone, telling Johnson that Mr. Smith is not available at the moment, and offers to take a message. **The sentence patterns suggested:**

Would you mind...?

...is not available at the moment.

I'd like to speak to...



III. Multiple choices.

11. At the end of the dialogue, there are two questions, and you are required to read the four choices marked A, B, C and D after each question and decide which one best explains the sentence with corresponding number.

Situation: Sandy Smith is calling Mr. Brown's office. Since he's not in, Robert White is answering the call.

Robert: Good afternoon. Robert White's speaking.

Sandy: Good afternoon. This is Sandy Smith. May I speak to Mr. Brown?

(1)

Robert: Let me check for you. I'm putting you on hold.

(2)

Sandy: OK.

Robert: Thanks for holding. Mr. Brown is still in a meeting. Do you want to leave a message?

Sandy: Yes. Can you ask him to call me back?

Robert: Okay, may I have your phone number?

Sandy: He knows. Thanks. Bye.

Robert: Bye.

(1) A. I am Sandy Smith. Can I talk to Mr. Brown?

B. This is Sandy Smith speaking. Is Mr. Brown there?

C. I am Sandy Smith. May I speak to Mr. Brown?

D. This is Sandy Smith. Is Mr. Brown speaking?

(2) A. Hold on for a moment.

B. I'm holding on you.

C. I am waiting for you.

D. I'm holding you.

IV. Have fun.

Will Knott was a teacher. He taught in a big school in London. He lived a long way from the school, so he was usually quite tired when he got home. At 9:00 one evening, when he was in bed, the telephone rang in the hall. He went to the hall, picked up the receiver and said, "This is 3335683. Who is speaking, please?"

"Watt," a man answered.

"What's your name, please?" said Mr. Knott.

"Watt's my name," was the answer.

"Yes. I am asking you that. What's your name?" Mr. Knott said again.

"I told you. Watt's my name," said the man. "Are you Jack Smith?"

"No. I am Knott."

“Will you give me your name, please?” the man asked.

“Will Knott,” answered Mr. Knott.

Both Mr. Watt and Mr. Knott put down their telephones angrily and thought, “That’s a rude and stupid man.”