

## Your life



## Preview

**Warm up.** Have you ever been interrupted at dinner by a telemarketer? What happened? What did you do?


**Unit 1 objectives**

- Agree to contribute to a good cause.
- Decline a telemarketer's sales solicitation.
- Understand the spirit of volunteerism.
- Avoid telemarketing fraud.



# Practical conversations

## Model 1 Agree to contribute to a good cause.

### A. Listen and read.

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A: I'm collecting for the food pantry.

Would you be willing to make a donation?

B: What did you say it was for?

A: The food pantry.

B: That's a good cause. I'd be happy to.

A: Thanks so much.



### B. Pronunciation and intonation practice.

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### Vocabulary

#### Ways to volunteer



make a donation



volunteer some time



bake something for the bake sale



make a few phone calls



mail some letters



distribute some flyers

### C. Pair work. Ask for help with a good cause. Use these or your own cause.

the homeless shelter  
the scholarship fund

the food pantry  
the hospital

A: I'm collecting for \_\_\_\_\_. Would you be willing to \_\_\_\_\_?

B: What did you say it was for?

A: \_\_\_\_\_.

B: That's a good cause. I'd be happy to.

A: \_\_\_\_\_.

↑ Thanks, That's great.



## Model 2 Decline a telemarketer's sales solicitation.

### A. Listen and read.

- A:** Hello?
- B:** Good evening. This is the ABC Telephone Company. We have a special offer on cell phone service this evening.
- A:** Is this a sales call?
- B:** Yes, it is.
- A:** I'm sorry. We don't take offers over the phone.
- B:** Thank you very much.



### B. Pronunciation and intonation practice.

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### Vocabulary

#### Ways to decline an offer

We don't take offers over the phone.



We're having dinner right now.

We're not interested.

We already have \_\_\_\_\_.

We don't need \_\_\_\_\_.

Your own way: \_\_\_\_\_.

### C. Pair work. Decline a telemarketer's offer. Use the name of a business that has called you or a business you know.

- A:** Hello?
- B:** 1. This is \_\_\_\_\_. We have a special offer on 2.
- A:** Is this a sales call?
- B:** Yes, it is.
- A:** I'm sorry, \_\_\_\_\_.
- B:** 3.

<sup>1</sup>Hello, Good afternoon, etc.

<sup>2</sup>newspaper delivery, life insurance, etc.

<sup>3</sup>OK, thank you

## Do it yourself!

### A. List one or more charitable and sales solicitations you have received.

Charities	Sales
<i>Flood Emergency Relief Fund</i>	<i>Manny's Chimney Cleaning</i>

### B. Pair work. Role-play a conversation accepting or declining a solicitation from your list.



## The simple present tense and the present continuous

Use the simple present tense to talk about habitual actions and unchanging facts.

Lee **volunteers** at the community center every Sunday.

The American Cancer Society **provides** funds for cancer research.

Use the simple present tense with *never*, *sometimes*, *often*, and *always*.

I always **ask** telemarketers to send their offers in writing.

Use the present continuous for actions in progress.

He's **talking** to a telemarketer right now.

Don't use *never*, *sometimes*, *often*, or *always* with the present continuous.

~~I'm never going there. I'm often going there.~~

### A. Complete each sentence with the simple present tense or the present continuous.

- Water \_\_\_\_\_ at 212°F.  
boils / is boiling
- They always \_\_\_\_\_ on Mondays.  
are collecting / collect
- When she \_\_\_\_\_, I never \_\_\_\_\_ the call.  
calls / is calling      answer / am answering
- I can't talk right now because we \_\_\_\_\_ lunch.  
eat / are eating
- I \_\_\_\_\_ sales offers over the phone.  
don't accept / am not accepting
- \_\_\_\_\_ often \_\_\_\_\_ at the hospital?  
Are you / Do you      volunteering / volunteer

### B. Complete each sentence with the simple present tense or the present continuous. Use verbs from the box.

collect	donate	ask	talk	bake
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- I usually \_\_\_\_\_ clothes to the American Red Cross when they \_\_\_\_\_.
- I can't distribute flyers this week, so I \_\_\_\_\_ something for the bake sale instead.
- They never \_\_\_\_\_ to telemarketers during dinner.
- She can't come to the phone right now. She's out. She \_\_\_\_\_ for the soup kitchen.

## Non-action verbs

Some verbs don't describe actions. Don't use the present continuous with non-action verbs:

*appear, be, feel, hate, have, hear, know, like, look, love, need, remember, see, seem, smell, sound, taste, think, understand, want.*

See page 145 for a more complete list of non-action verbs.

### C. Complete the conversation with the simple present tense or the present continuous.

A: Hello?

B: Good evening. I \_\_\_\_\_ to reach Mrs. Belinda Malino. Is this she?  
1. try / am trying

A: Well, I'm Mrs. Melinda Malino.

B: I'm sorry. How are you this evening, Mrs. Malino?

A: Fine, thanks. But we \_\_\_\_\_ dinner right now. Is this a sales call?  
2. eat / are eating

B: No. I \_\_\_\_\_ anything now. I only \_\_\_\_\_ a minute  
3. don't sell / am not selling 4. need / am needing  
to tell you about a special offer for customers of Tri-State Telephone.

A: I'm sorry. We never \_\_\_\_\_ offers over the phone.  
5. take / are taking

B: I \_\_\_\_\_ . But I \_\_\_\_\_ you'll like what I have  
6. understand / am understanding 7. think / am thinking  
to tell you.

A: Please send your offer in writing. We'll be happy to look at it then.

B: Thank you very much.

### ▶ Do it yourself!

**Pair work.** Choose the name of a real company. Read Model 2 on page 3 again. Then continue the conversation for the two people in the picture.

A: Hello?

B: Good evening. How are you this evening?

A: Fine, thanks. ...





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**Volunteerism and charity**



**A. Read the picture story again. Complete each sentence.**

1. The proceeds of the bake sale are going to the \_\_\_\_\_.
2. The bake sale will be on \_\_\_\_\_ at the \_\_\_\_\_.
3. Volunteers can donate something to sell, make a cash contribution, or work the \_\_\_\_\_.

**B. Listen. Read each response out loud from the text.**

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**C. Vocabulary.** Circle the word or phrase closer in meaning to each underlined phrase.

1. They showed up too late to help set up the booth, so they worked it instead.  
left / arrived
2. Make the check out to the shelter.  
Write the check to / Throw the check away at
3. Not many homeless people stopped by the soup kitchen yesterday.  
came to / refused to come to
4. You can pick up cookies at the sale.  
buy / sell
5. When I got there, they had run out of everything. There was nothing left!  
sold / baked

**D. Read each sentence or question. Underline your response.**

1. "Would you be willing to work the booth?"  
YOU With pleasure. YOU Is this a sales call?
2. "How many volunteers were at the soup kitchen?"  
YOU A million! YOU Two. Tomato rice and chicken noodle.
3. "You could help run the booth."  
YOU Actually, I won't be able to. YOU Better come early.
4. "Could you make a cash contribution?"  
YOU Sure. Who should I make it out to? YOU Absolutely. It's a good cause.

**E. Pair work.** Take turns reading the items and responses in Exercise D.

**▶ Do it yourself!**

**A. Write your own response. Then read each conversation out loud with a partner.**



That's a good cause. Who should I make the check payable to?

YOU \_\_\_\_\_



Thanks for agreeing to volunteer at the booth. What time can you stop by to pick up the pies?

YOU \_\_\_\_\_



We've run out of baked goods. Could you please pick up some more at the supermarket?

YOU \_\_\_\_\_

**B. Discussion.** Has anyone ever asked you to volunteer? For what? What did you do?





## Avoiding telemarketing fraud



### A. Listening comprehension. Listen to the TV report. Then answer the question.

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[http://jeisee.com/tten/text/download/sound/?id=854&filename=U01\\_09\\_p08\\_A\\_\(2\).mp3](http://jeisee.com/tten/text/download/sound/?id=854&filename=U01_09_p08_A_(2).mp3)

Why do consumers complain about telemarketing? \_\_\_\_\_

### B. Pair work. Compare answers with a partner.

### C. Listen again if necessary. Then check *True* or *False* for each statement, according to the report.

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	True	False
1. Telemarketers sell products and services by phone.	<input type="checkbox"/>	<input type="checkbox"/>
2. Con artists are honest salespeople.	<input type="checkbox"/>	<input type="checkbox"/>
3. A free offer is always a fraud.	<input type="checkbox"/>	<input type="checkbox"/>
4. You should always hang up on telemarketers.	<input type="checkbox"/>	<input type="checkbox"/>

### D. Answer the questions about a sales call you have received at home.

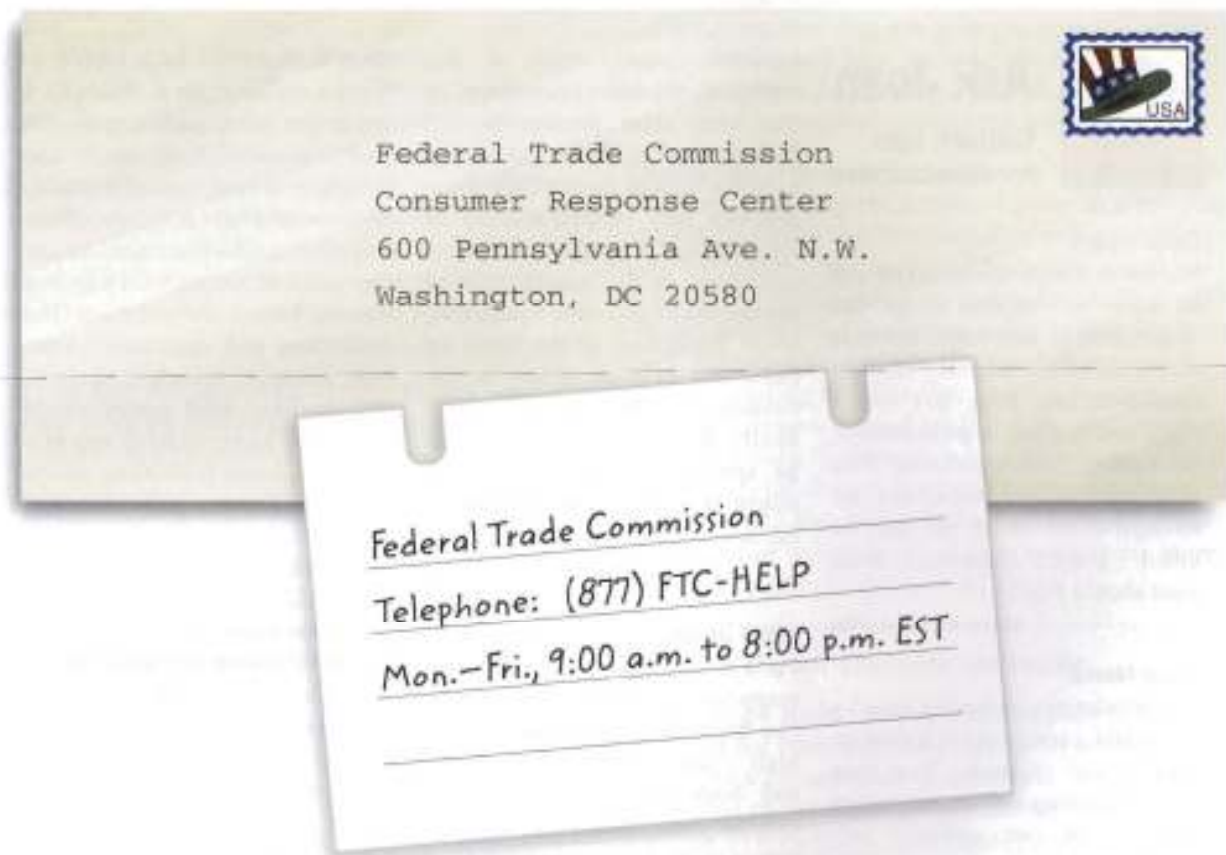
- Who called? \_\_\_\_\_
- What time was it? \_\_\_\_\_
- What questions did the caller ask? \_\_\_\_\_
- What did the caller want to sell? \_\_\_\_\_
- Did you buy anything? \_\_\_\_\_
- If you bought something, how did you pay? \_\_\_\_\_
- Are you happy with the product or service? \_\_\_\_\_



**E. True story.** Look at the answers you wrote in Exercise D. Then tell your partner or your group about the sales call you received at home.

**FYI.** To file a complaint about a telemarketer with the Federal Trade Commission (FTC), download a complaint form from their Web site: [www.ftc.gov](http://www.ftc.gov)

You can also write or call the FTC:



### ► Do it yourself!

**A. Role play.** Start with the conversation below, using your own words and ideas. Then continue until the end of the call.

Partner A: Answer the phone and respond to Partner B.

Partner B: Decide whether you are a con artist or an honest salesperson.

A: \_\_\_\_\_?

B: Hello. I'm calling from \_\_\_\_\_. Are you over eighteen years old?

A: \_\_\_\_\_

B: We have a special offer for you tonight, if you'll just answer a few questions.

A: ...

**B. Discussion.** Compare phone calls with your classmates. Was the telemarketer honest or a con artist? What did the consumer say?



## Volunteerism in the local community

### A. Read and listen to the letters.

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[http://jeisee.com/tten/text/download/sound/?id=858&filename=U01\\_11\\_p10\\_A\\_\(2\).mp3](http://jeisee.com/tten/text/download/sound/?id=858&filename=U01_11_p10_A_(2).mp3)



### Ask Joan Culture tips for newcomers

#### Dear Joan:

My son is a high school junior and he wants to volunteer in the fire department of our town. He says that a lot of his friends volunteer their time too. Joan, he's still a child, and he plans to go to college, not work in a fire department. This is a job for big men, not for teenagers! He could get hurt or killed. I don't understand, Joan, what should I do?

*Nero in Nashville*

#### Dear Nero:

Congratulations on having raised a wonderful, caring son! You must be very proud of him. Your son is participating in an important tradition of our culture: volunteerism. Many people consider volunteerism a responsibility of their membership in the local and larger community.

It's not unusual for teenagers to

volunteer their time at the firehouse, the ambulance corps, or the local food pantry. At the firehouse, teens under the age of eighteen usually do not fight fires, although they receive training in firefighting techniques. But they participate in the maintenance of the fire trucks and other equipment, assist firefighters at the scene of fires, and help in chores at the firehouse. Whatever your son finally chooses as a career, the time he spends volunteering to help others in need is time well spent. So, don't worry, Dad. Just be proud.

*Joan*

#### Dear Joan:

I'm a homemaker and a part-time seamstress in my own home. My two children have graduated from high school (with honors!) and both are now studying in college. Joan, they both received scholarships. I am very grateful.

Now that my children are not at home, I have some extra time and I would like to volunteer. What do you recommend?

*Grateful Grace*

#### Dear Grace:

If you belong to a church, a synagogue, or a mosque, you will find opportunities there to volunteer in your local community in a variety of activities. Non-religious institutions such as the Boy and Girl Scouts, the League of Women Voters, the volunteer fire department and ambulance corps, soup kitchens, homeless shelters, and the local food pantry would also all be happy to have you as a volunteer. Many institutions accept donated goods and financial contributions in addition to your time. And remember, you may deduct charitable contributions from your income taxes.

The following quotation from a U.S. Government Web site on volunteerism expresses a core tradition of our culture: "The generous spirit of the American people has fostered a great and long-standing tradition of service." Your volunteerism expresses that spirit!

*Joan*

### B. Check True, False, or ? (No information) for each statement.

	True	False	?
1. Nero is a volunteer firefighter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Nero's son is in high school now.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Nero thinks his son's volunteer work is dangerous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Now that her children are in college, Grace is not so busy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Grace belongs to a church, synagogue, or mosque.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**C. Discussion.** Answer the questions. Then discuss with your classmates.

1. Why is Nero in Nashville worried? \_\_\_\_\_
2. Is Joan worried too? \_\_\_\_\_
3. What do teen volunteers usually do at the firehouse? \_\_\_\_\_  
\_\_\_\_\_
4. What is a volunteer? \_\_\_\_\_

**FYI.** Read this information about volunteering from the Web site of the U.S. Department of Housing and Urban Development (HUD).

The screenshot shows a web browser window titled "Volunteer Programs" with the address bar displaying "http://www.hud.gov". The main content area has a yellow background and is titled "Volunteerism". It contains the following text:

Healthy communities depend on volunteers — like you! Maybe one of these programs fits your interests.

**Federal volunteer programs**

- America Reads Challenge
- America's Outdoors Volunteers
- AmeriCorps

**National volunteer programs**

- American Cancer Society
- American Red Cross
- Big Brothers, Big Sisters of America
- Habitat for Humanity

For a complete list of agencies that offer opportunities to volunteer in the United States, click on <http://www.hud.gov/volunteering/index.cfm>

Or write to:  
U.S. Department of Housing and Urban Development  
451 7th Street S.W., Washington, DC 20410  
Telephone: (202) 708-1112, TTY: (202) 708-1455

For information about volunteering in Canada, click on <http://www.nsgvp.org/n-f2-ca.htm>

**▶ Do it yourself!**

**A.** In your home country, how do people help others? Fill in the chart.

Country	Donations or contributions	Volunteer opportunities
U.S.	United Way	soup kitchen at shelter

**B. Culture talk.** In the country you come from, is there a tradition of service to the community? How do people help each other? Do they collect money? Do they volunteer? Compare cultures with your classmates.

## Review

### A. Pair work or group work.

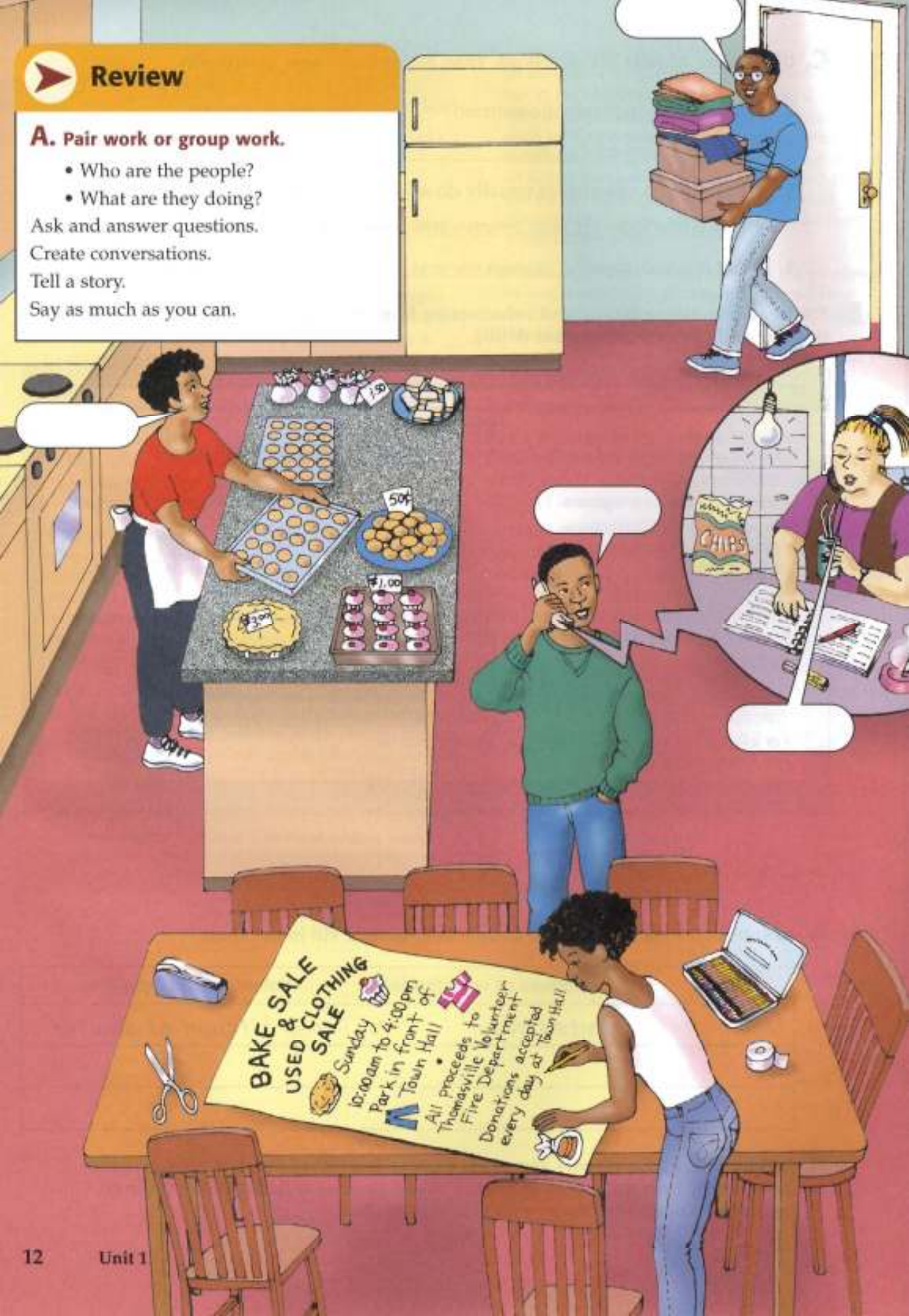
- Who are the people?
- What are they doing?

Ask and answer questions.

Create conversations.

Tell a story.

Say as much as you can.





**B. Listening comprehension. Listen to the conversation. Then listen again and check True or False for each statement.**

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	True	False
1. The man says the family is eating.	<input type="checkbox"/>	<input type="checkbox"/>
2. The man wants to talk to the caller.	<input type="checkbox"/>	<input type="checkbox"/>
3. The caller is a telemarketer.	<input type="checkbox"/>	<input type="checkbox"/>
4. The caller isn't selling anything.	<input type="checkbox"/>	<input type="checkbox"/>
5. <i>Parent and Child</i> is the name of a magazine.	<input type="checkbox"/>	<input type="checkbox"/>
6. You can buy <i>Parent and Child</i> on the newsstand.	<input type="checkbox"/>	<input type="checkbox"/>
7. The caller is sending something in writing on Tuesday.	<input type="checkbox"/>	<input type="checkbox"/>
8. The man accepts the offer.	<input type="checkbox"/>	<input type="checkbox"/>

**C. Complete the conversation with the simple present tense or the present continuous.**

A: Hey, Mark. I \_\_\_\_\_ that car!  
1. love / am loving

B: Thanks! What \_\_\_\_\_ in this neighborhood?  
2. do you do / are you doing

A: I \_\_\_\_\_ used furniture for the refugee housing project.  
3. pick up / am picking up

I \_\_\_\_\_ to set up a house for a new family this week.  
4. try / am trying

B: That's a good cause. Refugees \_\_\_\_\_ absolutely nothing when they \_\_\_\_\_ here.  
5. have / are having  
6. get / are getting

A: That's true. By the way, would you be willing to make a few phone calls for us? We really \_\_\_\_\_ help.  
7. need / are needing

B: How much time \_\_\_\_\_?  
8. do you need / are you needing

A: About two million hours! No, seriously, if you \_\_\_\_\_ a few hours any evening this week, that would be great.  
9. have / are having

B: I \_\_\_\_\_. Well, I \_\_\_\_\_ I can make it on Thursday.  
10. understand / am understanding  
11. think / am thinking

**D. Read each sentence or question. Underline your response.**

1. "I'm collecting groceries for the women's shelter. Would you be willing to make a donation?"

**YOU** Yes. Please drop it off at 4:00.

**YOU** Yes. What do you need?

2. "What did you say you were collecting for?"

**YOU** The scholarship fund.

**YOU** I never take sales calls.

3. "Could you pick up some flyers to distribute this afternoon?"

**YOU** Sure. I'll stop by after work.

**YOU** There you go!

4. "I ran out of checks."

**YOU** You could make a cash contribution.

**YOU** We're not interested.

5. "We're running a clothing drive for the state hospital."

**YOU** That's great. I can volunteer some time.

**YOU** Did you run out yet?

**E. Choose a word or phrase for each definition. Fill in the ovals.**

1. selling goods and services over the phone

a telemarketing

b fraud

2. a dishonest person who lies to get a consumer's money

a a con artist

b a telemarketer

3. a dishonest offer, in which a person tries to steal money from a consumer

a a telephone sales call

b fraud

4. a person who helps others for no pay

a a telemarketer

b a volunteer

5. goods and services we give to people in need

a donations and contributions

b flyers and letters

**F. Write a response. Use your own words.**

"Telemarketers keep calling me during dinner. I need advice." \_\_\_\_\_ (Answers will vary.)

**G. Composition. On a separate sheet of paper, write about the picture on page 12. Say as much as you can.**

**Now I can**

- agree to contribute to a good cause.
- decline a telemarketer's sales solicitation.
- understand the spirit of volunteerism.
- avoid telemarketing fraud.