

# 02

## Anytime, anywhere

### Mobile phone etiquette

*Smartphone owners use their devices more for email than for making phone calls.*

Adobe

When, and why, do you turn off your mobile phone?

#### Learning objectives: Unit 2

**Business communication skills** Asking and answering questions; Discussing opinions on phone use; Roleplay: Explaining why you cannot talk on the phone

**Reading** Mobile phone etiquette, Smartphone addicts, Tablets

**Listening** Mobile phone conversations

**Phrase bank** Using mobile phones

**Vocabulary** Using a mobile

**Grammar** Present Simple

1 Read the quiz below and answer the questions. Keep a note of your answers.

Your mobile is the slimmest, most sophisticated mobile phone on the market. You can talk to your friends and family at any time, and in any place. But do you use it well? Or do you annoy other people with your bad mobile phone habits? Do the quiz to find out.

1 You're at a restaurant. You start your soup, but then the phone rings. Do you:

- a turn off the phone without answering?
- b answer the call and then ask if you can call back later, after the meal?
- c answer the call and have a long conversation?

2 You're at the gym. Do you:

- a leave your phone in the changing room?
- b keep your phone with you, but only answer important calls?
- c take your phone with you and talk while you exercise?

3 You go shopping at the supermarket. Do you:

- a do your shopping with your phone switched off?
- b quickly call your partner to ask what to buy for dinner?
- c call your mother to ask which brand of washing powder to buy and then chat for 25 minutes?

4 You go to the cinema with friends. You expect your boss to contact you. Do you:

- a leave your phone off until the end of the film?
- b call your boss before the film starts to ask what he or she wants?
- c answer when your boss calls in the most interesting part of the film?

5 You're on a crowded train. Do you:

- a answer calls but not make calls?
- b make one call home to say 'I'm on the train' and to say when you expect to arrive?
- c pass the time calling friends and sharing details of your personal life with other passengers?

See page 142 for the results.



#### WORK IT OUT

2 Complete the rule about making questions with regular verbs in the Present Simple form.

To make questions in the second person singular, you use \_\_\_\_\_ + you + verb.

**3** Work with a partner. Compare your answers to the quiz in 1 using *Do you ...?*

**4**  **1.18-1.21** Listen to four situations from the quiz in 1. Match the situations to the photos.


Situation 1: \_\_\_\_\_

Situation 2: \_\_\_\_\_

Situation 3: \_\_\_\_\_

Situation 4: \_\_\_\_\_



**5**  **1.18-1.21** Listen again and complete the sentences.

**Situation 1**

**a** Oh, dear. \_\_\_\_\_ Hello?

**b** Alan, I'm fine. Listen, I'm at lunch. Can I \_\_\_\_\_ later?

**c** All right, Jake. \_\_\_\_\_ later, then.

**d** Sorry \_\_\_\_\_.

**Situation 2**

**e** Hello, Della. \_\_\_\_\_ Chris \_\_\_\_\_.

**f** Chris. \_\_\_\_\_?

**g** Yes, but \_\_\_\_\_ It can wait till tomorrow.

**h** Thanks. \_\_\_\_\_ tomorrow. I have all the documents ready. Bye.

**Situation 3**

**i** When you finish your exercise class, can you \_\_\_\_\_?

**Situation 4**

**j** Hi, darling, \_\_\_\_\_ the 6.30. There was a delay.

**k** Can you \_\_\_\_\_? Or I can get a taxi.

**6** Work with a partner. Speaker A call Speaker B. Speaker B explain why you cannot talk. Then swap roles. Make as many calls as possible! Use the phrases below to help you.

**Speaker A**

*Hi, it's ...*

*Of course.*

*No problem ...*

*Speak ... later*

*Okay ... Bye.*

**Speaker B**

*Hello. Look, I'm in/at ...*

*Can I/you call/text ...*

*Sorry about that.*

*Bye.*



## Connected or addicted?

1 Underline the regular verbs in the Present Simple form in the text below. Which verbs are in the third person plural and which are in the third person singular?

# GEN Y SMARTPHONE ADDICTS

'Gen Y' or Generation Y refers to young people between 18 and 30 years old. Cisco publishes an annual report on technology use in the world – the Cisco Connected World Technology Report. Part of this report looks at how Gen Y people use their smartphones in 18 different countries. Many Gen Y people are smartphone addicts.

Sally-Anne is a smartphone addict. This means:

- She checks for emails, texts or social media updates every 30 minutes.
- She looks at her smartphone as part of her early morning routine. She gets up – then checks her smartphone and gets dressed – then checks her smartphone and eats breakfast – then checks her smartphone.
- She takes her smartphone to bed.
- She doesn't leave her smartphone behind when she goes into the bathroom.
- She sends text messages while driving.
- She regularly uses smartphone apps in her daily life.
- Does the smartphone addict enjoy life? Perhaps not – two out of five users say they feel anxious without a smartphone to check.



### WORK IT OUT

2 Complete the rules about regular verbs in the Present Simple form.

- a For the third person singular of the Present Simple (*he, she* and *it*), you usually add \_\_\_\_\_ to the end of the verb.
- b To form the negative in the third person singular, you put \_\_\_\_\_ + *not* before the verb (without *s*). This is often contracted to \_\_\_\_\_.
- c To form questions in the third person singular, you use \_\_\_\_\_ + the subject + verb (without *s*).

3 Match the verbs in the box to the definitions.

follow   share   shop   spend   trust   tweet   update   upload

- a \_\_\_\_\_ buy things
- b \_\_\_\_\_ believe that something is safe
- c \_\_\_\_\_ add new information to something
- d \_\_\_\_\_ write a short message on Twitter
- e \_\_\_\_\_ use (time)
- f \_\_\_\_\_ do what a person tells you to do
- g \_\_\_\_\_ send files from your PC to a website
- h \_\_\_\_\_ let other people use something that is yours

4 Complete the text with the correct form of the verbs in 3.

## Social networking

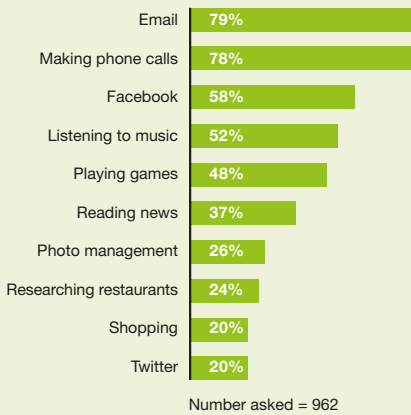
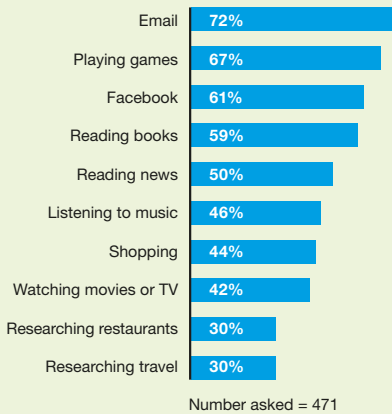
As a typical Gen Y smartphone addict, Sally-Anne

(a) \_\_\_\_\_ her Facebook page at least once a day.  
 She (b) \_\_\_\_\_ a lot of time with her friends online.  
 She (c) \_\_\_\_\_ photos and videos to share or store.  
 She also has a Twitter account and she (d) \_\_\_\_\_  
 at least once a day. She (e) \_\_\_\_\_ online and she

(f) \_\_\_\_\_ her email address with websites to  
 get discounts and receive information, but she doesn't  
 (g) \_\_\_\_\_ Internet sites to keep her data safe.  
 Finally, at work she doesn't (h) \_\_\_\_\_ rules about  
 using company computers for personal activities.

For which of the following do you typically use a tablet/smartphone?

■ Tablet owners  
■ Smartphone owners



- 5 Work with a partner. Practise asking and answering questions about Sally-Anne using the prompts.
- a update / Facebook page / every week? – update / every day
    - A *Does she update her Facebook page every week?*
    - B *No, she doesn't. She updates it every day.*
  - b spend time / meeting friends? – spend time / friends online
  - c upload music / share? – uploads / photos / videos
  - d tweet / every week? – tweet / every day
  - e share / email address / shopping websites? – Yes
  - f trust / Internet sites / keep data safe? – No
  - g follow / rules / company computers? – No
- 6 Now ask your partner similar questions to 5 using *Do you ...?*

## Smartphones and tablets

- 1 Look at the graphs on the left and answer the questions.
- a Do you use a smartphone or tablet for work, pleasure or both?
  - b Which activities in the graphs do you do with your phone or tablet?
  - c Which activities don't you do? Why?
  - d Does your phone or tablet have any apps or features that you don't use? Why?
- 2 Work with a partner. Ask and answer the questions in 1.
- 3 Read the statements. Do you agree? Discuss them with a partner.
- a A tablet is a nice thing to have but not useful at work.
  - b It is possible to use a tablet for most things.
  - c You need a big screen for working on long documents.
  - d It's difficult to type long documents on a touch screen.
  - e Recharging a laptop is a problem when you travel.
- 4 Read two entries from a technology blog at the bottom of the page. Which of the writers agrees with each statement in 3?
- 5 Complete the sentences with words in **bold** from the blog.
- a Heavy luggage is a problem when you travel, so I make sure my bags are \_\_\_\_\_.
  - b I have a very \_\_\_\_\_ mobile phone; it doesn't have apps.
  - c It's not important to me to look \_\_\_\_\_ – I just want technology that works well.
  - d My office has \_\_\_\_\_ space, so we can't have big meetings there.
  - e The IT department is very \_\_\_\_\_ – they fix computer problems quickly.
  - f I need a very \_\_\_\_\_ computer because I use special software for my work.
- 6 Are the sentences in 3 true for you?

### 1 Why I want a tablet

A tablet fills the gap between a laptop and a smartphone. Tablets are **light** and easy to carry around. It feels **comfortable** to hold a web page in your hands and on a tablet you can see the whole page, not just a mobile site on the small screen of a smartphone. Tablets are **fantastic** as e-readers for the same reason. A tablet is **ready** when you need it, but a laptop is slow to start and gets hot on your lap.

At work, a tablet is good for **basic** things like checking emails. Tablets are **perfect** for watching movies or playing games when you're **bored** on a business trip.

The battery on a tablet lasts all day, but a laptop battery needs recharging if you are away from your desk for a few hours. That's why I want a tablet.

### 2 Tablet? Not for me!

I have a smartphone and a laptop, so do I really need a tablet? The screen on a tablet is too small for working on long documents. Also, it's not **efficient** to type a long text on a touch keyboard. Another problem is that tablets have a **limited** memory for storing documents. A laptop does most of the things a desktop PC does, but a tablet is not very **powerful**, so you can't use programs like Photoshop.

A tablet is easy to carry – but it doesn't fit in your pocket like a smartphone, so you need another bag. A tablet is **cool** and nice to have, but it doesn't replace a laptop or a smartphone. It's just one more piece of equipment to carry around.

# 02 Anytime, anywhere

## Phrase bank: Using mobile phones

- Turn/Switch off your phone.
- Leave your phone off.
- It's Della here. / This is Della here.
- I'm sorry. Who is that?
- Is that Jim?
- Can I call you back later?
- Can you text it to me?

### Vocabulary

## Using a mobile

1 Put the verbs in the box into the correct row to make collocations. Some verbs can go in more than one row.

answer call make phone switch off  
take text turn on use

answer	your mobile
	a call
	a colleague

2 Complete the conversations with the phrases in the box.

Ah, that's better. You cut out. Ah, wrong number. Sorry.  
Can you hear me now? I'm in the office.  
No, I'm afraid it isn't. No problem. Speak to you later.  
Oh, so am I. See you in a minute, then.  
Pedro, I'm in a meeting. Can I call you back?  
Yes, the signal isn't very good here.

- a A Hello. Hello?  
B Can you hear me now?  
A \_\_\_\_\_  
B \_\_\_\_\_
- b A John, this is Pedro here.  
B \_\_\_\_\_  
A \_\_\_\_\_
- c A Hi, Maria. This is David. Where are you?  
B \_\_\_\_\_  
A \_\_\_\_\_
- d A Hello. Is that Jack?  
B \_\_\_\_\_  
A \_\_\_\_\_

3 Complete the text with the pairs of words in the box.

help + numbers hospitals + allow keep + brief  
make + call meeting + conversations public + exit  
send + receive turning + off

## Mobile phone etiquette

— eight easy tips

- a Think of the people around you when you make or take calls in public. Be polite – ask if it is okay to make or take a call.
- b If you need to use your mobile phone while in a \_\_\_\_\_ or at a restaurant, leave the room. For some people, these \_\_\_\_\_ are annoying.
- c Use your phone's silent vibrate feature in \_\_\_\_\_ places, such as cinemas and restaurants. If you expect an important call, sit near an \_\_\_\_\_ to reduce interruptions.
- d Remember that sometimes \_\_\_\_\_ your phone \_\_\_\_\_ may be the best solution.
- e Use the messaging feature to \_\_\_\_\_ and \_\_\_\_\_ text messages without saying a word.
- f \_\_\_\_\_ your conversations quiet and \_\_\_\_\_.
- g Use your mobile phone to \_\_\_\_\_ others. More than 100,000 calls a day are made to emergency \_\_\_\_\_ to report crimes and emergencies.
- h Follow the rules for mobile phone use. Some places, such as \_\_\_\_\_ or airplanes, don't \_\_\_\_\_ the use of mobile phones.

### Grammar

## Present Simple

Affirmative		Interrogative	
I			I
You	work.	Do	you
We			we
They			they
He	works.*	Does	he
She			she
It			it
			(NOT works?)

## Negative

I			
You	<b>don't</b>	<b>work.</b>	
We	<b>(do not)</b>		
They			
He	<b>doesn't</b>	<b>work. (NOT works)</b>	
She			<b>(does not)</b>
It			

## Short answers

Yes,	I you we they	<b>do.</b>	No,	I you we they	<b>don't.</b>
Yes,	he she it	<b>does.</b>	No,	he she it	<b>doesn't.</b>

### \* Spelling of the third person singular

For most verbs, you add -s:

- *work* → *works*
- *live* → *lives*
- *buy* → *buys*

For verbs ending in -s, -sh, -ch, you add -es:

- *miss* → *misses*
- *watch* → *watches*
- *search* → *searches*

For verbs ending in a consonant followed by -y, you change the -y to -ies:

- *fly* → *flies*
- *study* → *studies*

*Do, go and have* are irregular:

- *do* → *does*
- *go* → *goes*
- *have* → *has*

## Practice 1

Complete the sentences with the verbs in the box in the correct form.

drive fly go listen live send study use

- We \_\_\_\_\_ English with a very good teacher.
- He \_\_\_\_\_ in Barcelona.
- My new BMW \_\_\_\_\_ fast, but it is very safe.
- I \_\_\_\_\_ to music in the evening to relax.
- Jacques is a pilot. He \_\_\_\_\_ all over the world.
- He \_\_\_\_\_ a computer for most things at work.
- She \_\_\_\_\_ about 20 emails a day.
- John \_\_\_\_\_ an Audi.

## Practice 2

Look at the information in the table.

	Juan	Ana
work in a city?	yes	no
drive to work?	yes	yes
have children?	no	yes
work in sales?	yes	no
live in the country?	no	yes
study in the evening?	yes	no
play golf?	no	no
speak Chinese?	no	no

Read the answers and write questions about Ana and Juan.

- Does Ana have children?*  
Yes, she does. She has two.
- No, he doesn't. He lives in a flat in the city.
- Yes, he does. He sells computers.
- No, she doesn't. But she speaks Japanese.
- Yes, they do.

## Practice 3

Write short answers for the questions.

- Does Juan drive to work?  
*Yes, he does.*
- Does Ana work in a city?  
\_\_\_\_\_
- Does Juan have children?  
\_\_\_\_\_
- Does Ana study in the evening?  
\_\_\_\_\_
- Do they play golf?  
\_\_\_\_\_

## Practice 4

Complete the sentences about Juan and Ana.

- Juan and Ana \_\_\_\_\_ to work.
- She \_\_\_\_\_ children.
- Ana \_\_\_\_\_ in the country and Juan lives in the city.
- Ana \_\_\_\_\_ in sales – she works in accounts.
- Ana \_\_\_\_\_ in the evening.
- They \_\_\_\_\_ golf.
- Juan \_\_\_\_\_ Chinese.