



TALKING ON THE PHONE

GIVE IT A TRYListen and fill in the blanks.  MP3 / 821. Hello, is Jeff there?2. I'm sorry. Jeff is not home.
May I take a message?

3. Is this Jamie?

4. Yes. Who is this?5. Hi, Jamie. This is Phil.
Please tell Jeff that I called.6. OK, Phil. I will tell him
when he gets home.

Telephone Basics

- I'd like to speak to Linda, please.
- Hold on, I'll get her for you.
- I'll put you through to Brenda.
- Do you know when he'll be back?
- I'll call back later.
- May I take a message?
- May I leave a message?
- You have the wrong number.



7. Thanks! Goodbye!



8. Bye!

SPEAK UP

Answer the questions.

1. How many phone calls do you make in one day?
2. Who do you call the most often?
3. Have you ever dialed the wrong number? If so, how did you feel?
4. What is good telephone etiquette?
5. Do you think it should be illegal to talk on a cell phone while driving? Why or why not?

A A: Hello, may I speak to _____?

B: Yes, this is he / she.

A: How are you doing?

B: Pretty good. / Good. / Not too bad.

B A: Hello, who's this?

B: Hi. It's _____. Can I speak to _____?

A: He / She is not back yet.

B: OK. I'll call back later. Thanks!



UNIT
10



A Listen to the conversation and check what the speakers talk about. MP3 / 83



- ☒ school club ☐ cell phone ☐ gossip
☒ movies ☐ computer ☐ music

B Listen and complete the conversation. MP3 / 84



broke up with
What's up

Something fishy
pretty complicated

Pretty well
How are you doing

Chatting on the Phone

While Daniel is at home, Sally calls him.

Sally: Hey, Daniel. How are you
doing?

Daniel: Pretty well. How about you,
Sally?

Sally: Not bad. What are you doing now?

Daniel: I'm watching TV. What's up?

Sally: I just got the latest **gossip**¹!

Daniel: What's going on?

Sally: You know that Ruby broke up
with her boyfriend last month,
right?

Daniel: Uh-huh, so . . . ?

Sally: Well, she has a new boyfriend
already. I met them at the movie
theater last weekend.

Daniel: Really?

Sally: Then, get this! Tonight, I see Ruby's
new boyfriend walk into a restaurant
with Selina.

Daniel: Uh... Who is Selina?

Sally: Selina is Carol's best friend, and
Carol is Ruby's best friend.



Daniel: I see. Sounds pretty
complicated. What are
you going to do with this new
information?

Sally: Something fishy is
definitely⁴ going on. I'm going to
call Carol **right away**⁵.



Language Notes

1. **gossip** [ˈɡasəp] *n.*
She wanted to tell me stories about our boss, but I don't listen to gossip.
2. **complicated** [ˈkəmpləketɪd] *adj.*
The directions to my house are complicated, so I'll just draw you a map.
3. **fishy** [ˈfɪʃɪ] *adj.*
There's something fishy about that guy over there.
4. **definitely** [ˈdefənɪtli] *adv.*
The car that hit the dog was definitely going too fast.
5. **right away** *phr.*
The boss wants to meet her right away.

 Listen and check the correct answer.  MP3 / 85

1. ☐ a. She wants to know what he is doing.
☐ b. She wants to chat with him on the phone.
☒ c. She wants to tell him the latest gossip.
2. ☐ a. Ruby broke up with her boyfriend last month.
☒ b. Ruby has a new boyfriend, who had a date with Selina.
☐ c. Sally saw Ruby and her new boyfriend walk into a restaurant.
3. ☐ a. Daniel and Ruby
☐ b. Ruby's new boyfriend and Selina
☒ c. Ruby and her new boyfriend
4. ☒ a. At a restaurant
☐ b. At the movie theater
☐ c. At Carol's home
5. ☒ a. She is Ruby's new boyfriend's date.
☐ b. She is Ruby's best friend.
☐ c. She went to the movies with Ruby's new boyfriend.
6. ☐ a. It is very exciting.
☒ b. It is complicated.
☐ c. It is very funny.
7. ☐ a. She's going to meet Carol.
☐ b. She's going to tell Ruby the gossip.
☒ c. She's going to give Carol a call.
8. ☒ a. She thinks that something is not right.
☐ b. She wants to talk about something over dinner.
☐ c. She knows that Carol knows something about fish.



TIME CLAUSES: WHEN & WHILE

When *used for short actions*

When	I	broke the glass		my brother and sister	were eating breakfast.
	Frank	saw a red dog	,	he	was walking at the park.
My brother and sister		were eating breakfast	when	I	broke the glass.
Frank		was walking at the park		he	saw a red dog.

While *used for long actions*

While	my brother and sister	were eating breakfast		I	broke the glass.
	Frank	was walking at the park	,	he	saw a red dog.
I	broke the glass	while	my brother and sister	were eating breakfast.	
Frank	saw a red dog		he	was walking at the park.	

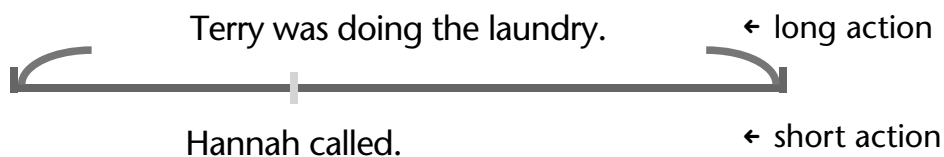
A Circle the correct word.

- ① While Tina was reading a comic book, (while) the doorbell rang.
- ② (While) George and his sister smelled smoke while their parents were cooking breakfast.
- ③ (When) Lauren and Mike were sleeping when Stefan broke their new piano.
- ④ When the police got to our house, (when) the robbers were running away.

B Combine the sentences using the given words.

- ① The dogs barked. The mail carrier was riding her motorcycle. (while)
The dogs barked while the mail carrier was riding her motorcycle.
- ② The nurses were helping the patient. The doctor walked into the room. (While)
While the nurses were helping the patient, the doctor walked into the room.
- ③ Polly woke up yesterday morning. She went jogging at the lake. (When)
When Polly woke up yesterday morning, she went jogging at the lake.
- ④ Wendy was listening to music in the hallway. She heard the bell. (when)
Wendy was listening to music in the hallway when she heard the bell.

Comparing “when” & “while”



Terry was doing the laundry **when** Hannah **called**.

While Terry **was doing** the laundry, Hannah called.

A Fill in the blanks with “when” or “while”.

- 1 Ian and his brother bought a new car while they were listening to the salesman.
- 2 My sister was making breakfast when my dad woke up.
- 3 When we arrived at the hotel, Kevin was listening to music.
- 4 While you and your classmate were talking, the teacher yelled at you two for being loud.
- 5 While I was driving back home last night, my car broke down near a farm.

B Circle the mistakes and rewrite the sentences.

- 1 Julie drop her books when she was walking down the stairs.

Julie dropped her books while she was walking down the stairs.

- 2 When Chad was played football, a girl yelled his name.

While Chad was playing football, a girl yelled his name.

- 3 When Tom was putting on his backpack, he forgets to bring his water bottle.

While Tom was putting on his backpack, he forgot to bring his water bottle.

- 4 You and I playing the guitar and sang when everyone was dancing.

You and I played the guitar and sang while everyone was dancing.



LISTENING TEST

I 聽力測驗：看圖辨義 MP3 / 86
請聽題目及三個選項，選出與圖案最相符的答案。

1. ☒ A

☐ B

☐ C



3. ☐ A

☐ B

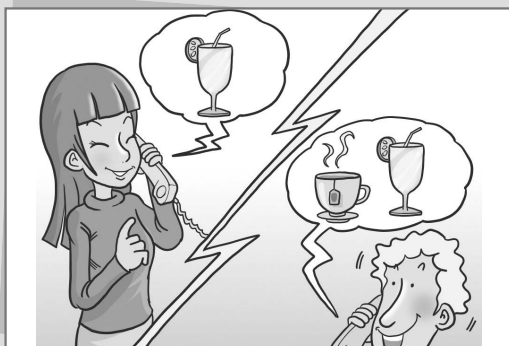
☒ C



2. ☐ A

☒ B

☐ C



4. ☐ A

☒ B

☐ C



II 聽力測驗：問答 MP3 / 87
請聽問題，再從三個選項中選出一個最適合的答案。

1. A **A** Yes, this is he. **B** No, you may not. **C** Yes, this isn't he.
2. B **A** Yes, who are you? **B** Yes, who's this? **C** Yes, and you?
3. B **A** Yes, you can certainly help me.
 B I'd like to order a pizza, please.
 C May I leave a message, please?
4. A **A** She stepped out just now. Can I take a message?
 B She went out. I'm sure you can speak to her.
 C She's not in. Can I leave a message for her, please?
5. C **A** No, I don't have an appointment.
 B Who is calling?
 C Oh hi, Deidre, how are you?
6. B **A** No, this is Jerry.
 B I'd like to speak with Director Han, please.
 C Yes, this is Mark. Who is this?



聽力測驗：簡短對話 MP3/88

請聽一段對話和一個相關的問題後，再從三個選項中選出一個最適合的答案。

1. A Ⓐ Not being able to go to the concert with the man
 Ⓑ Not calling him about the TV show he likes
 Ⓒ Not inviting him and his friends to the concert
2. B Ⓐ How much a double room costs in the hotel
 Ⓑ How much a single room costs in the hotel
 Ⓒ How much a suite costs in the hotel
3. C Ⓐ Because Cynthia doesn't like him Ⓑ Because Cynthia is studying math
 Ⓒ Because Cynthia is not around
4. B Ⓐ Eric and John talked on the phone. Ⓑ Eric left a message for John.
 Ⓒ John and Eric communicated by e-mail.
5. C Ⓐ Going to the concert Ⓑ Going to the doctor
 Ⓒ Going to the movies
6. A Ⓐ Ordering pizza Ⓑ Ordering drinks
 Ⓒ Ordering sushi



聽力測驗：短文聽解 MP3/89


每題有三個圖片選項，請聽題目，並選出一個最適當的圖片。

1. ☐ A  ☒ B  ☐ C 
2. ☒ A  ☐ B  ☐ C 
3. ☐ A  ☒ B  ☐ C 
4. ☒ A  ☐ B  ☐ C 



A What are some bad phone habits that you do not like? Discuss with your partner.

- Take calls in class
- Talk loudly
- Talk on the phone while driving
- Send texts non-stop
- Talk too softly
- Talk long on public transportation

B Read the article below and circle examples of good manners.  MP3 / 90



Telephone Etiquette

These days, people are always talking on the phone. They talk in cars, in restaurants, and even while walking down the street. That's why telephone **manners**¹ are even more important today. The person you are talking to will form an **impression**² of you very fast, so follow these tips if you want to make it a good impression.

10 First, when you answer the phone, always say who you are and smile. Your telephone voice should be **natural**³, **calm**⁴, and clear. Control the speed of your voice and don't talk too loud. Also
15 if you need to **put someone on hold**⁵, always ask them first.

You should never eat, drink or **chew**⁶ **gum**⁷ while you are on the phone. Also, don't do things such as use the computer or drive. If you are using a cell phone, make sure it has a good signal so that your voice is clear.

25 Lastly, if you use your cell phone in a public place like a restaurant, don't talk too loudly or for too long. An even better thing to do is to go outside. The person you are talking to and the people in the restaurant will feel better.



Language Notes

1. **manner** [ˈmænə] *n.*
Having good table manners is important.
2. **impression** [ɪmˈpreʃən] *n.*
I want your family to have a good impression of me.
3. **natural** [ˈnætʃərəl] *adj.*
I want to look natural for my photos.
4. **calm** [kɑm] *adj.*
Please try to stay calm.
5. **put someone on hold** *phr.*
Amy put me on hold while she was speaking to her mother.
6. **chew** [tʃu] *v.*
You should chew well for good digestion.
7. **gum** [gʌm] *n.*
My little sister likes chewing gum.

Check the correct answer.

1. Why should we have good telephone manners?
☒ a. We want the person to have a good impression of us.
☐ b. We want the person to like our voice.
☐ c. We want the interviewers to employ us.
☐ d. We want the person to be our friend.
2. In the second paragraph, the phrase “put someone on hold” means to _____.
☐ a. hold someone’s hand ☐ b. hang up on someone
☐ c. put someone in a bad mood ☒ d. have someone wait a second on the phone
3. What should a person avoid doing while talking on the phone?
☐ a. Being sure to control volume and speed
☐ b. Saying the person’s name and answering the phone smilingly
☒ c. Chewing gum, eating, and drinking
☐ d. Keeping the call short if out in public
4. What kind of signal is mentioned in the third paragraph?
☐ a. A TV signal ☒ b. A cell phone signal
☐ c. A traffic signal ☐ d. A computer signal
5. What is the best way to talk on the cell phone in a public place?
☐ a. Speak loudly to let the caller hear clearly.
☐ b. Make sure that you hang up the phone instantly.
☒ c. Go out of the place to talk on the cell phone.
☐ d. Speak in a very fast speed.



Mr. Nothere received a phone call from Ms. Hardworking while he was away from his desk. Lily took a message for him.



To: Mr. Nothere

Date: Nov. 18

Time: 11 a.m.

While You Were Out

From: Ms. Hardworking

Phone: 2217-4836

ext: 331

Message:

The lunch meeting is on Wednesday at 12:30 p.m.
Please call her back ASAP.

Taken by: Lily

Check the correct answer.

1. Who wrote the note?

- ☐ a. Mr. Nothere ☐ b. ASAP ☒ c. Lily ☐ d. Ms. Hardworking

2. In what month is the lunch meeting?

- ☐ a. October ☒ b. November ☐ c. December ☐ d. We don't know.

3. Who needs to call Lily?

- ☐ a. Wednesday ☐ b. Mr. Nothere
☐ c. Ms. Hardworking ☒ d. Nobody

4. When does Mr. Nothere need to call Ms. Hardworking?

- ☐ a. He doesn't need to. ☐ b. 11:00 a.m. on November 18
☒ c. As soon as possible ☐ d. Wednesday at 12:30 p.m.

5. Why did Mr. Nothere get this note?

- ☒ a. Because he was not in the office when he got the call
☐ b. Because Lily wants to take him to lunch
☐ c. Because he was in a lunch meeting
☐ d. Because he is hardworking



I 閱讀能力測驗：詞彙與結構

請依照題意選出最適合的答案。

B 1. It is very expensive to _____ calls from Taiwan to the United States.

- Ⓐ phone Ⓑ make
Ⓒ dial Ⓓ touch

C 2. The teacher said that we have to _____ off our cell phones in class.

- Ⓐ close Ⓑ push
Ⓒ turn Ⓓ open

C 3. You need to get your parents' _____ before you can join the trip.

- Ⓐ agreement Ⓑ trust
Ⓒ permission Ⓓ hope

B 4. Why don't we _____ Brandon a call to see how he's doing?

- Ⓐ shout Ⓑ give
Ⓒ phone Ⓓ make

A 5. The secretary _____ me on hold for almost a half an hour!

- Ⓐ put Ⓑ asked
Ⓒ forced Ⓓ had

A 6. Becky is _____ way too much time on the phone!

- Ⓐ spending Ⓑ doing
Ⓒ using Ⓓ talking

D 7. Please turn down the _____. I am on the phone with my aunt.

- Ⓐ picture Ⓑ color
Ⓒ energy Ⓓ volume

C 8. Ethan is calling me _____ five minutes to ask if his package arrived.

- Ⓐ each Ⓑ any
Ⓒ every Ⓓ totally

II 閱讀能力測驗：克漏字填空

請從四個選項中選出一個最適合的字詞填入空格中。

Young people today have a lot more ways to communicate with their friends than they did ten years ①. It used to be, if you were out of the house and needed to get in touch with someone, you had to find a pay phone somewhere. ②, everyone carries a cell phone wherever they go. Also, before e-mail, the only way to send a letter was to write it on paper, put it in an envelope and drop it in the postbox. Nowadays, you can ③ your friends twenty messages a day and see exactly what they're doing on Facebook! Instant communication ④ becoming as easy as turning on the computer or sending a text message. Who knows how everyone will be ⑤ in ten ⑥ years?

C 1. Ⓐ before Ⓑ later
 Ⓒ ago Ⓓ since

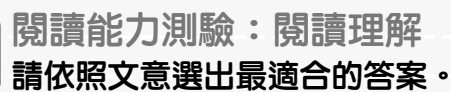
A 2. Ⓐ Now Ⓑ After
 Ⓒ This time Ⓓ Always

D 3. Ⓐ give Ⓑ show
 Ⓒ tell Ⓓ send

A 4. Ⓐ is Ⓑ will
 Ⓒ has Ⓓ should

B 5. Ⓐ communicate Ⓑ communicating
 Ⓒ communication Ⓓ communicator

A 6. Ⓐ more Ⓑ much
 Ⓒ many Ⓓ lots of



B 1. How long has Van been living in Taiwan?

- C** 2. Why does Van spend a lot of time on Skype?

- A 3. How can you use Skype for free?

- D 4. What does the author NOT say about Skype?

- B** 5. How do Van and his family feel when they talk on Skype?

- Ⓐ As if they were only a few miles apart Ⓑ As if they were in the same room
Ⓒ As if they were very far apart Ⓓ As if Van were only next door



寫作能力測驗：單句寫作

A 句子改寫

請依題目之提示，將原句改寫成指定型式，並將改寫的句子完整地寫出。

1. Mom was making dinner when Dad came home.

While Mom was making dinner, Dad came home.

2. My brother surfs the Net while I am doing my homework.

When my brother surfs the Net, I am doing my homework.

3. When Shelly called, Henry was swimming.

Shelly called while Henry was swimming.

4. While I was walking my dog, the accident happened.

I was walking my dog when the accident happened.

B 句子合併

請依照題目指示，將兩句合併成一句，並將合併的句子完整地寫出。

1. The baby was sleeping.

At that time, the woman read a book.

The woman read a book while the baby was sleeping.

2. The boys broke the window.

What were you doing at that time?

What were you doing when the boys broke the window?

3. I cleaned the house.

My sister was studying at that time.

While my sister was studying, I cleaned the house.

C 重組

請將題目中所有提示字詞整合成一句有意義的句子，並將重組的句子完整地寫出。

1. Jason listens to music while he is doing his homework.

homework / Jason / he / his / while / music / is / listens / doing / to

2. Lori was shopping when she met her friend.

Lori / her / shopping / met / she / when / was / friend

3. There used to be a park behind my house.

behind / There / house / used / a park / to / be / my

4. Making a meal is becoming as easy as turning on a computer.

Making / turning / on / as / a / a / becoming / as / computer / meal / is / easy

5. Even though the man is not rich, he is always happy.

happy / he / though / the / Even / not rich, / is / always / is / man