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**Conversation**  
**Lessons Reference Book**  
May 19, 2010

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## Chapter 1 Welcome to Canada

### Conversation #1:

### **Going through Immigration**

*keywords:*

landed immigrant - a person who had come from another country to live here \*

counter - office desk, booth

papers - documents such as passports, immigration forms, etc.

citizen - a person who belongs to a country \*

passport - a little book showing you are the citizen of a country dated and stamped - (shown with animation)

proceed - go to, go forward

Customs - an office where people check the things you are bringing into the country

\* - indicates Chinese and Japanese translation available

*setting:* You and your family have just arrived at the Vancouver International Airport as landed immigrants. You are at the Immigration counter.

Officer: Let's see your papers please. Are you landing as immigrants today?

You: Yes, there are two including me in our family.

Officer: So, you are coming from Japan. Are you all Japanese citizens?

You: Yes, we all hold Japanese passports.

Officer: Very well, welcome to Canada! Your papers are all in order, and I've dated and stamped them. Please proceed to the Customs Office, and make sure you've completely filled out your declaration form.

You: Thank you.

Conversation #2:

**Going through Customs**

*keywords:*

Customs Declaration Form - a paper telling Customs Office what you are bringing into the country \*

luggage - the bags and boxes you are carrying during travel \*

import - bring into a country \*

agricultural products - farm products such as meat, grain, vegetables, etc.

confiscate - take away from you by Customs because it is against the law \*

*setting:* You and your family have just gone through the Immigration Department at the airport in Vancouver. You are now going through the Custom Office before collecting your luggage and taking a taxi to your hotel.

Customs: Let's see your passports and Customs Declaration Forms please. What country are you from?

You: We are from Japan.

Customs: Where are you going?

You: We will be visiting Vancouver for 3 weeks, then we'll go to Toronto.

Customs: Are you bringing any plants or fruits into the country?

You: I have a couple of mangoes with me in my luggage.

Customs: Sorry, but Canada doesn't allow the import of any fresh fruits or other agricultural products. I will have to confiscate the fruit before I let you into Canada.

You: I am so sorry, I didn't realize that. Here are the two mangoes.

Customs: Are you going to visit a farm in the next 14 days?

You: No, I don't think so.

Customs: Thank you. Welcome to Canada!

Conversation #3:

**Immigrant service agencies**

keywords:

organizations- groups of people working together \*

orientation - knowing where places are in a country \*

information - facts, what you tell other people or other people tell you \*

White Pages - a telephone book with white coloured papers

*setting:* You and your family have just arrived in Vancouver a week ago, and you would like to find out if there are any organizations that could give you a general orientation about life in Canada. You call the Canada Immigration Services for information.

Clerk: Canada Immigration Services, Joanne speaking.

You: Good morning. I just immigrated to Canada and would like to see if you can give me some info about organizations helping new comers.

Clerk: What city are you in?

You: I am living in Richmond now.

Clerk: You can try MOSAIC, SUCCESS or the Richmond Multicultural Concerns Society.

You can find their phone numbers in the White Pages.

You: What kind of services do these places provide?

Clerk: They give advice from finding a job, taking English lessons, to buying a house. A lot of new immigrants find them very helpful.

You: Thank you very much for your help. Bye-bye.

Expanding vocabulary:

Immigration words-

- permanent resident- landed immigrant, a person who can live in a country forever \*
- arrive - coming here \*
- depart - going away \*
- country of origin - what country you were from
- birthplace - what country you were born in
- birth certificate- a paper showing where you were born \*
- next of kin - your close relative, such as mother, brother, son, etc.

Customs words -

- value/worth of shipment - how much money it costs for your things that you are bringing \*
- duties/tax - money you pay for bringing your things into a country \*
- fines/penalties - money you pay for doing something against the law \*
- clearing Customs - going through Customs
- smuggling - bringing something illegal across the border into a country \*
- illegal - against the law
- baggage claim - a place for picking up your things or luggage
- goods - stuff that you bring into the country \*
- tourist - a person who visits a place for holiday \*

Help/info words -

- municipal - an area of a country; in Canada, there are 3 levels of area: federal, provincial, municipal \*
  - taxation office - a place where they get taxes \*
  - Employment Centre - a place where they help people find jobs \*
  - ESL - English as a Second Language \*
  - citizenship ceremony - a party for people just becoming citizens of a country \*
  - entrepreneur- a person starting a new business \*
  - investment - putting money into a business for possible future profit \*
  - real estate/property - a piece of land \*
  - directory - a listing of things \*
- \* - indicates Chinese and Japanese translation available

Testing your skills

Test Set #1

1. To be able to stay in Canada forever, you have to be:
  - a. a tourist
  - b. a landed immigrant
  - c. a citizen
  - d. a tourist or a landed immigrant
  - e. a landed immigrant or a citizen
  
2. What kind of documents do you need to travel to another country?
  - a. a passport
  - b. immigration papers
  - c. driver license
  - d. fishing license
  - e. a passport or immigration papers
  - f. immigration papers or driver license
  
3. Can you bring fresh fruits from another country into Canada?
  - a. Yes, you can bring any fruits or other farm products into Canada.
  - b. No, you cannot bring any farm products into Canada.
  
4. Which would be a good source of information for finding help for a new immigrant?
  - a. a travel brochure
  - b. a passport
  - c. a driving exam booklet
  - d. a White Pages telephone book
  
5. When the Customs Inspector asks you for your Customs Declaration Form, what should you say when you show him the form?
  - a. Excuse me, here is the form.
  - b. Yes, here is the form.
  - c. I think so, here it is.
  - d. I am glad to meet you.
  
6. When you visit a country as a tourist for a month and the Immigration Officer asks how long you're staying, what should your answer be?
  - a. Yes, I am here as a tourist.
  - b. I will be visiting Toronto and Vancouver.
  - c. I am staying for a month.
  - d. Yes, I just arrived into the country.

7. When you ask for information on the phone, how should you start?
- Hello, I would like to know more about...
  - Excuse me, I am lost.
  - Hi, my name is...
  - Yes, can I speak to...
8. When you ask for help on the street, how should you start?
- Hi, my name is...
  - Yes, I am fine, thanks.
  - Excuse me, can you please tell me...
  - Hi, the weather is really nice today.

### Test Set #2

1. Can I see your immigration papers please?
- Hi, my name is John.
  - Yes, I have them right here.
  - I am travelling for three months.
  - I live in Calgary.
2. How long will you be staying in Canada?
- Hi, I am Susan.
  - I live in Winnipeg.
  - I am going to Halifax.
  - I will be here for six months.
3. Are you bringing any farm products into the country?
- Hi, I am Catherine.
  - I will not be going to a farm for the next 3 months.
  - I don't have any farm products with me.
  - I will probably visit a farm next week.
4. Where are you staying in Canada?
- Hello, I am from Japan.
  - I will be going to Vancouver, British Columbia.
  - I am staying with a friend.
  - I am staying in Ottawa.
5. Do you have anyone travelling with you during this trip?
- Hi, I am Amy, how are you?
  - I came from France.
  - I will be going to Alberta to see the Rockies.
  - No, I am alone.

6. Are you bringing over \$10,000 Canadian into the country?
- Hi, I would like to know where the nearest bank is please.
  - Do you have change for \$10.00?
  - No, I am not.
  - Yes, I do have change for \$10,000.
7. Are you bringing any firearms into the country?
- No, I don't have any guns with me.
  - I will not buy any firearms in Canada.
  - I am going to see some fireworks in Vancouver.
  - Sorry, I don't know any firemen in the country.
8. Are you bringing any tobacco or liquor into the country?
- Sorry, I don't smoke.
  - Sorry, I don't drink.
  - I am going to the liquor store for some beer.
  - No, I am not.
9. What is your occupation?
- My name is Derek.
  - I live at 8200 Jones Road in Richmond, B.C..
  - I am going to Toronto to visit my aunt.
  - I am a student.
10. What is the purpose of your trip?
- I am living in Toronto.
  - I will be visiting Vancouver as a tourist.
  - My job is teaching.
  - My trip will be 3 weeks.
11. Where are you from?
- I am David, nice to meet you.
  - I am staying in a hotel in downtown Montreal.
  - I am going to see Jasper National Park.
  - I am from Montreal.
12. Do you have any illegal drugs on you?
- No, I don't take drugs.
  - No, I am not going to a drug store now.
  - The closest drug store is across the road on the next block.
  - Yes, you can find shampoos at a drugstore.

### Cultural notes

#### *Social Insurance Number*

In Canada, everybody has to obtain a Social Insurance Number (SIN). You will need your SIN in many situations such as joining the provincial medical insurance plan, obtaining employment or getting your motor vehicle driver's license. This number should be guarded carefully and should not be given out to just anybody who asks for it. A criminal who gets a hold of your number could possibly obtain much information regarding you and your family, or change some government records of you or your family. Some people carry the SIN card with them all the time in their wallets for identification. It is also a good idea to have this card number memorized. You can obtain your SIN card at any Canadian Employment Centre near you.

#### *Driver's License*

If you intend to operate a motor vehicle on public roads within Canada, you have to obtain a valid motor vehicle driver's license. For most people, this would involve attending a written examination and then a driving test. There are booklets issued by the Department of Motor Vehicle showing you the rules and regulations of operating a vehicle in Canada. For the driving test, it is recommended that you take driving lessons from a licensed driving school even if you had previous driving experience since the driving customs in Canada may be quite different from other places.

#### *Family Allowance*

If you have children under the age of 18 and you are either a landed immigrant or a Canadian citizen, you are qualified to receive family allowance from the Income Security Program of Canada. You will need to provide the SINs of your children and proof of landed immigrant or citizenship status.

## Chapter 2 Money

### Conversation #1:

#### **Canadian currency**

*keywords:*

exchange - convert from one to another \*

currency - money that a country uses \*

loon - a fish-eating bird

In Canada, a loonie is a \$1.00 coin with a loon on it. Note:  
only in Canada

bills- paper money

denomination - different worth of bills, e.g. \$5.00, \$10.00, \$20.00  
are all different denomination bills.

*setting:* You have just arrived in Canada from Japan and you want to exchange your Japanese yen to Canadian dollars. You go up to the exchange shop in the airport.

Clerk: Hi, what can I do for you?

You: I'd like to exchange these yen into Canadian dollars. Would you please explain the Canadian currency to me; I am not all that familiar with it.

Clerk: In Canada, the dollar is the basic unit. The smallest unit is the cent, and there are 100 cents in a dollar. We have five different coins - a penny is worth 1 cent, a nickel is worth five cents, a dime is worth 10 cents, a quarter is worth 25 cents, and a loonie is worth 1 dollar. Bills come in 2-dollar, 5-dollar, 10-dollar, 20-dollar, 50-dollar, 100-dollar and 1000-dollar denominations. The exchange rate today is one dollar Canadian to 125 yen. Your yen are worth \$1,522.

You: Thanks a lot! Could I have my yen changed into fifteen 100-dollar bills, one 20-dollar bill and two loonies, please?

Clerk Sure thing.

Conversation #2:

**Opening a bank account**

*keywords:*

counter - office desk, booth

identification (ID) - papers showing who you are \*

variety - different choices \*

Social Insurance Number - a card from the Canadian government  
for personal identification purpose.

( Note: in the U.S. it is called a Social Security Card)

convenience card - a bank card for getting money at a bank machine

PIN number - Personal Identification number for your bank card

pamphlet - a small book

term deposit- bank account where money is locked in for a period  
of time \*

mutual funds - money put together from many people to buy  
stocks, bonds, etc. \*

business account - a bank account for business use

*setting:* You have recently immigrated from Singapore to Canada.  
You are at a bank to open an account. You go to the  
personal banking counter.

Teller: Good morning! How may I help you?

You: I would like to open a savings and a chequing account,  
please.

Teller: Sure! Can I have your name and address, please? I also  
need two pieces of identification.

You: My name is Jennifer Ng and I live at 3579 Modfield  
Crescent, Burnaby. Would my driver's license and Social  
Insurance Card be okay as I.D.?

Teller: That's fine. Please sign on the line here, and this is the  
bankbook for your new account.

You: Could I also get a convenience card? I am not always able  
to do my banking during working hours.

Teller: Yes, I can give you a card, and you can enter your own  
P.I.N. number on this machine in front of you. For your  
information, we do offer a large variety of banking services  
such as term deposits, mutual funds, and business accounts.  
Please help yourself to the pamphlets at the front of the  
bank. If you would like more help, please feel free to ask us  
any questions you have.

You: I'll do that. Thank you very much.

Conversation #3:

***Paying your bills***

*keywords:*

monthly statement- a piece of paper sent to you every month  
showing how much money you owe

deadline - a date when a bill must be paid

utility - electricity and natural gas services \*

endorse - to write your name

establish - to build, to set up

automatic - done by a machine itself without people doing any  
work \*

withdrawal - taking money out

hassle - trouble

*setting:* You have the electricity and gas bill, telephone bill and credit card monthly statement that you want to pay all at once. You go to your bank to pay everything before the deadline.

You: I would like to pay my utility bill, phone bill and my credit card charges, please.

Teller: Please endorse your cheques on the back.

You : Sure. Are there any services that can speed up this bill paying procedure? I hate standing in line.

Teller: Yes, you can establish an automatic withdrawal procedure in your savings or chequing account. This way, the utility or phone company can withdraw the money directly from your account every month and you can avoid the hassle of standing in line to pay in person.

You: Great! That will be much more convenient for me. Can you set this up today?

Teller: You will have to talk to your phone and utility company. They will arrange it for you.

You: Ok, I'll give their offices a call. Thanks.

Expanding vocabulary:

Currency words -

- small change - small amount of coins (e.g. quarters, dimes) and/or small bills (e.g. \$1.00, \$2.00 bills) \*
- a buck- a dollar
- 2 bits - 25 cents (Note: people only say 2 bits, never 3 bits, 1 bit...)
- 1 K, 1 grand - one thousand

Bank words -

- transfer - move money from one account into another
- interest rate- the percent (%) extra of money you get for your money in the bank \*
- daily interest- the extra money you get in 1 day for your money in the bank
- monthly interest - the extra money you get in a month for your money in the bank
- annual interest - the extra money you get in a year for your money in the bank
- passbook - a book for recording your money in the bank
- signature - your hand writing of your name
- compound interest - interest on top of interest \*
- overdrawn - taking too much money out from an account
- RRSP - Registered Retirement Savings Plan, only in Canada  
(Note: in U.S. it is called IRA) \*

Paying bills words -

- by cash - paying bill by using bills and coins
  - by cheque - paying bill by using bank cheque
  - by credit card - paying bill by using a credit charge card
  - streamline- make easier, faster
  - penalty - a fine, usually for late payment \*
  - receipt/sales slip - a small piece of paper showing that you have paid already \*
  - in person - you pay your bill by going to their office yourself
  - by mail - you pay your bill by sending the money through the post office
  - interest charge - the extra money you have to pay for money you owe to them \*
  - installment - pay by small sums over a period of time \*
- \* - indicates Chinese and Japanese translation available

Testing your skills

Test Set #1

1. How much is "twelve hundred dollars"?
  - a. \$12.00
  - b. \$120.00
  - c. \$1,200.00
  - d. \$12,000.00
  
2. How much is "twelve fifty-five"?
  - a. \$12.50
  - b. \$15.20
  - c. \$12.55
  - d. \$125.50
  
3. How much is "twelve grand"?
  - a. \$12.00
  - b. \$120.00
  - c. \$1,200.00
  - d. \$12,000.00
  
4. How much is "a dollar forty-nine"?
  - a. \$1.49
  - b. \$149.00
  - c. \$14.90
  - d. \$19.40
  
5. If you are receiving change for \$1.78, what should you be getting?
  - a. one loonie, 3 quarters and 3 pennies
  - b. one quarter, 3 loonies and 3 pennies
  - c. one penny, 3 loonies and 3 quarters
  - d. one dime, 3 quarters and 3 loonies
  
6. When you are paying for your utilities, what are you paying for?
  - a. telephone
  - b. house mortgage
  - c. electricity and natural gas
  - d. credit card charge
  
7. If your savings account pays 8% interest and you have \$500 in this account, how much money would you have after one year?
  - a. \$8.00
  - b. \$16.00
  - c. \$500.00
  - d. \$540.00

**Test Set #2**

1. What is the rate between U.S. and Canada?
  - a. The interest rate is 8% at the bank.
  - b. The interest charge is 15% for this credit card.
  - c. His heart rate is 72 per minute.
  - d. The exchange rate is US\$1.00 to Cdn\$1.36.
  
2. Excuse me, do you have change for a buck?
  - a. I have \$5.00 on me.
  - b. I don't have a buck.
  - c. I don't think it will cost a dollar.
  - d. Yes, I have 3 quarters, 2 dimes and a nickel.
  
3. I need two pieces of ID please.
  - a. Yes, my home is at 8200 Jones Road #222, Richmond, BC
  - b. My name is John and I am 28.
  - c. Yes, here is my health insurance card and my driver's license.
  - d. My phone number is 231-8197.
  
4. Would you like to apply for our bank card at this time?
  - a. Yes, I would like to have that too.
  - b. Yes, I would like to have my wife as a joint tenant for this account.
  - c. Yes, my son would like to have a bank card.
  - d. Yes, I like your bank. It's very convenient.
  
5. Would you like to have a monthly or bi-monthly statement?
  - a. Yes, I would like to make a statement to the group.
  - b. I would like to have a bi-monthly statement please.
  - c. No, I didn't get the monthly statement you sent me.
  - d. I would prefer the monthly installment please.
  
6. Would you like to speak to our bank manager?
  - a. Yes, I know your banking hours.
  - b. I have seen your pamphlets on mutual funds.
  - c. Yes, I speak English.
  - d. Yes, I would like to meet with her.
  
7. We have automated teller machines at every branch. Would you like to learn more about them?
  - a. Yes, I am opening a savings account.
  - b. Yes, I do have another account at another branch of your bank.
  - c. Yes, I have a mutual fund account with you.
  - d. Yes, I would want to know more about the automatic teller.

8. Would twenties be OK for your \$100 withdrawal?
- a. Yes, I am taking out \$100.
  - b. Yes, I am taking out \$20.
  - c. Yes, I do have a \$20-bill on me.
  - d. Yes, \$20-bills are fine.
9. Would you prefer twenties or fifties for your \$100 withdrawal?
- a. Can I have one \$50-bill, two \$20-bills and one \$10-bill please.
  - b. I have a \$50-bill on me.
  - c. I have two \$50-bill with me.
  - d. I don't have change for a \$100-bill.
10. You can pay your cable bill by monthly installments or a single yearly bill. Which would you prefer?
- a. Yes, I would like to pay for my phone bill please.
  - b. Yes, I would like to pay for my cable bill now.
  - c. I would like to pay by monthly installments please.
  - d. No, I didn't pay for cable last year.
11. Your chequing account indicates you have overdrawn by \$15.00. Would you like to move some money from your savings into the chequing account?
- a. Yes, I have both a savings and a chequing account.
  - b. No, I don't have a chequing account at your branch.
  - c. Yes, please move \$20.00 into the chequing.
  - d. Yes, I realize I have overdrawn my chequing account.

### Cultural Notes

#### *Units of Currency in Canada and U.S.*

Even though the currencies of Canada and the U.S. are different, the two neighbouring countries use the same units and names for their money: the largest unit is the 'dollar' followed by the 'cent'. Here are the conversions:

1 dollar	=	100 cents
1 quarter	=	25 cents
1 dime	=	10 cents
1 nickel	=	5 cents

In Canada, some people refer to a Canadian dollar as a 'loonie' because of the loon (a Canadian bird) inscribed on the 1-dollar coin.

#### *Financial System in Canada*

There are a few different kinds of financial institutions in Canada such as chartered banks, trusts and credit unions. (Most of the time, these institutions are just collectively called 'banks'.) Your money is very safe in a Canadian financial institution since many of them are backed up by the government of Canada so that your money is insured up to a certain amount. Check with your institution to find out what kind of government backing or insurance there is.

#### *Withdrawing and Depositing Money at a Bank*

It is very convenient taking out or putting in money at a bank in Canada. Many banks open all day from Monday to Saturday. You can go in person to a bank to open an account and then subsequently make withdrawals and deposits. Some people like to take advantage of the automatic machines for doing all their banking: withdrawal and deposits as well as bill payments. Many banks are also beginning to set up telephone banking where customers can phone in to the bank to make money transactions or pay bills.

#### *Cheques and Credit Cards*

It is quite accepted to use personal cheques for making purchases in Canada, provided you can show at least two pieces of identification. Credit cards are very popular in Canada and the U.S., and many people have two or more different ones. In recent years, it has become popular to make direct mail purchases. Customers phone up a company to buy products using their credit cards, after selecting goods from a catalogue or magazine.

## Chapter 3 Accommodation

### Conversation #1:

#### **Renting an apartment**

*keywords:*

- ad -advertisement; a notice in newspaper or T.V. showing something for sale \*
- spacious - a lot of room, a lot of space
- campus- the place where a university or college is
- appliance - a machine for doing house work e.g. washing machine
- utilities - electricity, gas, water
- fridge - refrigerator; a machine for cooling food
- drapes - materials for hanging on windows, curtains
- furniture - objects such as tables, chairs, lamps in a house
- security - safety \*

*setting:* You are going to go to school at the University of Alberta next fall. You look in the local newspaper and see an ad regarding a spacious apartment for rent near campus. You decide to phone them up.

Rental

Manager: Good morning. This is Joe, can I help you?

You: I saw your ad regarding a single bedroom apartment for rent. Is it still available?

Manager: Yes it is, and it goes for \$375 a month.

You: Do you allow pets? I have a small dog, a toy poodle.

Manager: We consider pets on a case by case basis. As long as the dog doesn't bark too much and is well behaved, we won't have a problem with it.

You: Are appliances or utilities included in the rent?

Manager: The apartment has 3 appliances included: a fridge, a stove and a dishwasher. Drapes and living room furniture are also part of the deal. Utilities are extra. We also require the last month's rent as security before you move in. Would you like to take a look at it?

You: Yes, I think I will drop by this afternoon if that's okay with you.

Manager: Sure, I'll be waiting for you. Thanks for calling.

Conversation #2:

**Complaining to the manager**

*keywords:*

- tenant - a person renting an apartment \*
- upstairs - the floor above you in a house
- stomping - stepping heavily on the ground
- gentleman - a polite name to call a man, a term for a man
- disturbing - making you uncomfortable \*
- confront - to talk to someone face-to-face
- considerate - to make other people feel better
- carpet - the fabric for covering the floor \*
- lobby - the front entrance to a building
- hallway - the narrow walkway between rooms
- couple - two
- inconvenienced - not easy get to, not easily accessed

*setting:* You have just moved into an apartment. The tenant upstairs is constantly stomping on the floor and likes to play loud music, especially at night. The noise bothers you while you are try to sleep. You decide to discuss the situation with the apartment manager.

Manager: Hi Jenny, how is it going?

You: Oh, everything is O.K. except for the fact that the gentleman upstairs is constantly playing his stereo at a very high volume and he is disturbing me.

Manager: Have you tried talking to him?

You: I wonder if you could speak to him about this, since you are the manager. I am not sure that it would be useful for me to confront him myself.

Manager: We have had several complaints about Mr. Locke upstairs, already. I will speak with him tomorrow to remind him to be more considerate.

You: Thank you.

Manager: There will be some people in next Thursday to replace the carpeting in the lobby and the hallways. The work shouldn't take more than a couple of days.

You: Oh, okay. I hope this won't create any difficulties getting in and out of the building.

Manager: I don't anticipate that you will be inconvenienced. I will speak with the workers about this when they arrive.

Conversation #3:

**Visiting an open house**

*keywords:*

- suburb - an area outside the city,  
usually refers to an area with houses
- neighbourhood - an area with houses,  
usually refers to houses around your home
- open house - a house open to the public to see,  
usually this house is for sale
- rose bushes - a plant with roses
- renovations - making a house look new \*
- cedar-tile - a square piece of wood made of cedar \*
- landscape - the arrangement of trees, grass and flowers in a garden
- island - drawers and counter top in the middle of a kitchen
- foyer - the front entrance of a big house
- double-glazed - double-sided window, window with 2 pieces of glass
- vinyl sidings - a wall of a house made of vinyl
- vinyl - a kind of soft plastic
- negotiate - to talk or discuss about the price

*setting:* You have just moved from Calgary to Vancouver and you're looking for a house in the suburbs to live in. You are driving through a nice neighbourhood when you notice a sign reading "open house." You stop the car and step in the house to take a look.

Real estate agent: Hi, good afternoon! How are you doing today?

You: Fine, thank you. How old is this place? The house looks a few years old, but the rose bushes outside must be at least ten years old to get that large.

Agent: This is a fifteen-year-old house, but the owner has just put in a number of renovations. The roof was redone last year with fire-proofing cedar tiles. The yard has recently been landscaped, and as you can see through the kitchen windows here, a new patio has been built in the back of the house. The outside of the house has vinyl sidings for low maintenance.

You: Wow! The island has a gorgeous marble surface!

Agent: The bathrooms also have marble counters, and the foyer is tiled with grey marble.

You: The natural lighting is very nice, but with the skylights and the large bay windows, the house must lose a lot of heat.

Agent: No, the windows are all double-glazed.

You: Are there any smoke alarms installed?

Agent: Yes, there are three - two upstairs and one on the main floor.

You: How much are you asking?

Agent: \$329,000 but the owners are willing to negotiate.

You: May we take a look around?

Agent: By all means, please do! Let me show you the house.

Expanding vocabulary:

renting apartment words -

F/P - fireplace

BR - bedroom

N/S - non-smoking

N/pets - no pets

h/w - hard wood

w/b f/p - wood-burning fireplace

appl - appliance

U/G - underground

damage deposit - a small sum of money for covering possible future damage to an apartment this money is usually returned to the tenant if there is no damage after the tenant leaves \*

studio - a single room with kitchen, bedroom, living room

apartment - units of rooms in a big building for rent

pets - animals like dogs, cats, birds kept by people \*

roommate - a person sharing the apartment with you \*

basement - the bottom level of a house, usually underground \*

complaining words -

irritating - disturbing

noisy - a lot of noise

courtesy - politeness, good manners

filing a complaint - telling about a problem/ reporting a complaint

leaking - water coming out when it should not \*

filthy - dirty

stereo - music from your machine \*

buying house words -

down payment - a small sum given to the seller at the beginning of a sale to make sure the house is yours \*

mortgage - money you borrow to buy a house \*

financing - getting enough money from a bank \*

subject to financing - buying a house on the condition that you can get enough money

house listings - a list of houses for sale

vendor - seller

condominium - similar to apartment, except this is for sale, not rent

town house - (photo shown)

detached house/single-family house - (photo shown)

\* - indicates Chinese and Japanese translation available

Testing your skills

Test set #1

1. When an apartment advertisement says "No pets", it is saying:
  - a. no more rental units available
  - b. no more studio units for rent
  - c. no animals allowed in the building
  - d. no parking
  
2. Which of the following is a kitchen appliance?
  - a. electric iron
  - b. gas furnace
  - c. electric stove
  - d. blow dryer
  
3. Which of the following is not needed in renting an apartment?
  - a. damage deposit
  - b. monthly rent
  - c. utilities
  - d. mortgage
  
4. When an ad says "parking underground", it means:
  - a. no parking in the building
  - b. parking on the streets only
  - c. parking in the basement
  - d. parking on the roof
  
5. When your neighbour is telling you that your stereo is driving him crazy, he is saying:
  - a. You are too quiet.
  - b. Your music is too loud.
  - c. Your water is leaking in the bathroom.
  - d. Your car is parked in the wrong spot.
  
6. When you tell your apartment manager that you can't turn off the water in the kitchen, you say:
  - a. The water is cold.
  - b. The water is hot in the kitchen.
  - c. The water is leaking in the kitchen.
  - d. The kitchen has no water.

7. When an ad says "0% down", it means:
  - a. No money is needed for downpayment to buy the house.
  - b. No money is needed to buy the house.
  - c. No money is needed to rent the house.
  - d. No damage deposit is needed to rent the house.
  
8. When an ad says "detached house", it means:
  - a. It is a condo.
  - b. It is an apartment.
  - c. It is a garage.
  - d. It is not touching any other houses.
  
9. When the apartment manager says "furniture included", he means:
  - a. You have to supply your own tables and chairs.
  - b. You have a choice of furniture for your apartment.
  - c. Tables and chairs are included in your apartment.
  - d. There is a housemaid in your apartment.

Test set #2

1. Furniture is an additional \$20 a month, would you like to have it?
  - a. No, I don't have any furniture.
  - b. No, I have my own furniture, thanks anyway.
  - c. No, I don't have \$20 change.
  - d. Yes, I have \$20 change.
  
2. I will fix the water faucet leak whenever it is convenient for you.
  - a. My bathroom faucet is leaking.
  - b. My kitchen faucet is leaking.
  - c. Can you come here tomorrow at five please?
  - d. Can you come to my apartment to fix the water leak?
  
3. Are you keeping any pets?
  - a. I saw two cute kittens in the pet shop yesterday.
  - b. No, I don't have any.
  - c. Are pets allowed in the building?
  - d. Are you going to walk your dog today?
  
4. Would you like a studio or a one-bedroom apartment?
  - a. I would like to see a studio please.
  - b. Do you have any studios or one-bedroom apartments?
  - c. Is parking in the basement?
  - d. Do I need to give you a damage deposit?

5. So, which of the units was making a lot of noise?
- I would like to see the single bedroom unit please.
  - I would like to park in the basement.
  - One of the units was making a lot of noise.
  - The one right above me was very noisy last night.
6. How much down payment are you thinking of putting down for this house?
- I would like to see the bathrooms.
  - I am thinking of 30% of the total.
  - I am hoping they would sell the house a little less expensive.
  - I am not sure where I can get financing.
7. Would you like to see upstairs or downstairs first?
- I would like to visit the house today please.
  - I am putting an offer of \$300,000.00.
  - I prefer to see the basement first.
  - I would like to discuss the price first.
8. Do you work in this neighbourhood?
- No, I am living downtown.
  - Yes, I would love to live in this neighbourhood.
  - Yes, I am working in an office.
  - Yes, I work in this area.
9. There are other units similar to this one, would you like to see them?
- Yes, I wouldn't mind visiting some today.
  - Yes, I see there is a school close by.
  - No, I work in this area.
  - Yes, I have bought a unit just like this in another neighbourhood.

### Cultural Notes

#### *Type of housing*

There are basically two types of housing that a person can look for in Canada or the U.S.: (1) a rental unit where you pay a monthly rent and utilities or (2) an owner's property where you buy from a previous owner or, if the house is brand new, from a home builder.

For a rental unit, you, the tenant, is responsible for paying the monthly rent and utilities on time. If yours is an apartment, you are also expected to be considerate of other tenants in your building. That means no loud noises, no B-B-Q smoke and no pet's litter in any common yards. Some apartments don't allow dogs or cats at all, so check with the apartment manager before you make a decision to rent at the place. If you are renting a house, your landlord may want you to mow the lawn or fix some of the minor repairs in the house. You may have to discuss and negotiate the terms and conditions with your particular landlord.

If you are thinking of buying a property, whether it is a condominium, a townhouse or a detached house, you are responsible to take care of everything about this property, such as the regular maintenance, property taxes and utilities. If you didn't pay the whole price at the beginning, you may have a bank mortgage, which means you will be responsible for the monthly mortgage payment to the bank.

#### *Finding a roommate*

Many people find it more affordable to share their living quarters with one or two roommates. This type of arrangement not only reduces the living expenses, but also provides companionships and widens your social circle.

There are many ways of finding a suitable roommate; many people rely on references from friends and relatives. Others find good roommates by putting an ad in the local newspaper. However, regardless of how you find your roommates, make sure you are compatible with no major differences in life style. A 'night owl' (somebody who likes to stay up very late at night) is usually not compatible with an 'early bird' (somebody who gets up early in the morning) unless both parties are very, very quiet and considerate.

## Chapter 4 Utilities & Services

### Conversation #1:

#### **Applying for electricity and gas**

*keywords:*

Hydro - hydro electricity, electricity from water \*  
hooked up - connected, ready  
startup charge - money paid at beginning  
monthly utility charge - money paid every month for electricity, gas

*setting:* You are going to move into your new apartment next week in Toronto. You phone Ontario Hydro to apply for electricity and natural gas for your new place.

Hydro

clerk: Good afternoon, Ontario Hydro, how may I help you?

You: Yes, I will be moving into my new apartment and I would like to make sure electricity and gas are hooked up for next week please.

Clerk: Yes, what is your name and your new address?

You: My name is Susan and my future address is 1236 Dundas Drive, Apt 236.

Clerk: When do you want the services to start?

You: It would be nice if you can start them on April 15th.

Clerk: Okay, gas and electricity will start on April 15th. There is a startup charge of \$4.00 and then, of course, the regular monthly utility fee.

Conversation #2:

**Getting telephone services**

*keywords:*

touch-tone - the new type of button phone

dial-tone - the old type of rotary phone

brochure - a small book, booklet

*setting:* You are going to move into your new condominium next month in Vancouver. You call BC Tel to get a phone line for your new place.

BC Tel

clerk: BC Tel, this is Laura speaking, how can I help you?

You: Good morning, I would like to set up a phone line at my new place please.

Clerk: Would you like touch-tone or dial-tone service?

You: I would prefer touch-tone.

Clerk: Would you like Call Forward, Call Waiting or any other services at this time?

You: I'm not familiar with these services, can you send me some information so I can study them?

Clerk: Certainly, I will send a brochure to you and, if you want any additional services, just give us a call.

Conversation #3:

**Placing an ad in the paper**

*keywords:*

desktop publishing - printing text and graphics using a small computer \*

advertisement - information you put in newspaper or on T.V. to get people to buy your goods \*

classified - a section in the newspaper for advertisement \*

standard - regular

*setting:* You just started your home office to help people do desktop publishing. You check out a local newspaper and decide to phone them up to put a business advertisement in it.

Newspaper

clerk: Good morning, Montreal Gazette, Tony speaking, can I help you?

You: I would like to put an ad in the classifieds please.

Clerk: What kind of ad is this?

You: I'm helping people doing desktop publishing, so I think it should be listed under Services.

Clerk: How big do you want your ad?

You: Just the standard classified ad size will do.

Clerk: How long do you want to advertise?

You: Two weeks, please.

Expanding vocabulary:

Electricity and gas -

watt - the unit they measure electricity in, similar to foot, inch, kilometer, litre, etc. (1 kilowatt = 1000 watts)

bill - a piece of paper showing how much money you must pay later \*

quarterly - every 3 months

semi-annually - every 6 months

annually - every 12 months, every year

gas - natural gas for heating, cooking \*

reference - somebody who knows you very well e.g. a friend, a co-worker, etc. \*

Phone services -

install - put a new thing in place, i.e. install a new light bulb \*

repairman - a person for fixing or repairing machines

cellular phone - a small phone that you carry everywhere

long distance - phoning someone outside the country or very far away \*

Ad in paper -

duration - how long in time, a period of time

charge rate - how much money to pay, e.g. \$3.00 per regular size ad per day

regular size - normal ad size (illustration shown)

oversize - bigger than normal ad size

front page - first page

headline - large size sentence in a newspaper \*

news - what is happening in the world \*

\* - indicates Chinese and Japanese translations available

Testing your skills

Test Set #1

1. When you apply for hydro service in British Columbia, you are applying for:
  - a. electricity and natural gas
  - b. water supplies
  - c. phone connection
  - d. T.V. cable hook-up
  
2. If the hydro company sends you your bill every month, you should:
  - a. phone them up to say you're sorry
  - b. phone them to tell them your name
  - c. pay the amount on the bill to them
  - d. return the bill to the post office
  
3. If you want a cellular phone, you should call:
  - a. RCMP in your city
  - b. SPCA in your city
  - c. hydro company in your province
  - d. a phone company in your province
  
4. If you want to get the news, you should:
  - a. phone the RCMP for help
  - b. call 911 for emergency
  - c. read the paper
  - d. call your mom to say 'hi'

Test Set #2

1. Can you please give us a reference?
  - a. No, I have no insurance on me.
  - b. No, I can't meet you today.
  - c. Yes, my sister Susan Lee. She lives at 1237 Jones Road in Toronto.
  - d. Yes, my sister is living here in Toronto.
  
2. Would you like us to bill you bi-monthly, quarterly or semi-annually?
  - a. Yes, please bill me regularly.
  - b. Yes, please send the bill to me.
  - c. No, I will pay by cash.
  - d. Please bill me quarterly.

3. Would you like to have your long-distance service from us?
  - a. Yes, I have long-distance service already.
  - b. No, I don't have long-distance service.
  - c. I call long-distance every week.
  - d. No, I already have long-distance service from another phone company. Thanks.
  
4. Would you prefer your ad to run for one week or two?
  - a. I would like to put an ad in your paper please.
  - b. I would like to put two ads in your paper please.
  - c. I would like a paper please.
  - d. I would like to have two weeks.
  
5. Would you spell your last name, please?
  - a. My last name is Lee, L-E-E.
  - b. My name is Amy Lee.
  - c. My home is in Montreal.
  - d. My first name is Amy. My last name is Lee.
  
6. Would you like to pay for the ad by cash or charge? We don't accept personal cheques.
  - a. I would like to pay by cheque.
  - b. I would like to put an ad in your paper please.
  - c. I would like to pay by credit card.
  - d. I would like to buy a newspaper please.

### Cultural Notes

#### *Electricity*

In many regions where water is in abundance, electricity is generated by hydro power whereas in other part of Canada and the U.S., electricity is generated by oil, coal, natural gas or nuclear burning.

#### *Gas*

Natural gas is used in many parts of Canada for heating homes and for cooking. In most cases, your electricity and natural gas charges are put on the same bill: for example, in the province of Alberta, you will receive a combined utility bill from the Alberta Oil and Gas Company.

#### *Phone*

In Canada, you usually have no choice but to buy your local (short-distance) phone services from the provincial phone company (for example, in British Columbia, it is BCTel). However, currently in Canada, there are many vendors (companies) providing long-distance services and it would be wise for you to shop around to see which long-distance phone service vendor is the most suitable for you.

#### *Other services*

You will be amazed by how much information you can find in your telephone books! In North America, there are two major types of phone book: (1) the White Pages which lists all the commercial and residential phone numbers of people in your area and (2) the Yellow Pages which lists all the business phone numbers in your area. At the front of the White Pages, there are also helpful tips for dialing long-distance, emergency procedures, numbers for helpful organizations, etc..

If you don't have a phone book with you but need information quickly, you can dial '0' for a telephone operator. (Since telephone operators are usually very busy, it is recommended that you only call an operator as the last resort. Otherwise, use your phone book instead.) For emergencies such as fire, car accident, or crime, dial '911' in most parts of Canada and the U.S..

## Chapter 5 Transportation

### Conversation #1:

#### **Taking a bus**

*keywords:*

suburb - an area outside the city, usually refers to an area with houses

shopping - to buy things at shops

downtown - city centre

environment - the surroundings, such as sea, trees, birds: things around you \*

exchange - change from one bus to another

transfer - a small piece of paper for bus exchange

rush hours - the time of day when many people are on the road

fare - money to go on a bus or boat \*

exact change - you pay the exact, correct amount of money

e.g. if the bus fare is \$1.35, you have to pay \$1.35,  
you can't give \$2.00

*setting:* You live in the suburbs and you wish to go shopping downtown. Instead of driving your car, you decide to take the bus, because doing so cuts down on air pollution and is better for the environment.

You: Does this bus go all the way downtown?

Driver: No, but this bus goes to Oakville Exchange where you can transfer to #403 to go downtown.

You: Is there a bus that goes straight to downtown from here?

Driver: Yes, the #441 does, but it only runs during rush hours.

You: OK, how much is the bus fare?

Driver: It is \$2.25 for a transfer, and I can only accept exact change.

You: Can you please call me for my stop?

Driver: Sure, sit near the front and I'll call you.

Conversation #2:

**Renting a car**

*keywords:*

- rent - money you pay to use someone else's property for a period of time, for example, a car or an apartment \*
- sight-seeing - looking around at beautiful places \*
- reservation - keep something for use later \*
- sub-compact - a very small car
- standard - a car with a stick for shifting gear
- automatic - a car without a stick for shifting gear, a car that shifts gear by itself \*
- comprehensive - complete
- insurance - paying small money to a company so that they will pay your expenses if you get sick or hurt \*
- unlimited mileage - you can drive as much as you want while renting a car without paying extra money

*setting:* You arrived in Ottawa from Vancouver and you want to rent a car from your hotel to do some sight-seeing for the next 3 days. You call up a car rental company.

- Rental: Good morning, Slow and Safe Car Rental. May I help you?
- You: Good morning, can I make a reservation for a car for 3 days starting tomorrow?
- Rental: Certainly, what size of car would you prefer?
- You: I think a sub-compact will do.
- Rental: Would you prefer standard or automatic?
- You: I'd prefer a stick shift.
- Rental: We have extended, comprehensive insurance coverage. Would you like to purchase this plan as well?
- You: I already have my own car insurance and medical insurance so I don't think I'll need it.
- Rental: But your insurance is not transferable, so you won't be covered when driving our cars.
- You: O.K., I guess I'll need that, too.
- Rental: Our rentals have unlimited mileage and the total comes to \$118 for 3 days. We expect you to return the car with a full tank of gas.

Conversation #3:

**Filling up at a gas station**

*keywords:*

fuel gauge - a little device in a car indicating how much gas you have left

gas tank - the bottle or container for carrying the fuel or gasoline

unleaded - gasoline without any lead: this is better for the environment \*

battery - a heavy box for storing electricity in a car \*

receipt - a small piece of paper to tell how much you have paid \*

*setting:* You are driving home when you realize your fuel gauge indicates your gas tank is almost empty. You pull up to your neighbourhood gas station.

Attendant: Hi, fill up?

You: Yes please, with unleaded, and can you check the air and oil please?

Attendant: I put some air in the right rear tire. Your oil level is fine. I also noticed that your battery needed some water so I filled it up already. The gas comes to \$18.75.

You: Thank you. Can I put this on my charge card?

Attendant: Certainly, let me take your card and I'll be right back for you to sign the receipt.

Expanding vocabulary:

public transport words -

ferry - (photo shown)

airline - (photo shown)

hydrofoil - (photo shown)

taxi - (photo shown)

Skytrain - (photo shown)

subway - a train travelling underground

ticket - a piece of paper showing you've paid already \*

ticket counter - the office or booth where you can buy a ticket \*

passenger - someone on a ferry, bus, taxi, etc. \*

traffic - all the cars that are on the road \*

limousine - a long expensive car for carrying people

destination - the place you want to go \*

car words - tires, fenders, bumper, antenna, wind shield,  
headlights, grille, hood, trunk, sideview mirror,  
wheels, seat belt, dashboard, steering wheel, horn,  
stick shift, driver, hand brake - (photos shown)

flat tire - a tire without air

dead battery - a battery without electricity

starting a car - to make the car begin to run (sound effect)

license - a piece of paper showing you have passed a driving  
test \*

a quart of oil/a litre of oil - a can of engine oil,

in Canada, it is a litre of oil

in U.S., it is a quart of oil

\* - *indicates Chinese and Japanese translations available*

Testing your skillsTest Set #1

1. When you need to take two buses to go to your destination, what should you do?
  - a. get a transfer on the first bus
  - b. phone your wife to pick you up
  - c. call RCMP to say 'hi'
  - d. call 911
  
2. When you need to go across the sea, what should you take?
  - a. You should take a bus.
  - b. You should take a limousine.
  - c. You should take a taxi.
  - d. You should take a ferry.
  
3. When you are taking a bus, you are:
  - a. a bus driver
  - b. a passenger
  - c. a cop
  - d. a student
  
4. To drive a car in Canada, you must have:
  - a. a brother or a sister living in Canada
  - b. a new car
  - c. a valid driver's license
  - d. a fast car
  
5. When you are driving slowly, you should:
  - a. stop and check the tires
  - b. pull into a gas station for gas
  - c. drive on the right-most lane on the road
  - d. honk your horn to let other drivers know where you are
  
6. To drive a car in Canada, you must also have:
  - a. a mom
  - b. a fishing license
  - c. a business license
  - d. car insurance

**Test Set #2**

1. Passenger: How much is the bus fare?  
Driver : It's \$2.25. Exact change please.  
Passenger: I have two loonies and a quarter. (music note here)  
Tester: Does the passenger have the exact change?
  - a. Yes
  - b. No
  - c. \$2.00
  - d. Every 3 months
  
2. Driver: You have to transfer to 401 at Sexsmith and then transfer again when you hit Granville and 41st. (music note)  
Tester: How many times do you have to transfer?
  - a. once (1 time)
  - b. twice (2 times)
  - c. No transfer needed
  - d. Exact change only
  
3. Clerk: We charge \$0.10 per kilometer of driving. How many kilometers have you driven during this rental period?  
Renter: I drove 100 kilometers in total. (music note)  
Tester: How much does the renter have to pay?
  - a. The mileage is free.
  - b. The renter must pay \$10.00 for mileage.
  - c. The renter must pay 10 cents in total.
  - d. The renter must buy insurance to rent a car.
  
4. Your oil level is low. Would you like to add a litre of oil?
  - a. Yes, fill the gas tank up please.
  - b. Yes, add one can of oil please.
  - c. Yes, I have car insurance.
  - d. Yes, I would like to apply for your gas card.
  
5. Would you like me to check your tires as well?
  - a. Yes, please fill it up.
  - b. Yes, I will pay by credit card.
  - c. No, I don't live around here.
  - d. No, I just checked them last week. Thanks.

### Cultural Notes

#### *Car ownership*

In Canada and the U.S., the predominant mode of transportation is the personal automobile. Millions of people rely on their cars to take them to work, school, church, grocery and other social gatherings. Buying a car is easy; you can either buy a new car or you can shop for a used car. Many banks or car dealerships are willing to help you finance your car; you pay a down payment on the car during the initial purchase and then pay a monthly car loan payment until all the principal and interests of the loan are paid. In order to drive within Canada, you are required by law to have car insurance. In the U.S., most states also required that you have car insurance in order to operate a motor vehicle within that state.

#### *Public transits*

In all major Canadian and U.S. cities, there are buses, subways, sky trains, and ferries serving people who don't have a car or who don't want to drive themselves. Many transit systems provide a network of services where a passenger can transfer from one bus to another bus, or from a subway to a sky train. Many cities, especially the city centre areas (the downtown cores) are very congested and it is recommended that you don't drive your car there, but take advantage of the public transit services instead.

#### *Bicycles*

In many cities, environmentalists and governments have been working together to promote using alternative transportation such as the bicycle, to reduce pollution. Many areas have designated bicycle paths where no cars are allowed. You can check with your local city hall to find out if such an infrastructure is available in your area.

#### *Auto Rentals*

If you are visiting another province in Canada or a state in the U.S., you can take advantage of a car rental for getting around. There are many rental companies and you can find them in the Yellow Pages or at airports' information centres.

There are also trucks and vans available for rent; many people rent a truck for moving their homes. Some people rent a van for long-distance trips.

### *Driver's license (revisited)*

It cannot be emphasized more that in order to protect yourself, your family and other people, it is paramount that you obtain proper driving instructions from a certified driving school before you write your driver's examination. Each year in Canada and the U.S., more young people died on the road from car accidents than all diseases combined! Even if you have had years of driving experience before you came to North America, it is still recommended that you take some driving lessons since the driving tradition and customs may be very different from other places.

### *Transportation etiquette*

Regardless as to whether you are taking a bus or driving your car, you may notice that many Canadians and Americans are very polite and courteous; for example, it is considered to be very impolite not to stand in a line to get on a bus. Disobeying traffic laws while driving is not only bad etiquette, but also a traffic violation which could result in a fine from the police, or in the worst case, get yourself killed in a car accident! Giving courtesy to other drivers is not only good manners, but it may save your life!

## Chapter 6 Food

### Conversation #1:

### **Grocery shopping**

*keywords:*

supper - dinner

hop - jump (animation shown)

grocery store - a shop selling food, flowers, magazines,  
newspapers etc. \*

produce - fresh vegetables, fruits

broccoli, bean sprouts, alfalfa - (photos shown)

aisle - row \*

dairy - milk, cheese products

poultry - chicken

cash - money in coins or paper bills

*setting:* You are busy moving into a new house, and are unpacking your boxes when you realize you don't have any food for tonight's supper. You hop into your car and drive to the nearby grocery store.

#### In the aisle:

You: Excuse me.

Store clerk: Yes, what can I do for you?

You: Can you tell me where to find your produce section? I would like to have some broccoli and bean sprouts.

Clerk: They are behind Aisle #9, in front of the dairy products.

You: I would like some fish or poultry as well.

Clerk: Yes, seafood is in Aisle #3 and chicken is in Aisle #4.

You: Thanks.

#### At the checkout:

Clerk 2: Will that be cash or charge?

You: I will pay cash for them.

Clerk 2: Will that be all for tonight?

You: Yes, I think that's it for now.

Clerk 2: Would you like a bag?

You: Yes, please.

Clerk 2: Thank you very much. Have a good evening.

Conversation #2:

***Eating at a fast-food place***

*keywords:*

- mall - big shopping centre
- food court - a place with many food stores
- sandwich - slices of bread with meat, lettuce, tomatoes, etc.
- turkey - a big domestic bird
- brown - wheat bread
- tomatoes - (photo shown)
- lettuce - (photo shown)
- mustard - (illustration shown)
- mayo – a white, sour sauce
- butter - cow oil \*
- dressing - a salty liquid for salads
- herbal tea - tea made from mint leaves, apples, etc.

*setting:* You are shopping at the mall and, before you know it, it is time for lunch. You've heard there is a food court in this mall and you decide to pay it a visit. You see a sandwich shop that looks good, so you step over to take a closer look.

Server: Hi, how may I help you?

You: Can I have a turkey sandwich on brown, with tomatoes and lettuce, butter, mustard but no mayo please.

Server: Would you like Thousand Island or blue cheese dressing for your side salad?

You: Thousand Island would be fine.

Server: Would you like a coke or an orange juice?

You: One herbal tea would be nice.

Server: It comes to \$6.89 please.

You: Here's ten dollars.

Server: Here's your change of \$3.11. Thank you. Come again!

Conversation #3:

***Dining at a restaurant***

*keywords:*

- reservation - keep something for later use \*
- fancy - nice, classy, well decorated
- restaurant - a place where people pay to eat \*
- Maitre'd - the captain of the restaurant
- fillet - thin pieces or slices
- poached - cooked in water
- medium rare - cooked slightly, not much cooked
- clam chowder - a thick soup made with clams and potatoes

*setting:* Your friend has made reservations for two at a fancy restaurant downtown. You and your friend arrive at the restaurant and are seated by the Maitre'd.

Waiter: Good evening, our specials tonight are fillet of sole with rice and poached salmon dipped in our wine sauce.

Your friend: I would like the poached salmon and a Caesar salad to start, coffee after the meal please.

You: Can I have the New York Steak and a clam chowder please?

Waiter: Sure, how would you like your steak?

You: Medium rare is fine.

Waiter: Would you like to try our house wine?

Your friend: Yes, two glasses please.

Waiter: Very well, after-dinner dancing will start at 9:00pm. Enjoy!

Expanding vocabulary:

grocery shopping -

- on special - lower, sale price
- bakery - a place for making bread
- bread - (illustration shown)
- cereal - flaky oats and grains served with milk for breakfast
- muffin - a sweet cake
- beef - cow meat
- lamb chop - sheep/lamb meat
- pork chop - pig meat
- salmon - (picture shown)
- sole - (picture shown)
- shrimp - (picture shown)
- crab - (picture shown)
- lobster - (picture shown)
- mushroom - (picture shown)
- water melon - (picture shown)
- carrots - (photo shown)
- potatoes -(photo shown) \*
- margarine - vegetable oil
- cheese - (picture shown)
- soup - (picture shown)
- a carton of eggs - (picture shown)

fast food -

- ketchup - tomato sauce (picture shown)
- de-caf coffee - coffee without caffeine
- submarine sandwich- a long sandwich (picture shown)
- pastrami sandwich - a salty beef sandwich
- cabbage roll - meat rolled or wrapped together with cabbage
- croissant - (French) a half rounded light bread
- soup du jour - (French) soup of the day
- food fair - food court, a place with many food stores
- canteen/cafeteria - a place to eat at school or work

dinner words -

- non-smoking area - no smoking area, a place for non-smoker
- tip - a small amount of extra money for good service when you pay
- cutlery - forks, knives and spoons
- entree - the main meal or main course
- dessert - the last item, usually very sweet  
e.g. ice cream
- appetizer - the first item in a meal

e.g. snails (escargot)

wine list - a book with all the wine in a restaurant

vegetarian dishes - meals for people who eat only vegetables

menu - a little book with all the items of food in a restaurant

napkin - a small piece of paper or cloth for wiping your mouth

etiquette - manner, custom

house wine - wine especially sold at a restaurant

house dressing - salad dressing especially sold at a restaurant

\* - *indicates Chinese and Japanese translations available*

Testing your skills

Test Set #1

1. You are in a grocery store and the clerk tells you that you can find dairy product next to the bakery, so where can you find skimmed milk?
  - a. next to the meat section
  - b. next to the pharmacy
  - c. in Aisle 3
  - d. next to the bread section
  
2. If you want to find Pacific salmon, where should you try?
  - a. seafood section
  - b. poultry section
  - c. dairy products section
  - d. produce section
  
3. When you are looking at the dairy product area, you can probably find:
  - a. shampoo
  - b. beef
  - c. coffee
  - d. margarine
  
4. When you have ketchup, the colour of the sauce should be:
  - a. green
  - b. yellow
  - c. red
  - d. white
  
5. When you order a pastrami sandwich, you have ordered a:
  - a. salty beef sandwich
  - b. roast beef sandwich
  - c. chicken sandwich
  - d. tuna sandwich
  
6. When the soup du jour is clam chowder, that means they are:
  - a. serving a baked clam on a plate
  - b. tomato soup
  - c. not serving any soup today
  - d. serving a thick clam soup today

7. When you are putting a dressing on a salad, you are:
- cutting vegetables for your salad
  - pouring a flavourful liquid on top of your salad
  - putting salt and pepper into your salad
  - putting a tomato into your salad
8. When you are eating at a restaurant, you should:
- speak as loud as possible
  - laugh loudly when you are very happy
  - eating with a lot of noise
  - speak and eat quietly
9. When you are using forks and knives, you should:
- use them noisily
  - use only the forks
  - use the knives for salad
  - never put the knife in your mouth
10. When in a restaurant, you should:
- use the table cloth as your napkin
  - enjoy yourself and make a lot of mess
  - never use the table cloth as your napkin
  - throw the bones behind your chair
11. You should never drink your tea:
- noisily
  - without sugar and cream
  - before the appetizer
  - without the bread
12. You should never eat:
- before it is dark outside
  - without music
  - after 9:00 pm
  - with your mouth open

**Test Set #2**

1. The produce section is to your right.
  - a. You should go home now.
  - b. You should turn right to buy your potatoes.
  - c. You are correct: there was a mistake in the broccoli's price.
  - d. You should go left to buy your bread.
  
2. You can find loaves of bread up front.
  - a. All the bread are gone: sold out.
  - b. You can find bread at the bakery section.
  - c. You can find bread near the entrance to the store.
  - d. You can find bread at the back of the store.
  
3. The cereal used to be \$1.49 per box, but it is on special this week.
  - a. The muffins are on sale now.
  - b. Cereals are seriously in short supply.
  - c. The croissants are all gone.
  - d. The breakfast cereal is cheaper than \$1.49 a box this week.
  
4. Would you like de-caf or regular coffee?
  - a. Yes, one cup of coffee please.
  - b. No, I will have herbal tea instead please.
  - c. I would like a croissant with ham and cheese please.
  - d. I would like to eat now please.
  
5. Would you like cream and sugar for your coffee?
  - a. Yes, please.
  - b. I don't know.
  - c. I will wait till I have finished lunch.
  - d. No thanks, I don't want salt and pepper.
  
6. Would you like a coke with your hamburger?
  - a. I would like a cabbage roll please.
  - b. I would like a fish burger please.
  - c. No, I would rather have water please.
  - d. Yes, I would like the hamburger meat well cooked please.
  
7. Smoking or non?
  - a. No thanks, I don't want a cigarette now.
  - b. Please seat us in a non-smoking area.
  - c. No, I am not smoking now.
  - d. Yes, I am smoking now.

8. Would you like to see our wine list?
- a. Yes, I would like to see the choices of wine.
  - b. Yes, I will have one glass of house wine.
  - c. Yes, I would like to taste all your wine.
  - d. Yes, I will have my dessert now.
9. How many people in your party?
- a. Yes, we are having a party.
  - b. There are four in our group.
  - c. We are having a birthday party.
  - d. We cancelled the party.

### Cultural Notes

#### *Grocery shopping*

In many cities of Canada and some cities of the U.S., you can find supermarkets that sell many diverse varieties of ethnic food such as Chinese, Japanese, Vietnamese, Ukrainian, Jewish, French and German. What better opportunity than this to have an open mind and try some of these foods?

Many people take advantage of advertisements in newspaper and in the mail. These are known as 'coupons' and if you save and present them when you are at the advertising store, you save money on your purchase.

#### *Dining etiquette*

Eating out in a restaurant is a very popular activity in North America. Breakfasts and lunches are usually more casual whereas dinners are usually treated as more formal. However, regardless as to which meal or time of day concerned, good etiquette not only shows your considerations of others around you, it is also a sign of your respect of others. Some of the important points are:

- never slurp your soup noisily
  - never speak loudly across the table
  - do not make a lot of noise with your cutlery
  - do not burp loudly and always say 'excuse me' if and when you burp
- The basic rule of thumb to remember is "make as little noise as possible".

## Chapter 7 Shopping

### Conversation #1:

### **Buying clothes**

*keywords:*

- business trip - travelling away for work to a meeting
- customers - people buying your goods \*
- professional - a person with a lot of studying and training \*
- attire - clothing, what you wear
- occasion - this one time, not very often
- navy blue (dark blue), beige, maroon - (colors shown)
- drip dry - hang dry, not using a drying machine

*setting:* You have an important business trip next week, meeting some customers of your company in Toronto. You want to present your company in a fresh and professional way. You decide to shop for some new attire for the occasion.

Store

salesperson: May I help you with anything?

You: Yes, I am looking for something for a business meeting.

Salesperson: We have a large selection of business wear on sale this week. What size do you wear?

You: I would like to try size 5 or 6 please. Are there any suits in navy blue or dark grey?

Sales: We have quite a few of those plus beige, brown, and maroon.

You: What material are these and do they need to be dry cleaned?

Sales: These are a blend of cotton and silk. You can hand wash and drip dry these; they don't need dry cleaning.

You: Great! Can I try them on?

Sales: Certainly! The fitting rooms are to the back of the store.

Conversation #2:

**Buying furniture**

*keywords:*

- furniture - chairs, tables, lamps, etc.
- decorating - putting furniture in a room nicely \*
- salesperson - a person selling things \*
- browsing - looking
- leather - animal skin
- love-seat - a sofa for 2 persons
- chesterfield - a sofa for 1 person
- genuine - real
- give you a deal - give you a special, good price

*setting:* You have just bought a new house and you go to the furniture store to look for ideas about decorating your rooms. A salesperson comes up from the display floor to greet you.

Sales: Hello, how are you doing today?

You: Fine, I am browsing to see if I can find something for my new living room.

Sales: We have a new shipment of leather sofas from Italy. Let me show you over there.

You: How much is this set?

Sales: This 3-piece set with one love-seat, one chesterfield and one long sofa with a hideaway bed is \$4999 plus tax. This is hand crafted and the workmanship is guaranteed for 10 years.

You: I love it. If you have some ideas on coffee tables and end units, I would really appreciate it.

Sales: Sure! If you purchase the sofa set with the table set, maybe we can give you a deal on the whole package!

You: Great! Let's see what the table sets are like first.

Sales: Step this way.

Conversation #3:

**Returning a purchased item**

*keywords:*

refrigerator - a box for keeping food cold \*

temperature - how cold or hot something is \*

technical - skillful \*

exchange - returning an item and take another item

deliver - your purchase is brought to your home by the company \*

sales slip - receipt, a small piece of paper recording how much money you paid \*

*setting:* You've bought a new refrigerator and the motor is making a lot of noise. You also find that the temperature inside the fridge is not very low and you are afraid the food may be spoiled because of this defective fridge. You decide to talk to the shop where you bought the unit to discuss a possible fix-up or exchange.

Store rep: Hi, may I help you?

You: Yes, I bought a new fridge from you last week and I find the unit to be very noisy and the inside temperature is not very low. Can you send somebody out to see what the problem is please?

Rep: OK. What we can do is pick up your unit to check it at our technical division.

We will give you an exchange if you like.

You: Sure. When can you do the exchange?

Rep: We can pick up and deliver the day after tomorrow. If you have the sales slip with you, we can start the process right now.

You: Yes, I have the receipt right here. Thank you.

Expanding vocabulary:

clothes -

- blouse- (picture shown)
- jeans - (picture shown)
- trousers - long pants
- pants - trousers, clothes for your leg
- shorts - short pants
- suit (picture shown)
- coat - an outer garment
- dry-clean - clean by chemical, not by water \*
- handwash - washing by hand only
- machine washable - can use machine to wash
- water-proofed - will not get wet \*
- change room - a small room for trying on new clothes

furniture -

- couch - a sofa
- cabinet - (picture shown)
- drawers - (picture shown)
- spot light - (picture shown)
- floor lamp - (picture shown)
- dining table - (picture shown)
- dirt-proofed - will not get dirty

sales words -

- refund - to get money back
  - discontinued - not making the item anymore
  - out-of-stock - all units are sold out
  - demo unit - a piece of product used to show to customers
  - style - a particular pattern
  - model - a particular shape and size
  - on sale - discount, special low price, on special
  - warranties/guarantees - a promise from a company that the goods will be repaired if it goes bad \*
  - catalogue/brochure/flyer - a small book showing items for sale
  - rain check - to sell something at a later date at the old price
- \* - *indicates Chinese and Japanese translations available*

Testing your skills

Test Set #1

1. If you would like to try on a new blouse, you would ask for:
  - a. the fire escape
  - b. the escalator
  - c. the change room
  - d. the wash room
  
2. If the shirt's label says "machine washable", you can:
  - a. wash by hand
  - b. wash by washing machine
  - c. dry clean
  - d. all of the above
  
3. To attend a business meeting, you should wear:
  - a. denim blue jeans
  - b. a sport shirt
  - c. hiking shorts
  - d. a suit
  
4. If you buy a couch, you put it in your:
  - a. garage
  - b. bathroom
  - c. living room
  - d. driveway
  
5. If you buy a china cabinet, you should put it in your:
  - a. dining room
  - b. office
  - c. den
  - d. bedroom
  
6. When you are arranging furniture nicely in a room, you are:
  - a. destructing the room
  - b. selling the room
  - c. cleaning the room
  - d. decorating the room
  
7. When you realize the coffee-maker you just bought is broken, you would ask for:
  - a. an out-of-stock unit
  - b. a discontinued unit
  - c. an exchange unit
  - d. none of the above

8. If you want the furniture store to send the refrigerator to your home, you are asking for:
- a. a raincheck
  - b. a delivery
  - c. a receipt
  - d. a guarantee

Test Set #2

1. Customer: Can you show me coats that are water-proofed? (music note here)  
Tester: The customer is asking for:
- a. red coats
  - b. machine washable coats
  - c. coats that can be dry cleaned only
  - d. coats that won't get wet
2. Customer: Are there any shirts that don't require dry cleaning? (music note here)  
Tester: The customer is asking for:
- a. dress shirts
  - b. sports shirts
  - c. shirts that can be washed by washing machines
  - d. shirts that require dry cleaning
3. Customer: Do you carry any shorts? (music note here)  
Tester: The customer wants to know if:
- a. the store is short of change or money
  - b. the store has any shorts
  - c. the store has any trousers for sale
  - d. the salesman is short
4. Customer: I am looking for ideas in decorating our living room. Would you show me what would be good in showing off my beautiful painting?  
Salesman: Let me take you to our spot lights area. (music note here)  
Tester: What is the salesperson showing?
- a. Their selection of floor lamps.
  - b. Their selection of spot lights.
  - c. Their selection of sofas.
  - d. Their selections of drawers.

5. Customer: I would like to purchase the floor lamp that is on sale please.

Sales: Sorry, we are out of stock, but I can give you a raincheck.  
(music note here)

Tester: What is the salesperson doing?

- a. giving an exchange to the customer
- b. giving a refund for the lamp
- c. suggesting a different lamp to the customer
- d. selling the lamp to the customer later at the current discounted price

### Cultural Notes

#### *Types of shops*

In North America, there are many small, independent stores where you can just walk in to browse around. There are also places where many stores are housed under a single large building called shopping centres or malls. In malls, shoppers can visit different stores in comfort and without worrying about the weather or traffic.

If you wait for particular store items to go on sale, you could save quite a bit of money. Many stores have marked down sales several times a year. You may even ask store clerks when the next sale will be.

#### *Boxing Day*

By far the best sale of the year (and the busiest!) is the day after Christmas Day in Canada: December 26th. This statutory holiday in Canada is known as 'Boxing Day'. If you like the hustle and bustle, and are serious about finding true bargains, prepare to shop early that day!

#### *Consumer rights*

There are many laws protecting consumers like yourself from inferior products, fraudulent business practices, dissatisfactions, etc.. Some of the laws and regulations may vary slightly between provinces in Canada and between states in the U.S., but the basic consumer rights can be listed as follows:

- if you are not completely satisfied with a particular purchase, you can return or exchange an item within two weeks. Some items may specifically say no exchange or refund, so in these cases, be very certain the item is exactly what you need. Products that usually can't be refunded or exchanged include computer software, batteries, food and some types of art works.
- many products have guarantees or warranties; if the item breaks or becomes non-operable, you can bring the item back to the place of purchase for an exchange or refund.
- if an advertised discount item is out-of-stock or sold out, you can take a 'rain check' and buy the item later at the discounted price.

## Chapter 8 Health

### Conversation #1:

#### **Getting health insurance**

*keywords:*

provincial - something related to a province \*  
(in Canada, there are 10 provinces,  
there are no province in the U.S.; they are called  
states)

agency - office

medical - something related to medicine, doctors, nurses \*

waiting period - a time when you must wait \*

coverage - to be protected, covered by an insurance \*

*setting:* You just arrived in Canada and you phone the provincial health insurance agency to apply for medical insurance.

Agent: Medical Plan, this is Brigitte, how may I help you?

You: Hi, my family just arrived in Canada and we would like to apply for the provincial medical insurance please.

Agent: How long have you been in this province?

You: We've been here for almost a week now.

Agent: For people who just arrived in this province, there is a three-month waiting period before they can be in the plan. We can get started with the application process now, so that when the waiting period is up, your family will be in the plan right away.

You: Thank you. Can I get insurance coverage anywhere during this waiting period?

Agent: Yes, you can find private insurance companies who would be glad to help you.

You: Thank you, bye bye.

Conversation #2:

**Feeling ill - getting medical attention**

*keywords:*

- awful- very bad e.g. awful head injury
- headache - head pain
- sore - pain, uncomfortable
- throat - passage for swallowing
- cough - (sound effect)
- appointment - set a meeting for a later time \*
- family doctor - the doctor who takes care of your family
- flu - influenza, headache, muscle pain, fever \*
- lungs - (picture shown) \*
- diarrhea - going to the toilet frequently for passing solid waste \*
- upset stomach - sick stomach \*
- over-the-counter - drugs you can buy without doctor's prescription
- cough syrup - liquid medicine for helping you stop coughing
- pharmacy - a place where you can buy medicine, a drug store
- prescription - a doctor's instructions for medicine on a piece of paper

*setting:* You are not feeling very well since this morning. You have an awful headache, a sore throat and a serious cough. You make an appointment and go to see your family doctor in the afternoon.

Doctor: Hello Jenny, how are you feeling?

You: Hi Dr. Ho, I think I am coming down with a flu.

Doctor: Let me take your temperature and listen to your lungs. Do you have diarrhea and an upset stomach as well?

You: My digestive system is all right. But I have a headache, sore throat and a nasty cough.

Doctor: Your lungs are clear. Let me prescribe an over-the-counter cough syrup and some pain-killer for your headache. Stay in bed for the next few days and drink plenty of fluids with Vitamin C such as orange juice.

You: Thank you, doctor, is there a pharmacy nearby for the prescription?

Doctor: Yes, try the one across the street. You'll find everything there.

Conversation #3:

**Going to the dentist**

*keywords:*

- healthy - in good shape, good health, not sick
- dental hygienist - a person who cleans your teeth
- plaque - a brownish film on top of your teeth
- incisors, canines, molars - (pictures shown)
- floss - (animation shown)
- diligent - hard working, taking great care
- gum - (picture shown)

*setting:* Your 6-month checkup with your dentist is today and you are in the dentist's chair.

Dentist: Your teeth are generally quite healthy. I'll send you to our dental hygienist to clean some minor plaque buildup around the front incisors and canines. Your molars are in very good condition!

You: Thanks, I try to floss between each tooth every night and I brush for several minutes after each meal.

Dentist: I wish everyone would be as diligent as you are in maintaining their teeth. That would make my job so much easier.

You: I do find there is sometimes minor bleeding when I floss though. Are there any problem with my gums?

Dentist: If the bleeding is heavy when you floss or brush, come see me again. You could be flossing with too much pressure.

Expanding vocabulary:

health office words -

drugs - medicine \*

medication- medicine, drugs used

tablets, capsule - (picture shown)

band aid - medical tape for covering wounds

thermometer - a glass tube for measuring temperature

patient - a person seeing a doctor

getting a physical - getting a complete body check-up from a doctor

dependant - family members who depend on you to live (e.g. son,  
daughter)

operation - opening up your body to fix things \*

chiropractor - a spine doctor: doctor who takes care of your  
spine

medical words -

faint/unconscious - sleeping suddenly, becoming not knowing where  
you are \*

blood - red body liquid \*

spine, rib - ( picture shown) \*

heart - (picture shown)

kidney - (picture shown)

muscle - (picture shown)

constipation - not going to the toilet for a few days, opposite of  
diarrhea \*

insomnia - can't sleep at night

fasting - not eating any food

fitness - general health condition

diet - the food you eat

overweight - fat, too much body weight

dentist words -

toothache - tooth pain

baby teeth - teeth of a baby, usually gone by age 11 and replaced by permanent teeth \*

permanent teeth - teeth of an adult \*

wisdom teeth - the 4 teeth at the back of your mouth, usually grown by age 21 \*

cavity - a small hole in your tooth

dentures - false teeth, man-made teeth

braces - a group of wires in your mouth for re-arranging teeth nicely \*

filling - a material, usually metal, for plugging up a cavity \*

tartar - plaque, a brownish film on top of your teeth

\* - indicates Chinese and Japanese translations available

Testing your skills

Test Set #1

1. In Canada, provincial medical insurance has a waiting period of:
  - a. 3 days
  - b. 3 weeks
  - c. 3 months
  - d. 1 month
  
2. If you live in the province of Ontario, you should buy:
  - a. British Columbia health insurance
  - b. Alberta medical health insurance
  - c. Quebec health care plan
  - d. Ontario health insurance
  
3. When you buy health insurance, you should also consider buying insurance for:
  - a. your doctor
  - b. your pharmacist
  - c. your teacher
  - d. your dependants
  
4. When you get a thorough, complete body examination, it is called:
  - a. a teeth cleaning
  - b. a physical
  - c. an operation
  - d. a vasectomy
  
5. When you feel sick, you should:
  - a. call 911
  - b. call RCMP
  - c. call your doctor's office to make an appointment
  - d. call your doctor's office for an operation
  
6. When you are at the pharmacy, you can buy:
  - a. prescription drugs
  - b. a house
  - c. medical insurance
  - d. a vacuum cleaner
  
7. When you have a cavity, your dentist will:
  - a. clean your teeth
  - b. send you a bill
  - c. send you home
  - d. put a filling in the tooth

Test Set #2

1. Nurse: Have you been fasting since last night?  
Patient: Yes, I have. (music note here)  
Tester: What has the patient been doing?
  - a. The patient has been eating all the time.
  - b. The patient has been passing liquid waste since last night.
  - c. The patient has been sleeping since last night.
  - d. The patient hasn't eaten any food since last night.
  
2. Patient: I have been getting a lot of insomnia lately. (music note here)  
Tester: What happened to the patient?
  - a. The patient can't sleep at night.
  - b. The patient got constipation.
  - c. The patient got diarrhea.
  - d. The patient can't wake up easily in the morning.
  
3. Your muscles are weak from inactivity. You should consider getting into a fitness program.
  - a. You should eat more.
  - b. You should sleep more.
  - c. You should exercise more.
  - d. You should visit a dentist.
  
4. You are getting quite overweight. You should go on a diet and an exercise plan.
  - a. You should eat more.
  - b. You should sleep more.
  - c. You should exercise more and be careful of what you eat.
  - d. You should brush your teeth more.
  
5. Your spine is crooked. That's why you have been getting back pain. I will refer you to a chiropractor.
  - a. Your doctor is giving you a prescription.
  - b. Your doctor is sending you to the RCMP.
  - c. Your doctor is sending you home.
  - d. Your doctor is sending you to a spine specialist.

### Cultural Notes

#### *Health insurance*

In Canada, it is strongly advised that you buy the provincial medical insurance. This covers most of the basic medical care expenses such as doctor's visits, X-rays, hospital rooms, operations, etc.. If you don't have insurance, you will have to pay out of your own pocket and the cost could be really high. If you have just arrived in Canada, there is a three-month waiting period for the provincial medical coverage to take effect; in order to cover this three-month waiting period, you can buy medical insurance from a private insurance company.

#### *Diet and fitness*

In Canada and the U.S., there are ample opportunities for fitness activities such as tennis, soccer, softball, hiking, and biking. Keeping physically fit is one of the best ways of disease prevention. There are also numerous health and fitness centres where you can become a member. These centres usually provide exercise machines, food and diet counselling, aerobics classes, etc.. Always check with your doctor before engaging in any physical exercise program.

## Chapter 9 Education

### Conversation #1:

#### ***Enrolling your children into school***

*keywords:*

school board - the office in charge of schools in an area \*

kids - children

school zones - different areas of schools \*

register - put a name on a list for school \*

principal - the head of a school

*setting:* You have just moved from Toronto to Vancouver and you want to find out (by phone) from the local school board where you should send your kids to school.

Officer: Richmond School Board. Deborah speaking. May I help you?

You: Yes, we've just moved from Toronto and I would like to find out which schools I should register my children in. My address is 8200 Snowdon Avenue.

Officer: How old are your children?

You: Amy is 5 and Brian is 14. Amy has just finished kindergarten and should be going into Grade 1 this fall. Brian has just finished Grade 10 in junior high so I believe he should go into senior high school.

Officer: Yes, you are in the Richmond southern school zone. You can register Amy into James Whiteside Elementary School, which is two blocks north of your house. For Brian, you should enroll him into Steveston Senior High School, which is also nearby.

You: Who should I see at these schools?

Officer: You can ask for the principals at these schools and they will help you with the registrations and other paperwork. Be sure to bring your landed-immigrant or Canadian citizenship papers with you.

You: When would be a good time to visit them?

Officer: You can go at the end of August before school starts.

Conversation #2:

**Parent-teacher conference**

*keywords:*

- invitation - ask someone to go to a meeting or a party
- social studies - the study of societies \*
- book report - a report about a book you've read
- concepts - thinking, idea \*
- concentrate - to focus on one subject \*
- task - job
- performance - how well a person is doing \*
- schedule - a plan of using time, a plan to use time wisely \*

*setting:* Your high school child brought home an invitation from his school for a parent-teacher conference. You meet the teacher for your son's social studies class.

Teacher: Very nice to meet you, Mr. Wong.

You: Nice to meet you too. My son spent a lot of hours working on his urban development book report last week. Is he getting the concepts that you are presenting to the class?

Teacher: Peter is very hard working and he is getting most of the ideas in class. I think one thing we should point out to him is that he should concentrate on one task at a time instead of getting involved in too many projects at the same time. I think his performance will be even better if he realizes that.

You: I see, I'll help him in setting up a schedule so that he can plan using his time more effectively.

Teacher: That would be excellent. Peter is a smart guy, and with some help, he can channel his energy and focus on what is the most important.

Conversation #3:

**ESL instruction**

*keywords:*

assessment - to find out \*

conversation - people talking to each other \*

course - class

appropriate - right, correct, suitable

placement test - a test to find out which class you should be in and attend

interview - to see and talk to a person (usually done with an appointment beforehand, in advance)

*setting:* You arrived in Canada several weeks ago and you are interested in improving your English conversational skills. You are in the English Assessment Office.

You: Hi, I am interested in taking a course to improve my English conversational level. Can you suggest any courses I can take?

Officer: Certainly! In order to place you at the appropriate level, we require that you take our placement test and an interview with our assessment officer.

You: Can I make an appointment now for the test and the interview? I would prefer to have the two on the same day please.

Officer: No problem. Can you come in to our assessment department one week from tomorrow at 10:00am? Ask for Debbie.

You: Sure, I'll see her next week then. Thank you very much.

Expanding vocabulary:

school words -

semester system - a school period of about 4 months

quarter system - a school period of about 3 months

science - studies of math, chemistry, physics, etc.

art - studies of drawings, literature, philosophy, etc.

academics - school subjects that require lots of studying like  
mathematics, chemistry, etc.

vocational - school subjects that prepare students into trades like  
carpenter, plumber, etc.

phys-ed - physical education; the study of exercise, health

counsellor - teachers at school giving special help and advice to  
students

enroll - to join a class

extra-curricular activities - activities outside of regular school  
hours e.g. sports, camping

parent-teacher conference words -

slack - not much work, easy

lazy - not doing much work

bully - to beat up on a smaller person

peers - friends, people in the same age group and doing the same  
thing

peer pressure - doing what your friends are doing so that your  
friends will like you

English lessons words -

pronunciation - the way you speak, speaking properly so other  
people can understand what you say

grammar - sentence structure

computer-aided learning - using a computer to learn

remedial classes - special classes for extra help

\* - *indicates Chinese and Japanese translations available*

Testing your skills

Test Set #1

1. If a boy is age 14, he should normally be going to:
  - a. kindergarten
  - b. elementary school
  - c. high school
  - d. college
  
2. To attend public schools in Canada, you must be:
  - a. Canadian citizen
  - b. landed immigrant
  - c. U.S. citizen
  - d. Canadian citizen or landed immigrant
  
3. The head of a school is called:
  - a. a teacher
  - b. a student
  - c. a parent
  - d. a principal
  
4. To find out which public school to go to, you have to know:
  - a. the month of the year
  - b. the name of the principal
  - c. the school zone you live in
  - d. Your Social Insurance Number
  
5. Parent-teacher conference is to let:
  - a. teachers get to know the parents
  - b. parents get to know the teachers
  - c. parents and teachers work together for better education
  - d. all of the above
  
6. In Canada, besides studying, it is equally important to:
  - a. enjoy yourself
  - b. get enough sleep
  - c. pay attention to extra-curricular activities
  - d. talk to a counsellor

Test Set #2

1. Teacher: What courses did you take at your old school?  
 Student: I took math, physics, chemistry, etc. (music note here)  
 Tester: What is the student focusing on?
  - a. arts courses
  - b. science courses
  - c. vocational courses
  - d. phys-ed courses
  
2. Student: I took English literature, French and history. (music note here)  
 Tester: What is this student concentrating in?
  - a. arts courses
  - b. science courses
  - c. vocational courses
  - d. phys-ed courses
  
3. If your English is not up to standard, you should:
  - a. watch more English T.V.
  - b. read more English books
  - c. use English computer-aided learning programs
  - d. all of the above
  
4. Teacher: I would recommend you to take a remedial class as well.  
 (music note here)  
 Tester: The teacher is suggesting:
  - a. you should take an advanced class
  - b. you should go to another school
  - c. you should skip a grade
  - d. you should take a special class with extra help
  
5. Teacher: Your oral skill is excellent, but your writing skill needs  
 some work. (music note here)  
 Tester: You should consider:
  - a. dropping out of school
  - b. taking an extra writing course
  - c. taking up Mandarin
  - d. talking to the principal about advancement

### Cultural Notes

#### *Public schools*

All children in Canada and the U.S. who are landed immigrants or citizens are required to attend school up to age fifteen or sixteen, depending upon which part of the country you are in.

Many public schools are divided into elementary (Grade 1 to 7), junior high school (Grade 8 to 10) and high school (Grade 11 to 12). Again, the distinction and classifications may vary depending upon where you are. All public schools are run by the government and are free of charge.

#### *Private schools*

Besides public schools, there are also many private schools that provide educational services for children from kindergarten to Grade 12.

Some of these schools are subsidized by the government and some are operated privately. Many of these schools are related to a religious organization such as the Catholic church.

#### *Post-secondary education*

In North America, there are numerous opportunities for higher learning through colleges, vocational schools, polytechnics and universities. Similar to elementary and high schools, some of these schools are government run, some are semi-private with subsidization from the government and some are totally private.

#### *Continuing education*

Many people are also finding the benefits of going to night schools to enrich their lives and knowledge. Many high schools and post-secondary institutes offer a large variety of courses to choose from; you can take anything from real estate licensing to cooking at a school near you. Check your community newspaper or school board for details.

## Chapter 10 Getting help

### Conversation #1:

#### **Reporting a break-in: calling the police**

*keywords:*

RCMP - Royal Canadian Mounted Police, Canada's country-wide police system

burglarize - steal things from a building, theft

A burglar is a person who breaks into houses.

neighbour - a person who lives near you

vacation - holiday

intruders - persons coming into your house without you knowing or inviting them

whispering - speaking very quietly

dispatch - to send out

*setting:* You are watering your lawn in the backyard when you see two teenagers trying to break in to your neighbour's house. You quickly go inside your house and call the RCMP.

Officer: RCMP. How can I help you?

You: Officer, there are 2 young boys trying to burglarize my neighbour's house. The house is at 9711 Swanson Drive in Richmond; the owners are on vacation.

Officer: What is your name and phone number?

You: My name is Ann, my phone number is 231-8197.

Officer: Can you give me descriptions of the intruders?

You: It is too dark to tell. I only heard them whispering.

Officer: We will dispatch a patrol car to your house immediately. Thank you.

Conversation #2:

**Medical emergency - calling 911**

*keywords:*

- skid- move suddenly to the side without you knowing \*
- unconsciousness or passed out - not knowing what is happening,  
falling into a sleep suddenly \*
- aquarium - a place with fish tanks to study and observe fish \*
- ambulance - a truck for carrying sick people
- radioed - sent a message through the air by electric signals
- paramedics - people who work in an ambulance
- emergency - a sudden and dangerous situation, an urgent situation
- immobilized - fixed something so that it cannot be moved and  
disturbed

*setting:* You are riding your mountain bike with your friend when all of a sudden her bike skids and she falls onto the side of the road. She is in great pain and is at the brink of unconsciousness. You dash to the nearest pay phone to call 911.

Emergency: 911. Hello?

You: Hello, my friend fell off her bike and I think she broke her leg. She's going to pass out. I am at Stanley Park by the seawall near the Aquarium. My pay phone number is 266-1237. Please send an ambulance as soon as possible!

Emergency: I've just radioed two paramedics around the Park's area. They will be taking their emergency vehicle onto the seawall. Help is on the way. Keep your friend conscious by talking to her and keep her immobilized.

You: Thank you. I'll stay with her till the ambulance arrives.

Conversation #3:

**Car trouble - asking for help**

*keywords:*

hood - the front lid of a car

freeway - motorway for high speed driving

patrol - police going around an area making sure everything is ok

radiator - the cooling device in a car

coolant - the liquid in a radiator for cooling

tow truck - a truck for pulling damaged car

couple- two

flares - candle-like sticks that can burn brightly used as a signal  
(animation shown)

*setting:* You are driving from Toronto to Montreal for a day trip.

Halfway through the trip, you notice steam is coming out under the hood of your car. You stop the car on the side of the road and put the hazard lights on to warn other drivers that you've stopped on the freeway. After a while, a highway patrol officer pulls up.

You: Officer, I think the radiator is too hot and the coolant is boiling. Can you help me find a tow truck please?

Officer: I'll radio to the nearest towing company just a couple of miles away. They should be able to help you then.

You: Is there anything I should do to warn drivers?

Officer: It's okay that you have put on the hazard lights. If it is at night, I would have set up some flares, but it's okay in the day time.

Expanding vocabulary:

police words -

illegal - against the law \*

theft - steal, the act of stealing

thief- a person who steals

break-in - entering a house without permission \*

crime - something against the law

criminal - someone who committed a crime

armed robbery - robbing using a knife or gun

homicide - killing of a person

vandalism - young people destroying public property, painting  
illegally on walls, etc.

squad car - police car

siren - a machine for making loud sound for warning people e.g.  
police siren

handcuffs - two metal rings with a chain for tying up prisoner

police baton - a stick used by police

revolver - a type of hand gun, with revolving roulette

shot gun - a long gun that shoots many small pellets in every  
shot

gang - a group of bad people, thugs, hoodlums

drugs - medicine that people take illegally to make them feel  
happy or 'high'

hit-and-run - someone who hit your car and ran away without  
telling you who he is

traffic violation - breaking a traffic law such as driving too fast,  
speeding

emergency words -

accident - something that happens by chance \*

faint - fall down suddenly from illness \*

heart attack - blood blocked from reaching the heart \*

bleed - blood coming out of the body because of a cut or illness \*

broken bone - (picture shown) \*

first aid - quick help for a person who is hurt \*

respiration - breathing

fire engine - a truck for putting out fire

rescue - help, to save someone from danger \*

fire extinguisher - a container with liquid inside for putting out  
fire

fireman - people for putting out fire

fire alarm - a device with loud sound when there is a fire

smoke - the black stuff from a fire

stroke - blood blocked from reaching the head \*

seizure - a sudden stopping of breathing

pale - no colour in the face

flame - fire

smoke inhalation - breathing in too much smoke

look out! - be careful, be aware

victim - person being injured \*

car trouble words -

flat tire - a tire without air

snow tire - tire for driving in snow

insurance - money paid to a company so that, in case of something bad, they pay you lots of money as compensation \*

injury - hurting some part of body

collision - a car hitting a house, a lamp post or something similar, two or more cars hitting each other

explosion - burst suddenly with a loud noise

engine oil - oil for keeping car engine running smoothly

overheat - engine with too much heat, engine running too hot

vibrating - shaking, trembling (animation)

shattered windshield - broken front window of a car

traffic jam - too many cars on the road and nobody moves, traffic moving very slowly

brake failure - broken brakes: can't stop

steering failure - broken steering: can't turn

\* - *indicates Chinese and Japanese translations available*

Testing your skills

Test Set #1

1. What is the name of Canada's national police?
  - a. Canadian Police
  - b. Royal Canadian Mounted Police
  - c. Royal Police
  - d. Canadian Royal Mounted Police
  
2. Where can you find the phone numbers of the police?
  - a. newspaper
  - b. phone books
  - c. magazines
  - d. dictionaries
  
3. What is the emergency phone number in Canada and the U.S.?
  - a. 999
  - b. 111
  - c. 911
  - d. 119
  
4. What do you call the people working in an ambulance?
  - a. paramedics
  - b. police
  - c. firemen
  - d. radio dispatchers
  
5. If someone is having a seizure, who should you call?
  - a. fire hall
  - b. hospital
  - c. city hall
  - d. insurance agent
  
6. If you are a witness to an accident, what should you do?
  - a. leave the scene as soon as possible
  - b. stay at the scene until police arrive
  - c. stay at the scene until police have arrived and talked to you
  - d. call home
  
7. When you hear police sirens during driving, what should you do?
  - a. speed up to get out of the way
  - b. pull to the right lane and stop until the police have passed
  - c. honk your horn to let people know where you are
  - d. drive normally

8. When you are driving and you see a police car coming from behind with its lights flashing, what should you do?
  - a. drive as usual since you have done nothing wrong
  - b. slow down to let police pass
  - c. stop in the middle of the road
  - d. pull to the right hand lane and stop at a safe location
  
9. When you are driving and you see a police car coming from the other side (i.e. the opposite direction) with its lights flashing, what should you do?
  - a. drive as usual since you have done nothing wrong
  - b. slow down to let police pass
  - c. pull to the right hand lane and stop at a safe location
  - d. stop in the middle of the road
  
10. What is the acronym for the Canadian national police?
  - a. CP Rail
  - b. RCMP
  - c. SPCA
  - d. ICBC

### Test Set #2

1. Police: RCMP. How can I help you?  
Phone caller: I would like to report an armed robbery. (music note here)  
Tester: What is the crime?
  - a. burglary
  - b. car accident
  - c. fire
  - d. someone using a gun to rob
  
2. Phone caller: I saw a homicide across the street! (music note here)  
Tester: What is the crime?
  - a. burglary
  - b. fire
  - c. the killing of a person
  - d. vandalism

3. Caller: Please send an ambulance quickly, the victim has no respiration! (music note here)

Tester: This means a person is:

- a. bleeding
- b. fainting
- c. not breathing
- d. having a stroke

4. RCMP: RCMP.

Caller: I would like to report a collision near Granville and 45th Ave. (music note here)

Tester: What is happening?

- a. There is a fire.
- b. There is a traffic jam.
- c. There is a traffic accident.
- d. There is an illegal break-in.

5. Quick! Pass me the extinguisher!

- a. There must be a fire somewhere.
- b. There must be a burglary.
- c. Somebody must be having a seizure.
- d. Somebody must have broken a bone.

6. Victim: Oh! I can't breathe, please help me! (music note here)

Tester: What are you going to do to help?

- a. call 911.
- b. call mom to say 'hi'
- c. call the fire department
- d. call the ESL department

### Cultural Notes

#### *Emergency number*

In North America, the emergency number is '911'. You can call this number for any medical emergency, fire, theft or other crime. The operator will usually ask you for information such as your name, where you are calling from, and what the emergency is. Be prepared to answer these questions.

#### *Operator assistance*

If you need non-emergency help such as finding a theatre or making a long-distance call, you can dial '0' to access an operator for help. However, it is recommended that you use the operator as the last resort after you have tried finding the information in the telephone book.

#### *Types of police*

In Canada, the national police is the Royal Canadian Mounted Police (RCMP). Some cities may have their own local police force, for example, in Vancouver there is the Vancouver City Police. In the U.S., every state has its own state police and some cities have their own city police.

### ***Acknowledgment***

Greenwood Canada gratefully acknowledges the following government and private institutes in Canada for helping in the long process of creating this material. Without their generous commitment, the project would not have been possible.

We would like to thank:

**Bank of Nova Scotia  
Canada Customs  
Canada Immigration  
Dr. Thomas Ho's medical clinic  
Dr. George C. Lo's dental clinic  
Felico Restaurant  
Hudson Bay Company  
Mobler Furniture  
Petro Canada  
Richmond School Board  
Richmond Transit System  
Royal Canadian Mounted Police  
Safeway  
Simon Fraser University  
Steveston High School  
SUCCESS  
University of British Columbia  
Vancouver Community College**

## Teacher's Notes

Every language has its own unique and interesting history and cultural background. *GREENWOOD – CONVERSATION 2* is designed to give lower intermediate (Level 2) students a taste of some of this cultural background from English-speaking countries such as Canada and the U.S.A. North American English is important in the sense that it represents major commercial, scientific and cultural influence. Familiarization with this may help in communication and understandings.

These lessons are suitable for teachers using a “blended” learning approach where regular classroom teaching is supported by outside-of-classroom e-learning. The accompanying web assignments allow students to do homework that teachers can monitor.

*GREENWOOD – CONVERSATION 2* is based on the needs of most students of English as a Second Language (ESL) at a lower intermediate level. Many of these ESL students already have some understanding of written English but lack listening and speaking practices. These lessons give simulated real-life scenarios for such practices.

These lessons use a familiar “book” metaphor and is divided into 10 chapters. Each chapter concentrates on one specific theme such as transportation, food, shopping.

*GREENWOOD – CONVERSATION 2* also includes a simple “walk through” tutorial (available in English, Japanese, Cantonese and Mandarin) to help students become acquainted with the structure of the software and to feel comfortable using these lessons as a learning tool. Difficult vocabulary and concepts within the chapters also have additional Japanese, Cantonese and Mandarin explanations.

There are many creative and exciting ways to incorporate *GREENWOOD – CONVERSATION 2* into a blended classroom/e-learning teaching. The Greenwood development team hopes that you find these lessons a valuable addition to your teaching resource materials. If you have any questions or suggestions, we would be happy to hear from you.

Greenwood Canada  
Tel: (604) 231-8197  
web: [www.Greenwood.ca](http://www.Greenwood.ca)  
email: [support@Greenwood.ca](mailto:support@Greenwood.ca)

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