

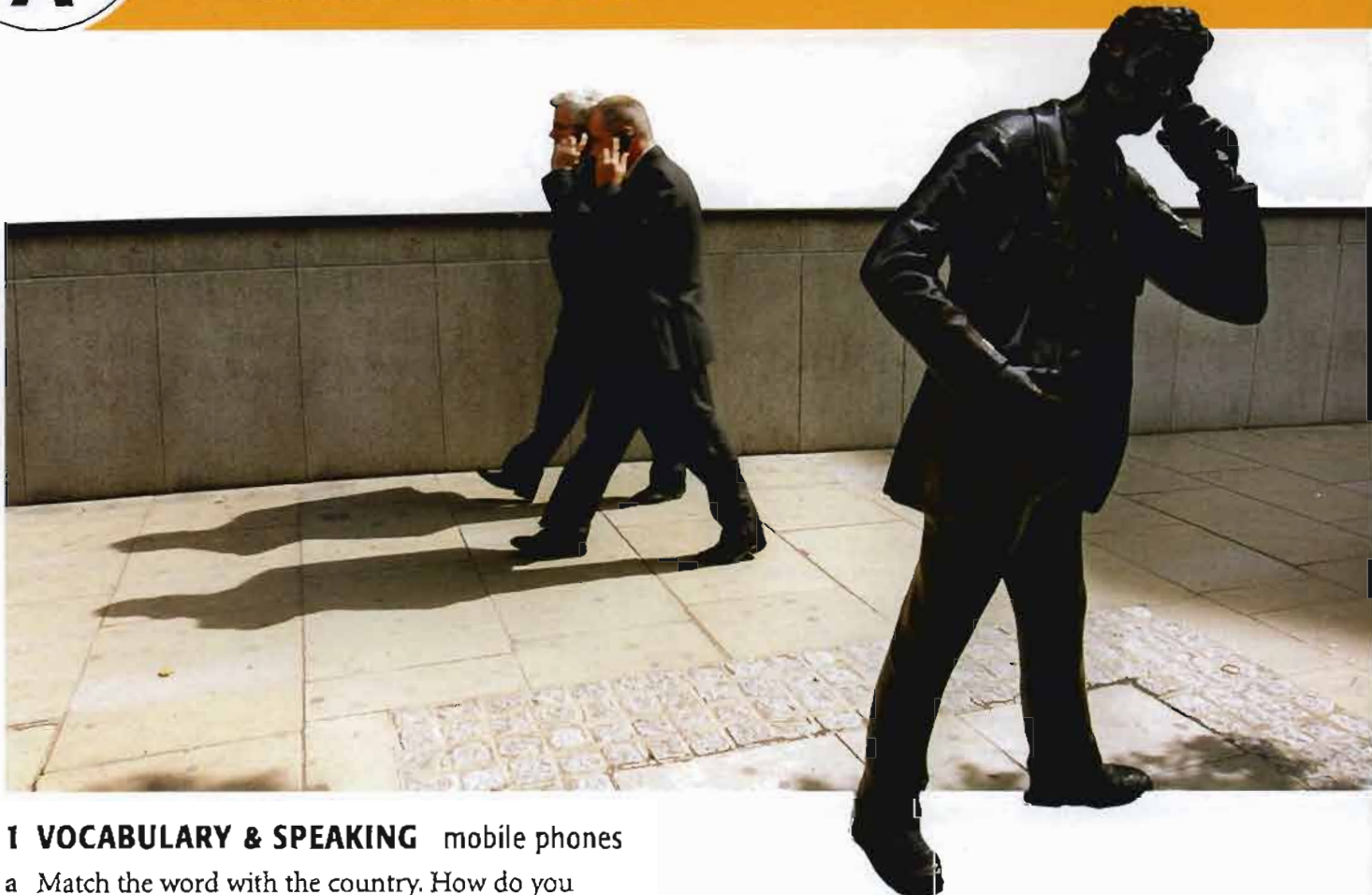
**3**  
**A**

**G** *must, have to, should* (obligation)

**V** mobile phones

**P** sentence stress

# Modern manners



## 1 VOCABULARY & SPEAKING mobile phones

a Match the word with the country. How do you say 'mobile phone' in your language? Which name do you like best?

- |             |              |
|-------------|--------------|
| 1 France    | a cell phone |
| 2 Germany   | b telefonino |
| 3 Italy     | c celular    |
| 4 the USA   | d movil      |
| 5 the UK    | e portable   |
| 6 Spain     | f mobile     |
| 7 Argentina | g Handy      |

b **3.1** Listen and match the sentences with the sounds.

- A  He's **dialling** a number.
- B  She's **texting** a friend.
- C  He's just **hung up**.
- D  She's choosing a new **ring tone**.
- E  He's **calling back**.
- F  She **left a message** on his voice mail.
- G  The line's **engaged / busy**.

c Use the questionnaire to interview another student (who has a mobile phone). Ask for more information.

### Mobile phone questionnaire

What make is your mobile?

How long have you had your mobile?

Are you thinking of getting another one soon?

What ring tone do you have?

Do you ever use it 'hands free'?

What do you use it for (apart from talking)?

Where and when do you normally switch off your mobile?

How often do you text?

Do you use...?

a voice mail   b speed dialling

#### Have you ever...?

...lost your mobile

...sent a text to the wrong person

...forgotten to turn your phone off (with embarrassing consequences)

## 2 GRAMMAR *must, have to, should* (obligation)

a In pairs, look at the picture and answer the questions.

- 1 What's the man doing? Does it annoy you when people do this?
- 2 Does this happen a lot in your country?
- 3 What other things do people do with mobiles that annoy you?

b **3.2** Listen to five people talking about things that annoy them about mobiles. Match the speakers with what they say.

Who...?

- A says talking on your mobile can be dangerous
- B complains about people who are very impatient to use their mobiles
- C complains about people using mobiles on social occasions
- D hates having to listen to other people's conversations
- E complains about people who interrupt a conversation to answer the phone

- 
- 
- 
- 
- 



c Match these sentences from the dialogues with their meaning.

- |   |  |
|---|--|
| 1 You <b>shouldn't</b> answer the phone if you're talking to a shop assistant. <input type="checkbox"/> | A You don't need to do this. It isn't necessary. |
| 2 You <b>have to</b> switch off your mobile when you fly. <input type="checkbox"/>                      | B Don't do this. It isn't allowed / permitted.   |
| 3 You <b>mustn't</b> use your phone until you get off the plane. <input type="checkbox"/>               | C Do this because it's a rule or the law.        |
| 4 You <b>don't have to</b> shout – the other person can hear you. <input type="checkbox"/>              | D I think it's a bad thing to do this.           |
| 5 You <b>should</b> talk really quietly if you are in a public place. <input type="checkbox"/>          | E I think it's a good thing to do this.          |

d **p.134 Grammar Bank 3A.** Read the rules and do the exercises.

## 3 PRONUNCIATION & SPEAKING sentence stress

a **3.3** Listen and repeat the sentences.

Copy the **rhythm**.

- 1 You mustn't use your phone on a plane.
- 2 I don't have to go to work tomorrow.
- 3 We have to do an exam in June.
- 4 You should switch off your mobile in class.
- 5 You shouldn't talk loudly on a mobile phone.
- 6 I must go to the bank this morning.

b Read the definition of manners. Then look at phrases 1–8. Are these laws (or against the law) or just good / bad manners? Mark M (manners) or L (law).

**manners** [pl noun] a way of behaving that is considered to be polite in a society or culture

### Manners or the law?

- 1 Play noisy games on a mobile phone in public
- 2 Send text messages when your car is stopped at traffic lights
- 3 Switch off your mobile phone on a plane
- 4 Switch off your mobile phone in class
- 5 Talk loudly on a mobile on public transport
- 6 Use a hand-held mobile while driving a car
- 7 Make very personal calls in public
- 8 Use your mobile at a petrol station

c Compare with a partner. Then make sentences with...

*You should / shouldn't ...* (for manners)

*You have to / mustn't ...* (for the law)

## 4 READING

- a Look at the postcard. What does it say about the English?
- b Read *Culture shock* and tick (✓) the sentence which says what the article is about.
- The English have very good manners.
  - The English and Russian idea of good manners is different.
  - The English are polite but insincere.
  - The Russians are very rude and unfriendly.

# Culture shock

**Good manners are always good manners. That's what Miranda Ingram, who is English, thought, until she married Alexander, who is Russian.**

**When I first met Alexander** and he said to me, in Russian, '*Nalei mnye chai* – pour me some tea', I got angry and answered, 'Pour it yourself'. Translated into English, without a '*Could you...?*' and a '*please*', it sounded really rude to me. But in Russian it was fine – you don't have to add any polite words.

However, when I took Alexander home to meet my parents in the UK, I had to give him an intensive course in *pleases* and *thank yous* (which he thought were completely unnecessary), and to teach him to say *sorry* even if someone else stepped on his toe, and to smile, smile, smile.

Another thing that Alexander just couldn't understand was why people said things like, 'Would you mind passing me the salt, please?' He said, 'It's only the salt, for goodness sake! What do you say in English if you want a *real* favour?'



He also watched in amazement when, at a dinner party in England, we swallowed some really disgusting food and I said, 'Mmm... delicious'. In Russia, people are much more direct. The first time Alexander's mother came to our house for dinner in Moscow, she told me that my soup needed more flavouring. Afterwards when we argued about it my husband said, 'Do you prefer your dinner guests to lie?'

Alexander complained that in England he felt 'like the village idiot' because in Russia if you smile all the time people think that you are mad. In fact, this is exactly what my husband's friends thought of me the first time I went to Russia because I smiled at everyone, and translated every '*please*' and '*thank you*' from English into Russian!

At home we now have an agreement. If we're speaking Russian, he can say 'Pour me some tea', and just make a noise like a grunt when I give it to him. But when we're speaking English, he has to add a '*please*', a '*thank you*', and a smile.



- c Read the article again and mark the sentences T (true) or F (false). Correct the wrong sentences.

- 1 Miranda got angry because her husband asked her to make the tea.
- 2 Miranda had to teach him to say sorry when something wasn't his fault.
- 3 Her husband thinks English people are too polite.
- 4 Alexander wasn't surprised when people said they liked the food at the dinner party.
- 5 The food was delicious.
- 6 Miranda didn't mind when her mother-in-law criticized her cooking.
- 7 Alexander thought his mother was right.
- 8 In Russia it isn't normal to smile all the time when you speak to someone.
- 9 His Russian friends thought Miranda was very friendly because she smiled a lot.
- 10 Alexander never says thank you for his tea when he and Miranda are speaking in Russian.

- d Now cover the text. Can you complete the phrases with the missing verbs?

- 1 \_\_\_\_\_ on someone's foot or toe (by accident)
- 2 \_\_\_\_\_ some wine into a glass or tea into a cup
- 3 \_\_\_\_\_ a noise, like a grunt
- 4 \_\_\_\_\_ food (so that it goes from your mouth to your stomach)
- 5 \_\_\_\_\_ a word from English into Russian

- e Are people in your country more like Miranda or Alexander?

## 5 LISTENING

a **3.4** Listen to three people who have lived in England answering the question 'Are English people *too* polite?' Do they answer yes or no? If yes, what do they think the English should do?

- |   |                |
|---|----------------|
| 1 László, an English teacher from Hungary | Yes / No _____ |
| 2 Paula, a businesswoman from Argentina   | Yes / No _____ |
| 3 Melik, an economist from Turkey         | Yes / No _____ |
| 4 Renata, a student from Germany          | Yes / No _____ |

b Listen again and answer the questions.

- Why were László and his friends in London?
- Did he and his friends think they were going to pass or fail? Why?
- What happened in the end?
- What do Latin people think when English people are polite?
- How does Paula describe Latin people?
- What does Melik think about the English people he has met in his job?
- What kind of English people does he say aren't polite?
- What happened to Renata when she was in London?
- What did she say to the last person? Why?

## 6 SPEAKING

Look at the five situations. In groups, discuss...

Do people do these things in your country?

Do you think it's good or bad manners to do these things, or doesn't it matter?

In my country, we don't kiss people when we meet them for the first time.



### Greeting people

- kiss people on both cheeks when you meet them for the first time
- call older people by their first names
- use more formal language when speaking to an older person



### In a restaurant

- let your children run around and be noisy
- be very affectionate to your partner
- talk on your mobile



### Men and women – a man's role

- pay for a woman on the first date
- wait for a woman to go through the door first
- make sure a woman gets home safely at night

# Good manners? Bad manners? Does it matter?



### Driving

- always stop at a pedestrian crossing
- hoot at someone who's driving slowly
- drive with the window down and your music playing



### Visiting people

- take a present if you're invited to dinner at someone's house
- arrive more than 10 minutes late for a lunch or dinner
- smoke in a house where the owners don't smoke

### 3A *must, have to, should* (obligation)

obligation / necessity: *have to / must* (+ infinitive)

You **have to** wear a seatbelt in a car.  
Do you **have to** work on Saturdays?  
I **had to** wear a uniform at my primary school.  
I'll **have to** get up early tomorrow. My interview is at 9.00.

I **must** remember to phone Emily tonight – it's her birthday.  
You **must** be on time for class tomorrow – there's a test.

- *Must* and *have to* have a very similar meaning. *Have to* is more common for **general, external** obligations, for example rules and laws. *Must* is more common for **specific** (i.e. on one occasion) or **personal** obligations.  
Compare:  
*I have to wear a shirt and tie at work* (It's the rule in this company).  
*I must buy a new shirt – this one is too old now* (It's my own decision).
- *Have to* is a normal verb and it exists in all tenses.
- *Must* is a modal verb. The only forms are *must* and *mustn't*.
- You can also use *have to* or *must* for strong recommendations, e.g. *You have to / must see that film – it's fantastic.*

advice or opinion: *should / shouldn't* (+ infinitive)

You **should** take warm clothes with you to Dublin. It might be cold at night.  
I think the government **should** do something about unemployment.

- *Should* is not as strong as *must / have to*. We use it to say if we think something is the right or wrong thing to do.
- *Should* is a modal verb. The only forms are *should* and *shouldn't*.
- You can also use *ought to* and *ought not to* instead of *should / shouldn't*.  
*You should take an umbrella with you. You ought to take an umbrella with you.*

no obligation / necessity: *don't have to*

You **don't have to** pay for the tickets. They're free.  
You **don't have to** go to the party if you don't want to.

prohibition: *mustn't* (+ infinitive)

You **mustn't** eat that cake – it's for the party.  
You **mustn't** touch that. It's dangerous.

- *Don't have to* and *mustn't* are completely different. Compare:  
*You mustn't drive along this street.* = It's prohibited, against the law.  
*You don't have to drive – we can get a train.* = You can drive if you want to but it's not necessary / obligatory.
- You can often use *can't* or *not allowed to* instead of *mustn't*.  
*You mustn't park here. You can't park here. You're not allowed to park here.*

⚠ *Have got to* is often used instead of *have to* in spoken English, e.g. *I've got to go now. It's very late.*

### 3B *must, may, might, can't* (deduction)

when you are sure something is true: *must*

They **must** be out. There aren't any lights on.  
She **must** have a lot of money. She drives a Porsche.

when you think something is possibly true: *may / might*

His phone's switched off. He **might** be on the plane now.  
She **might not** like that skirt. It's not her style.  
She's not at home. She **may** be working.  
He hasn't written. He **may not** have my address.

when you are sure something is impossible / not true: *can't*

He **can't** be ill. I saw him at the gym.  
They **can't** be Italian. They're speaking to each other in Spanish.

- We often use *must, may / might, and can't* to say how sure or certain we are about something (based on the information we have).
- In this context, the opposite of *must* is *can't* NOT *mustn't*.

### 3C *can, could, be able to* (ability and possibility)

*can / could*

I **can** speak Spanish very well.  
She **could** play the violin when she was three.  
She **can't** come tonight. She's ill.  
They **couldn't** wait because they were in a hurry.  
**Could** you open that door, please?

- *Can* is a modal verb. It only has a present, past, and conditional form (but can also be used with a future meaning).
- For other tenses and forms use *be able to*.

*be able to* + infinitive

I **am able to** accept your invitation.  
They **weren't able to** come.  
I'll **be able to** practise my English in London.  
She **has been able to** speak French since she was a child.  
I'd like **to be able to** ski.  
I'd love **being able to** sleep late at weekends.

- You can use *be able to* in the present, past, future, present perfect, and as a gerund or infinitive.
- *be able to* in the present and past is more formal than *can / could*.

## 3A

a Circle the correct form.

You *shouldn't* / *mustn't* drink that water. It's not safe.

- 1 We *mustn't* / *don't have to* hurry. We have plenty of time.
- 2 You *must* / *should* remember to write the report. The boss will be furious if you forget.
- 3 The exhibition was free so I *hadn't to* / *didn't have to* pay.
- 4 *Do you have to* / *Should you* wear a uniform at your school?
- 5 We *must* / *had* to wait two hours at security and nearly missed our flight.
- 6 *Had you to* / *Did you have to* do a lot of homework when you were at school?
- 7 I think people who live in flats *mustn't* / *shouldn't* have dogs.
- 8 She's allergic to dairy products so she *mustn't* / *doesn't have to* eat anything made from milk.

b Complete the second sentence with two or three words so it means the same as the first.

Smoking is prohibited here. You *mustn't smoke* here.

- 1 It isn't a good idea to go swimming after a big meal.  
You \_\_\_\_\_ swimming after a big meal.
- 2 Was it necessary for them to pay cash?  
Did \_\_\_\_\_ pay cash?
- 3 The meeting isn't obligatory.  
You \_\_\_\_\_ go to the meeting.
- 4 It's bad manners to talk loudly on a mobile on a train.  
People \_\_\_\_\_ quietly on their mobile on a train.
- 5 Lorries are not allowed to go on this road.  
Lorries \_\_\_\_\_ on this road.

## 3B

a Match the sentences.

- |  |                                 |
|--|---------------------------------|
| 1 He must be over 70. <input type="checkbox"/>             | A He hasn't seen me for ages.   |
| 2 He can't be at university. <input type="checkbox"/>      | B He sometimes sends me emails. |
| 3 He may not remember me. <input type="checkbox"/>         | C He must be joking.            |
| 4 He might like this book. <input type="checkbox"/>        | D He's interested in history.   |
| 5 He must be very shy. <input type="checkbox"/>            | E He sometimes works late.      |
| 6 He can't be serious. <input type="checkbox"/>            | F He gets up very early.        |
| 7 He may be in bed already. <input type="checkbox"/>       | G He's only 16.                 |
| 8 He might not be at home yet. <input type="checkbox"/>    | H He's not fit enough.          |
| 9 He must have a computer. <input type="checkbox"/>        | I He retired 10 years ago.      |
| 10 He can't be a good footballer. <input type="checkbox"/> | J He never opens his mouth.     |

b Complete with *might* (not), *must*, or *can't*.

This sauce is really spicy. It must have chilli in it.

- 1 A What music is this?  
B I'm not sure but it \_\_\_\_\_ be Mozart.
- 2 She looks very young. She \_\_\_\_\_ be more than 16.
- 3 I'm not sure why she hasn't phoned. She \_\_\_\_\_ have my new number.
- 4 They \_\_\_\_\_ have a lot of money. They live in an enormous house.
- 5 He \_\_\_\_\_ be away. His car is outside his house.
- 6 I \_\_\_\_\_ be a size 44! I'm usually a 40 or 42.
- 7 It \_\_\_\_\_ be true! I saw it on the news.

## 3C

a Complete with the correct form of *be able to*.

I ve never been able to learn to swim.

- 1  I \_\_\_\_\_ send any emails since lunchtime.
- 2  She used to \_\_\_\_\_ speak German really well.
- 3  I \_\_\_\_\_ do my homework until tomorrow.
- 4  I'd really like \_\_\_\_\_ dance well.
- 5  \_\_\_\_\_ you \_\_\_\_\_ come to our wedding?  
It's on May 10th.
- 6  If I spoke better English, I \_\_\_\_\_ get a job in a hotel.
- 7  When I've saved another €1000, I \_\_\_\_\_ buy a new car.
- 8  She hates \_\_\_\_\_ do what she wants.

b Complete with *can* / *can't*, or *could* / *couldn't* where possible. If not, use a form of *be able to*.

They told me that they couldn't do anything about the noise.

- 1 I \_\_\_\_\_ talk to you now. I'm too busy.
- 2 When I lived in Rome I \_\_\_\_\_ speak Italian quite well.
- 3 I would love \_\_\_\_\_ play tennis very well.
- 4 If we don't hurry up, we \_\_\_\_\_ catch the last train.
- 5 My mother \_\_\_\_\_ see much better now with her new glasses.
- 6 To do this job you need \_\_\_\_\_ speak at least two languages.
- 7 I \_\_\_\_\_ help you tonight if you want.
- 8 They \_\_\_\_\_ find a flat yet. They're still looking.