

Do I have to bring a present?

Yes, I think you probably should.

4B Modern manners?

1 VOCABULARY & SPEAKING

phone language

- a 241))) Listen and match the phone sentences with the sounds.
- A He's **dialling** a number.
 - B She's **texting / messaging** a friend.
 - C He's just **hung up**.
 - D She's choosing a new **ringtone**.
 - E He's **calling back**.
 - F She **left a message** on his voicemail.
 - G The line's **engaged / busy**.

b Can you explain what these are?

Skype a screensaver silent / vibrate mode
 quiet zones instant messaging

c Use the questionnaire to interview another student. Ask for more information.



2 GRAMMAR

modals of obligation: *must, have to, should*

- a Read the extract from Debrett's guide to mobile phone etiquette. Then talk to a partner about questions 1–4.
- 1 Do you agree with what Debrett's says?
 - 2 Do you ever do any of these things?
 - 3 Are they a problem where you live?
 - 4 Are there any other things people do with their phones that annoy you?

Debrett's, a well-known British publisher, has been producing guides on how people should behave since the 1900s, including *Debrett's Etiquette and Modern Manners* and *The English Gentleman*. Nowadays it still offers advice on what (and what not) to do in social situations.

YOU AND YOUR PHONE

- What make is your phone? How long have you had it?
- Would you like to get a new one? Why (not)?
- What ringtone do you have?
- What do you use your phone for (apart from talking)?
- Where and when do you normally switch off your mobile?
- Have you ever...?
 - lost your phone
 - sent a message to the wrong person
 - forgotten to turn your phone off (with embarrassing consequences)

DEBRETT'S

guide to

mobile phone etiquette

- 1 *Think what your ringtone says about you*
 If you're sometimes embarrassed by your ringtone, it's almost certainly the wrong one and **you should change it**.
- 2 *When in doubt, use silent or vibrate mode*
 It may surprise your companions when you suddenly answer an invisible, silent phone, but at least they won't have to listen to your ringtone.
- 3 *Take notice of who is around you*
 Make sure your conversation is not disturbing other people. Intimate conversations are never appropriate in front of others.



b Read the text again. Match the **highlighted** phrases with their meaning. Two of the phrases match the same meaning.

- A You don't need to do this. It isn't necessary.
- B Don't do this. It isn't allowed / permitted.
- C It's necessary or compulsory to do this.
- D It's a good idea to do this.

c ► p.139 Grammar Bank 4B. Learn more about *must*, *have to*, and *should*, and practise them.

4 *Respect quiet zones*

You must not use your phone in 'quiet zones' on trains or in hotels. That is the reason why they exist.

5 *Never shout*

Your phone is not a megaphone. **You don't have to shout**. And don't shout because you think reception is poor. It won't make any difference.

6 *People with you deserve more attention than those at the end of a phone*

Wherever possible, turn off your phone in social situations and at mealtimes, or put it on vibrate. If **you have to keep your phone on** because you are expecting an important call, apologize in advance.

7 *Don't carry on phone conversations when you are in the middle of something else*

This is especially true if you are in banks, shops, etc. It is insulting not to give the people who are serving you your full attention.

8 *Think about where you are calling from*

Don't make (or receive) calls in inappropriate places. Put your phone on vibrate in meetings, cinemas, etc. If **you must take a call** in the car, use a hands-free set.

Adapted from Debrett's Modern Manners



3 PRONUNCIATION & SPEAKING

silent consonants, linking

a Each of the words in the list has a silent consonant or consonants. With a partner, cross out the silent letters.

should ought mustn't talk wrong listen
half dishonest knowledge design whole
rhythm doubt foreign calm island

b (2 46))) Listen and check.

c (2 47))) Listen and repeat the sentences. Try to copy the rhythm and to link the marked words.

- 1 You must **switch off** your **phone** *on a plane*.
- 2 You should **only call him** *in an emergency*.
- 3 We **have to leave** *at eleven*.
- 4 You **mustn't open** *other people's emails*.
- 5 You **shouldn't talk loudly** *on a mobile phone*.

d Read the definition of *manners*. Then make sentences using *should* / *shouldn't* for something which you think is a question of manners, and with *must* / *mustn't* / *have to* for something which is a law or rule.

manners /ˈmænəz/ *pl noun* a way of behaving that is considered acceptable in your country or culture

- switch off your phone in a theatre
- talk loudly on your phone in public
- send text messages when you are driving
- reply to a message on your phone while you are talking to somebody face-to-face
- play noisy games on a phone in public
- use your phone at a petrol station
- video people on your phone without their permission
- set your phone to silent mode on a train
- send or receive texts in the cinema
- turn off your phone on a plane during take-off and landing

4 READING

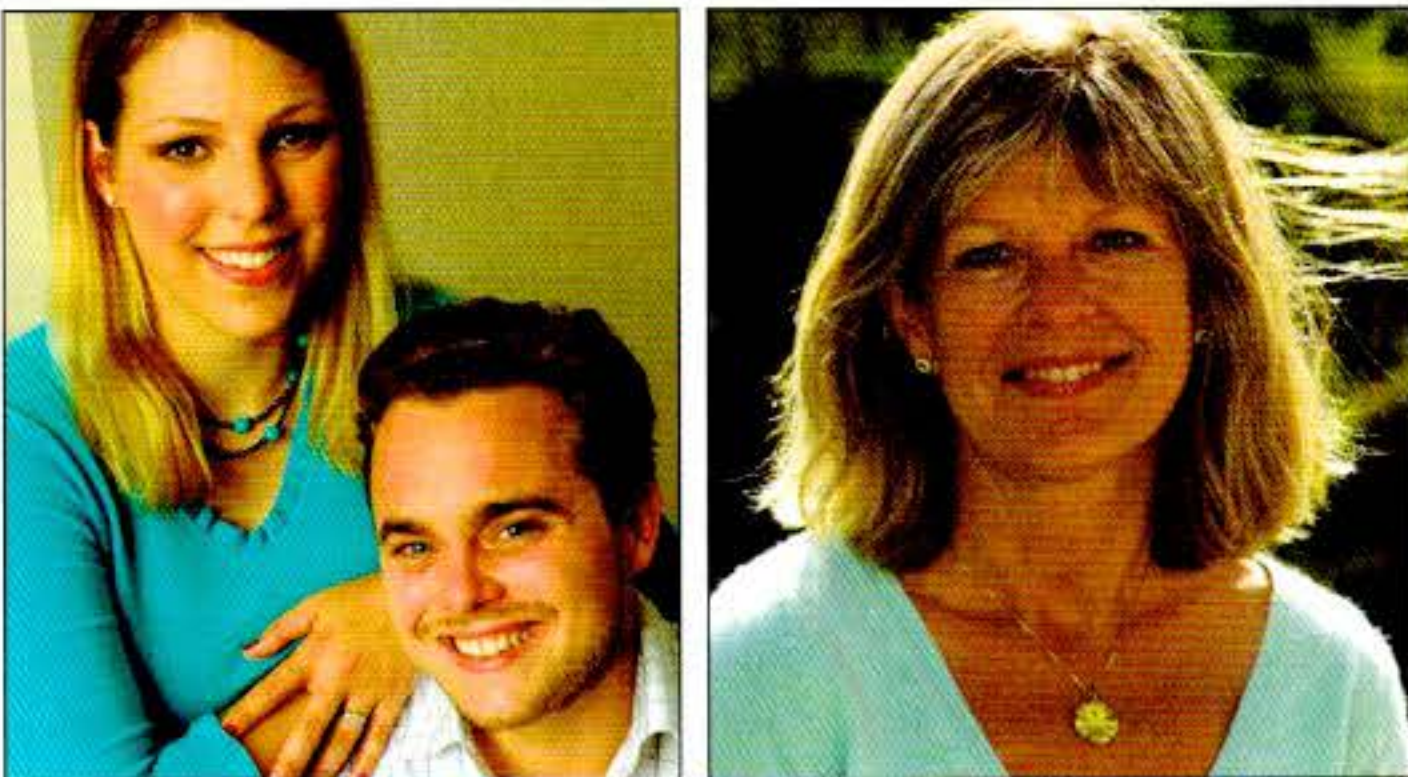
- a Imagine that you have been invited to stay for a weekend with your partner's family. Think of three things that you think it would be bad manners to do.
- b Read the article. Did Heidi do any of those things? What did she do wrong (according to Mrs Bourne)? Now look at the title of the article. What do you think 'from hell' means in this context?

News online

Mother-in-law from hell... or daughter-in-law from hell?

By NEWS ONLINE Reporter

Everyone knows it can be difficult to get on with your in-laws, but for 29-year-old **Heidi Withers**, it may now be impossible. Heidi was invited to spend the weekend with her fiancé Freddie's family at their house in Devon, in south-west England. But soon after they returned to London, Heidi received a very nasty email from Carolyn Bourne, Freddie's stepmother, criticizing her manners.



Here are a few examples of your lack of manners:

- When you are a guest in another's house, you should not declare what you will and will not eat – unless you are allergic to something.
- You should not say that you do not have enough food.
- You should not start before everyone else.
- You should not take additional helpings without being invited to by your host.
- You should not lie in bed until late morning.
- You should have sent a handwritten card after the visit. You have never written to thank me when you have stayed.

Heidi was shocked, and immediately sent the email on to some of her close friends. Surprised and amused, the friends forwarded it to other people, and soon the email had been posted on several websites, with thousands of people writing comments about 'the mother-in-law from hell'.

Adapted from a news website

- c Find words or phrases in the article which mean...
- 1 _____ *noun* a man to whom you are going to be married
 - 2 _____ *adj* unpleasant
 - 3 _____ *verb* saying what is bad or wrong with sb or sth
 - 4 _____ *noun* not having enough of sth
 - 5 _____ *noun* a person who you invite to your house
 - 6 _____ *noun* a person who receives a visitor
 - 7 _____ *verb* sent an email or message you received to another person

should have

We use *should have* to talk about something that happened in the past that you think was wrong, e.g. *You should have written me a thank-you letter.* = you didn't write to me. I think this was wrong.

- d Now read some of the comments that were posted on the internet. Write **H** next to the ones that support Heidi, and **C** next to the ones that support Carolyn.

- 1 Mrs Bourne says Heidi should have sent a handwritten thank-you note... however, she sends this letter by email! We are in the 21st century. Nobody sends handwritten letters any more. 13/07/2011 18:52
- 2 Why do we hear nothing about Freddie's role in all this? Why didn't he prepare Heidi? He must know what his stepmother is like. He could also have prepared his family by telling them about any eating problems his girlfriend has. 13/07/2011 16:25
- 3 The email was a private communication. I don't think Heidi should have sent it on to her friends. It makes me think that Mrs Bourne might be right about her bad manners. 13/07/2011 12:40
- 4 The stepmother seems to be extremely jealous of Heidi, perhaps she wants to keep Freddie all to herself. If I were Heidi, I would leave him. 12/07/2011 10:15
- 5 The mother-in-law may have a few good points but she should have spoken to Heidi face-to-face, not sent her an email. 11/07/2011 18:50
- 6 I think that the one with the extremely bad manners is Mrs Bourne. 11/07/2011 14:10
- 7 Mrs Bourne, I agree with every word you say. Young people just don't have any manners nowadays. I hope Freddie sees sense and finds someone better. 11/07/2011 09:48

- e Write your own comment. Then compare with a partner. Do you agree?
- f ► **Communication** *The big day p.105*. Read about what Heidi and Freddie did next.

5 LISTENING

- a (2 48)) Listen to Miranda Ingram, who is married to Alexander Anichkin, talking about the difference between Russian manners and British manners. What was their problem? How have they managed to solve their differences?
- b Listen again and mark the sentences **T** (true) or **F** (false).
- In Russia you should say please (in Russian) when you ask someone to do something.
 - Before Miranda took Alexander to meet her parents she taught him about English manners.
 - When Alexander smiled at people in the UK, he felt ridiculous.
 - When Miranda went to Russia the first time Alexander's friends were delighted because she smiled all the time.
 - Alexander thinks that the English sometimes use very polite expressions unnecessarily.
 - Alexander thinks the English are too direct.
 - Miranda doesn't think her dinner guests should criticize her cooking.
- c What would people from your country do in these situations?

6 SPEAKING

In groups, talk about each thing in the *Good Manners?* questionnaire. Do you think it's good manners, bad manners, or not important / not necessary. Why?

I think it is very rude to criticize the food if you are in somebody's house.

I think it depends. It's OK if you know the person very well or if it's a member of your family...

7 (2 49)) SONG You Can't Hurry Love 🎵

GOOD MANNERS? BAD MANNERS? NOT IMPORTANT?

WHEN YOU ARE INVITED TO SOMEBODY'S HOUSE...

- criticize the food (e.g. if it is too cold, salty, etc.)
- take a present
- write an email to say thank you
- arrive more than ten minutes late for lunch or dinner



WHEN GREETING PEOPLE...

- use more formal language when speaking to an older person
- kiss a woman on both cheeks when you meet her for the first time
- use your partner's parents' first names



WHEN YOU ARE HAVING A MEAL WITH FRIENDS IN A RESTAURANT...

- leave your mobile on silent on the table in front of you
- answer or send a text or message
- make a phone call
- kiss your partner



MEN AND WOMEN – A MAN'S ROLE...

- pay for the meal on a first date
- wait for a woman to go through the door first
- accompany a woman home



ON SOCIAL NETWORKING SITES...

- post a private message or conversation on an internet site
- post an embarrassing photo or video clip of a friend without asking their permission
- post all the details of your break-up with a partner




have to, must, should

have to / must (+ infinitive)

- 1 You **have to** wear a seatbelt in a car. (2 42)))
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.
- 2 You **must** be on time tomorrow because there's a test.
You **must** remember to phone Emily – it's her birthday.
- 3 I love the Louvre! You **have to** go when you're in Paris.
You **must** see this film – it's amazing!

- *have to* and *must* are normally used to talk about obligation or something that it is necessary to do.

- 1 *have to* is a normal verb and it exists in all tenses and forms, e.g. also as a gerund or infinitive.
- 2 *must* is a modal verb. It only exists in the present, but it can be used with a future meaning.
- 3 You can also use *have to* or *must* for strong recommendations.

 **have to or must?**

Have to and *must* have a very similar meaning, and you can usually use either form.

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 got to

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

- a Complete with the correct form of *have to* (+, -, or ?).

I'll have to call back later because the line's engaged. (+)

- 1 Passengers _____ switch off their laptops during take-off. (+)
- 2 _____ you _____ do a lot of homework when you were at school? (?)
- 3 My sister is a nurse, so some weeks she _____ work nights. (+)
- 4 _____ you ever _____ have an operation? (?)
- 5 Saturdays are the best day of the week. I love _____ get up early. (-)
- 6 I _____ leave a message on her voicemail because she wasn't in. (+)
- 7 In the future, people _____ go to school; they'll all study at home. (-)
- 8 With old mobile phones, you used to _____ charge the battery more often. (+)
- 9 _____ your boyfriend _____ answer his work emails at weekends? (?)
- 10 The exhibition was free, so I _____ pay. (-)

don't have to

- You **don't have to** pay – this museum is free. (2 43)))
You **don't have to** go to the party if you don't want to.

mustn't

- You **mustn't** park here. (2 44)))
You **mustn't** eat that cake – it's for the party.

- We use *don't have to* when there is no obligation to do something, and *mustn't* when something is prohibited.
- *don't have to* and *mustn't* are completely different. Compare:
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 mustn't drive along this street. (= It's prohibited, against the law, NOT *You don't have to drive along this street.*)
- You can often use *can't* or *not allowed to* instead of *mustn't*.
You mustn't / can't / 're not allowed to park here.

should / shouldn't (+ infinitive)

- You **should** take warm clothes with you to Dublin. (2 45)))
It might be cold at night.
You **shouldn't** drink so much coffee. It isn't good for you.
I think the government **should** do something about unemployment.

- *should* is not as strong as *must / have to*. We use it to give advice or an opinion – to say if we think something is the right or wrong thing to do.
- *should* is a modal verb. The only forms are *should / shouldn't*.
- You can use *ought to / ought not to* instead of *should / shouldn't*.
You ought to take warm clothes with you to Dublin.
You ought not to drink so much coffee.

- b Circle the correct form. Tick ✓ if both are possible.

You *don't have to* / mustn't use your phone in quiet zones.

- 1 Do you think we *should* / *ought to* text Dad to tell him we'll be late?
- 2 You *don't have to* / *mustn't* send text messages when you are driving.
- 3 A pilot *has to* / *must* wear a uniform when he's at work.
- 4 You *shouldn't* / *mustn't* talk on your mobile when you're filling up with petrol.
- 5 I *have to* / *must* speak to my phone company. My last bill was wrong.
- 6 We *don't have to* / *mustn't* hurry. We have plenty of time.

Rob Four? That's pretty young.
Kerri Yeah, the guitar was nearly as big as me!
Rob I think that your new album is your best yet. It's a lot quieter and more experimental than your earlier albums.
Kerri Thank you! I think it's my best work.
Rob So what have you been doing recently?
Kerri Well, I've been writing and recording some new songs. And I've played at some of the summer festivals in the UK.
Rob And what are you doing while you're in the States?
Kerri I'm going to play at some clubs here in New York, then I'm doing some small gigs in other places. I just want to get to know the country and the people. It's all very new to me.
Jenny Good job, Rob. She isn't the easiest person to interview.
Rob She's OK. And this video clip will work great online.
Don Well, thank you for coming in today, Kerri. Now I suggest we have some lunch. Rob, could you call a taxi?
Rob Er, sure.

2 29)))

Don So when will you be coming back to New York, Kerri?
Kerri Oh, I don't know.
Waitress Hi guys, is everything OK?
Don Yes, it's delicious, thank you.
Waitress That's great!
Kerri New York waiters never leave you alone! I really don't like all this 'Hi guys! Is everything OK?' stuff.
Don What? You mean waiters aren't friendly in London?
Rob Oh, they're very friendly!
Kerri Yes, they're friendly but not too friendly. They don't bother you all the time.
Waitress Can I get you anything else? More drinks, maybe?
Don No thanks. We're fine.
Waitress Fantastic.
Kerri See what I mean? Personally, I think people in London are a lot more easy-going. London's just not as hectic as New York.
Don Sure, we all like peace and quiet. But in my opinion, New York is possibly... well, no, is definitely the greatest city in the world. Don't you agree?
Kerri To be honest, I definitely prefer London.
Don Come on, Rob. You've lived in both. What do you think?
Rob Erm, well, I have to say, London's very special. It's more relaxed, it's got great parks and you can cycle everywhere. It's dangerous to cycle in New York!
Don Why would you cycle when you can drive a car?
Kerri You can't be serious.
Don OK, I agree, London has its own peculiar charm. But if you ask me, nothing compares with a city like New York. The whole world is here!
Kerri But that's the problem. It's too big. There are too many people. Everybody's so stressed out. And nobody has any time for you.
Jenny I don't think that's right, Kerri. New Yorkers are very friendly...
Kerri Oh sure, they can sound friendly with all that 'Have a nice day' stuff. But I always think it's a little bit... fake.
Don You've got to be kidding me!
Rob I'm sorry. I'll just have to take this... Hello?... Yes... You're who?... The taxi driver?... What did she leave? ... Her cell phone... right, OK. Yes, we're still at the restaurant. See you in about five minutes.

2 32)))

Kerri Thank you for a nice lunch, Don.
Don You're welcome.
Waitress Thanks for coming, guys! Have a nice day.

Don See? Nice, friendly service.
Kerri Maybe. But I think she saw the big tip you left on the table!
Jenny Did you mean what you said in the restaurant, Rob?
Rob Did I mean what?
Jenny About missing London?
Rob Sure, I miss it, Jenny.
Jenny Really?
Rob But hey, not that much! It's just that moving to a new place is always difficult.
Jenny But you don't regret coming here, do you?
Rob No... no... not at all.
Jenny It's just that... you seemed homesick in there. For the parks, the cycling...
Rob Well there are some things I miss but – Oh, hang on a minute. Look over there. Our taxi driver's back.
Taxi driver Excuse me, Ma'am.
Kerri Who me? What is it?
Taxi driver I believe this is your cell phone. You left it in my cab.
Kerri What?... Oh, wow... thank you!
Taxi driver Have a nice day!
Kerri That was so kind of him!
Don See? New Yorkers are really friendly people.

2 40)))

- 1 One very easy thing you can do is just change the language to English on all the gadgets you have, for example on your phone, or laptop, or tablet. That way you're reading English every day and without really noticing you just learn a whole lot of vocabulary, for example the things you see on your screen like *Are you sure you want to shut down now*, things like that.
- 2 My tip is to do things that you like doing, but in English. So for example, if you like reading, then read in English, if you like the cinema, watch films in English with subtitles, if you like computer games, play them in English. But don't do things you don't enjoy in your language, I mean if you don't like reading in your language, you'll enjoy it even less in English, and so you probably won't learn anything.
- 3 What really helped me to improve my English was having an Australian boyfriend. He didn't speak any Hungarian – well, not many foreigners do – so we spoke English all the time, and my English improved really quickly. We broke up when he went back to Australia but by then I could speak pretty fluently. We didn't exactly finish as friends, but I'll always be grateful to him for the English I learned. So my tip is try to find an English-speaking boyfriend or girlfriend.
- 4 I've always thought that learning vocabulary is very important, so I bought a vocabulary flash card app for my phone. I write down all the new words and phrases I want to remember in Polish and in English and then when I get a quiet moment I test myself. It really helps me remember new vocabulary. So that's my tip. Get a vocabulary learning app for your phone.
- 5 I think one of the big problems when you're learning something new is motivation, something to make you carry on and not give up. So my tip is to book yourself a holiday in an English-speaking country or a country where people speak very good English, like Holland, as a little reward for yourself and so you can actually practise your English. It's really motivating when you go somewhere and find that people understand you and you can communicate! Last year I went to Amsterdam for a weekend and I had a great time and I spoke a lot of English.
- 6 If you love music, which I do, my tip is to listen to as many songs as possible in English and then learn to sing them. It's so easy nowadays with YouTube. First I download the lyrics and try to understand them. Then I sing along with the singer and try to copy the way he or she sings – this is fantastic for your pronunciation. Then once I can do it well, I go

back to YouTube and get a karaoke version of the song, and then I sing it. It's fun and your English will really improve as a result.

2 48)))

I always thought that good manners were always good manners, wherever you were in the world. But that was until I married Alexander. We met in Russia, when I was a student there, and I always remember when I first met him. He came to my flat one afternoon, and as soon as he came in he said to me, in Russian, *Nalei mnye chai* – which means 'pour me some tea'. Well, I got quite angry and I said, 'Pour it yourself'. I couldn't believe that he hadn't used a 'Could you...?' or a 'please'. To me it sounded really rude. But Alexander explained that in Russian it was fine – you don't have to add any polite words.

Some months later I took Alexander home to meet my parents in the UK. But before we went I had to give him an intensive course in 'pleases' and 'thank you's'. He thought they were completely unnecessary. I also told him how important it was to smile all the time.

Poor Alexander – he complained that when he was in England he felt really stupid, 'like the village idiot' he said, because in Russia if you smile all the time people think that you're mad. And 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!

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 was also amazed when we went to a dinner party in England, and some of the food was...well, it wasn't very nice, but everybody – including me – said, 'Mmm...this is 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 salt and pepper, that it didn't really taste of anything. I was really annoyed, and later after she left Alexander and I argued about it. Alexander just couldn't see my point. He said, 'Do you prefer your dinner guests to lie?' Actually you know, I think I do. I'd prefer them to say 'that was lovely' even if they didn't mean it.

Anyway, at home we now have an agreement. If we're speaking Russian, he can say 'Pour me some tea', and not say 'thank you' when I give it to him. But when we're speaking English, he has to add a 'please', a 'thank you', and... a smile.

3 8)))

Part 1

- Interviewer** What made you want to become a referee?
Juan My father was a referee but that didn't influence me – in fact the opposite because I saw all the problems that he had as a referee. But as a child I was always attracted by the idea of being a referee and at school I used to referee all kinds of sports, basketball, handball, volleyball and of course football. I was invited to join the Referee's Federation when I was only 14 years old.
Interviewer Were you good at sport yourself?
Juan Yes, I was a very good handball player. People often think that referees become referees because they are frustrated sportsmen, but this is just not true in most cases in my experience.
Interviewer What was the most exciting match you ever refereed?
Juan It's difficult to choose one match as the most exciting. I remember some of the Real Madrid–Barcelona matches, for example the first one I ever refereed. The atmosphere was incredible in the stadium. But really it's impossible to pick just one – there have been so many.
Interviewer What was the worst experience you ever had as a referee?