

Behavior

A The right thing to do

1 Match the two parts of each phrase.

- | | | | |
|------------------|---------------------|----------------|-------------------------|
| 1. give <u>b</u> | a. in line | 5. offer _____ | e. litter |
| 2. keep _____ | b. someone a gift | 6. admit _____ | f. a mistake |
| 3. cut _____ | c. someone waiting | 7. drop _____ | g. someone your seat |
| 4. talk _____ | d. loudly in public | 8. give _____ | h. someone a compliment |

2 Complete each conversation with a kind of polite or impolite behavior.

1. A: Excuse me, you can't cut in line .
I was here first.

B: Oh, I'm sorry. I didn't see you.

2. A: You should _____ that woman
_____. She has a lot of bags.

B: Good idea. I don't mind standing on the subway, and she needs the seat.

3. A: Hey, you shouldn't _____
on the street. It's not good for the environment.

B: Yeah, you're right. I'll pick it up.

4. A: You really shouldn't _____ on your cell phone.
It's impolite. I'm trying to listen to the music.

B: Sorry. I'll go to another place to talk.

5. A: John can never _____ . He always says
he's right.

B: I know, but he's really wrong this time.

6. A: In the United States, do you _____ a friend _____
for the Fourth of July?

B: No, but if you go to a Fourth of July party, you could take some food.



3 Complete the interview with the correct sentences from the box.

- ✓ And what would you do if something bad happened?
- I guess I'd like to be an astronaut!
- No, I wouldn't.
- What would you do if someone got sick?
- What would you do if you weren't a pilot?



Reporter: I'm talking to pilot Tonya Hitchcock. So, Captain Hitchcock, have you ever been in a dangerous situation?

Tonya: No, I really haven't.

Reporter: And what would you do if something bad happened?

Tonya: Well, I'd stay calm and try to find a solution.

Reporter: That's a good plan. Now, has anyone ever gotten really sick on the plane?

Tonya: No, not on one of my flights.

Reporter: _____
Would you turn the plane around?

Tonya: _____
First, I'd ask if there were a doctor on the plane!

Reporter: That's a good idea. One last question.

Tonya: Hmm . . . another job? _____

4 Put the words in the correct order to make sentences.

1. be angry / I'd / someone / if / cut in line / in front of me, / .

If someone cut in line in front of me, I'd be angry.

2. in the library, / ask them to be quiet / people / were talking too loudly / if / I'd / .

3. if / I kept / "I'm sorry." / someone waiting / say, / I'd

4. I'd / if / be happy / gave me / a compliment, / someone / .

5. were dropping litter / What / if / would you do / your friend / out of your car / ?

6. you say / your parents / gave you / if / what / a lot of money, / would / ?

5 Circle the correct words to complete each question.

How polite are you?

1. What would you do / did you do if your friend would talk / were talking loudly at a movie?
2. If you would see / saw someone drop litter on the ground, what would you say / did you say?
3. If you would like / liked a stranger's jacket, would you give / you gave him or her a compliment?
4. What would you do / did you do if an elderly person would need / needed a seat on a train?
5. What would you do / did you do if your friend asked / would ask you for a lot of money?
6. If you make / made a mistake, did you admit / would you admit it?
7. If you are / were impatient to get your concert ticket, would you cut / did you cut in line?
8. What would you do / did you do if someone would want / wanted directions to a place in your town?



6 Answer the questions from Exercise 5 with your own information.

Example: *I'd feel embarrassed, but I wouldn't say anything.*

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

B

I didn't realize that.

1 Complete the sentences with the correct words.

1. It's the custom to leave a tip.
2. Oh, I didn't know that.
3. Oh, right? I wasn't aware of that.
4. You're supposed to pay the waiter.
5. Really? I didn't read that.
6. You're expected to leave 15 to 20 percent of the amount on the check.

2 Complete the conversation with the sentences from Exercise 1. Sometimes more than one answer is possible.

Tracey: This food was great.

Yae Wan: I agree, and it wasn't very expensive. It's \$24, so that's \$12 for me, and \$12 for you.

Tracey: We need to give more than \$24.

It's the custom to leave a tip ¹ .
You know, some money for the waiter.

Yae Wan: _____ ² . We only do that in fancy restaurants in South Korea. Should we leave \$26?

Tracey: No. That's not enough.

_____ ³ .

Yae Wan: _____ ⁴ . Let's leave 20 percent. The waiter was great.

Tracey: OK. How much is that?

Yae Wan: Let's see . . . 20 percent of \$24 is \$4.80, so it's \$28.80 total. Let's just give \$30. Do we pay at the front of the restaurant?

Tracey: No, _____ ⁵ .

Yae Wan: _____ ⁶ . OK, here he comes.

Tracey: Excuse me . . . We're ready to pay.



C

Doing things differently

1 Cross out the word that doesn't belong in each list.

1. make: a request an excuse ~~a favor~~
2. offer: an apology a request an explanation
3. ask for: an explanation a favor a compromise
4. accept: an opinion an apology a compliment
5. turn down: a request an invitation an excuse

2 Circle the correct word(s) to complete each conversation.

1. A: Jack told me he liked my new haircut.

B: Really? He doesn't accept / give compliments often.

2. A: I think there's too much pollution in this city.

B: Really? I disagree with / agree with your opinion. It's much cleaner than a lot of cities that I've visited.

3. A: Thanks for helping me with my homework.

B: No problem. I'm happy to return / ask for the favor. Remember that you helped me last week!

4. A: I don't know if we'll ever agree. You want a lot of things I don't want.

B: Well, let's try to suggest / reach a compromise.

5. A: Did you accept / turn down Mark's invitation to dinner?

B: Yes, I did. I have to stay home with the kids that night.

6. A: Jenny kept me waiting for an hour yesterday.

B: Did you ask her for / offer her an explanation?

A: Yes, I did. She said she had to stay late at work to finish a report.

7. A: I'd like to turn down / make a request for a window seat.

B: No problem, sir. You can sit in seat 14F. That's a window seat. Enjoy your flight.



3 Look at the pictures. Check (✓) TWO possible sentences for each picture.



- "I shouldn't have lent my sister all my money."
 "I could have bought two pizzas."
 "I should have remembered to bring my money."



- "It would have been best to apologize."
 "I would have stayed home."
 "I shouldn't have gotten so upset."



- "I should have taken the subway."
 "I could have driven to work today."
 "I wouldn't have stayed home today."

4 Write sentences with the words in parentheses and past modals.

- (I / shouldn't / borrow / Julie's car)

I shouldn't have borrowed Julie's car

- (What / could / I / do / differently)

_____?

- (I / could / take / the bus)

_____.

- (I / should / drive / more slowly)

_____.

- (Julie / wouldn't / drive / so fast)

_____.

- (She / would / see / the stop sign)

_____.

- (Should / I / offer to pay Julie / to fix the car)

_____?

- (What / would / you / do)

_____?



5 Complete the letters with the correct form of the word pairs in the box.

could / give could / microwave ✓ should / do shouldn't / say

Dear Henry Helper,

My wife was really upset last night. She made a nice dinner, and I said that it was cold.

I don't understand why she got so angry. It was cold! What should

I have done ? –Confused in Chicago

Dear Confused in Chicago,

Your wife made you a nice dinner. You _____ her
a compliment. You _____ the dinner was cold.

You _____ it to make it hot enough! –Henry Helper

could / do should / talk would / reach wouldn't / get

Dear Henry Helper,

My roommate and I often disagree. Last week, we argued about keeping the kitchen
clean. We're not talking to each other now. What _____ we

_____ differently? –Angry Anita

Dear Angry Anita,

I _____ so upset. You and your roommate
_____ about the problem quietly. It's important

for roommates to work together, so I _____ a
compromise. Try to stay relaxed the next time you don't agree. A dirty kitchen isn't a
good reason to lose a friend! –Henry Helper

6 Look at the letters in Exercise 5. Write responses with your own ideas. Use past modals.

Example: I wouldn't have said anything. or You could have said thank you.

1. Dear Confused in Chicago,

2. Dear Angry Anita,

D

Acts of kindness

- 1 Read the article. In what places does the Random Acts of Kindness Foundation try to inspire kindness?

Something to THINK ABOUT



The Random Acts of Kindness Foundation is an organization that inspires people to be kind. It started in 1995, and its goal is to spread kindness. The people of the Foundation want us to be kind to others. And if someone is kind to you, they want you to "pay it forward" by doing something nice for someone else. Their website gives people ideas on how to be kind in schools and at work.

People post ideas on the Foundation website about ways to be kind. Several people have posted ways they are kind at work. A manager at a company in Texas brings cake to work for each employee's birthday. A manager at a company in California had a "Not-Going-Away" pizza party. She said that they used to celebrate only when people left the company. She decided to have a "Not-Going-Away" party for the employees who worked there and didn't leave. It was fun, and the employees felt appreciated. Another manager in Illinois bought a vacation apartment for her employees. They get points for good things

they do at work, and each weekend one of her 45 employees uses the apartment. They take family or friends for a weekend vacation.

Some companies inspire employees to do kind things for each other. One company has "Secret Pals." Each employee fills out information about his or her interests and hobbies, and the information is given to another employee who is their "Secret Pal." The Secret Pal does kind things for the other person, like giving them gifts or kind notes. The employees know the person they are doing kind things for, but they don't know who is doing kind things for them. Another company in Iowa sold bags of candy and flowers to their employees. The employees bought the candy and flowers and gave them to each other. It was a way for employees to give each other small gifts to say thank you. The company made over \$700. They could have kept the money, but they "paid it forward," and gave the money to a charity.

- 2 Read the text again. Then check (✓) the items that are random acts of kindness mentioned in the reading.

- posting ideas on a website
- bringing cake for people's birthdays
- having a Not-Going-Away party for employees
- going on vacation
- giving a small gift to someone at work
- giving money to charity