

Make your way

In this unit you are going to

- talk about positive and negative aspects of different kinds of transportation (*Speaking B1*)
- convince an audience to opt for greener means of transport (*Speaking B1*)
- obtain information on travel details with a client on the phone (*Speaking B1*)
- write a formal business letter about a booking request (*Writing B1*)
- write a formal e-mail to a client with details from a previous telephone conversation (*Writing B1*)
- read an article about the best ways to get to work (*Reading B1*)
- listen to a presentation on dangerous school routes all over the world (*Listening B1*)
- listen to a telephone conversation about confirming flight details (*Listening B1*)
- practise trouble-free grammar:
 - Gerund with phrasal verbs (*Language in use B1*)
 - Gerund with *to be* structures (*Language in use B1*)
- boost your vocabulary: Basic travel vocabulary
Phrases for writing business letters.

Warm-up

Getting about



1

Get into pairs and discuss the following questions.

- 1 What type(s) of transportation do you use to get to and from school? How long does it take you?
- 2 What do you normally do on your commute?
- 3 Have you ever missed your last bus or train home? How did you get home that night? If you have never missed your last bus or train, what would you do if you missed it?
- 4 If you could choose any type of transportation to get around, which one would it be? Why?
- 5 Name different type(s) of transportation. What are their pros and cons?



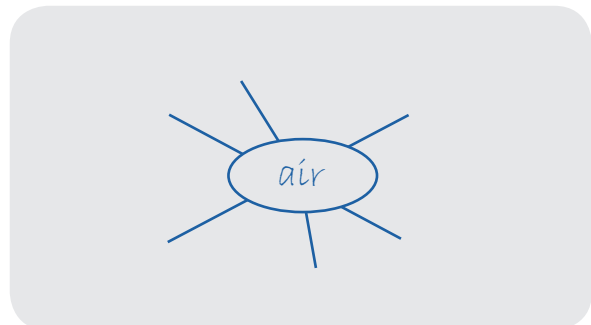
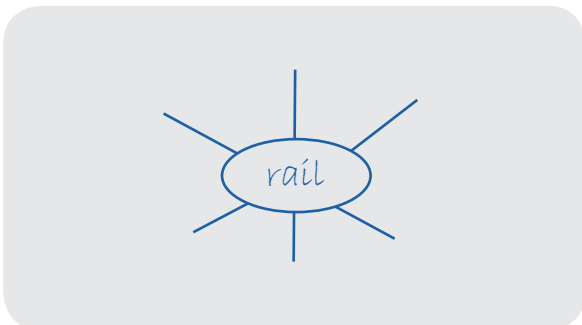
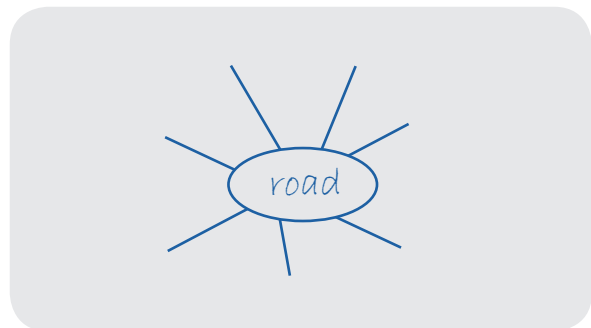
Please note: I *go by* car/train/bus/underground ... but: I *go on* foot.

2

Have a look at the VocabBooster. Match the nouns with the appropriate words in the mind maps to make meaningful word families. Then compare your results with a partner.

VocabBooster

cabin crew ■ car ■ baggage drop-off ■ train ■ motorbike ■ platform ■ gas station ■ highway ■ traffic jam ■ plane ticket ■ train schedule ■ off ramp ■ bus ■ pilot ■ train station ■ ticket collector ■ ticket machine ■ airplane ■ airport



Listening

Dangerous and unusual journeys to school



1

Get into pairs and inform each other about your way to school. In your conversation you should

- explain your way to school in as much detail as possible
- describe the most dangerous passages
- summarise the craziest and/or most dangerous incident that has ever happened to you on your way to school.

Talk for about five minutes.



2

Track 17

You are going to listen to Julija Nèjè speaking about dangerous and unusual journeys to school all over the world. While listening, match the sentence beginnings (1–7) with the sentence endings (A–J). There are two sentence endings that you should not use. Write your answers in the spaces provided. The first one (0) has been done for you. Then get into pairs and compare your results.

0 Public transport to and from school ...	A have to go on a flying fox ride.
1 Some students in Columbia ...	B share a Tuktuk or a horse cart to get to and from school.
2 Some Indonesians ...	C have to cross a river on an inflated tire tube.
3 Children in India ...	D is not always available for every student all over the world.
4 Some children on the Philippines ...	E have to pass the Pili mountains in a 125-mile journey.
5 Some students at a boarding school in China ...	F quit going to school because of dangerous paths.
6 Many students all over the world ...	G go to school by canoe.
7 The fact that there is no money available ...	H makes it difficult to help children.
	I is the reason why there are so many charity organisations trying to help those in need.
	J have to walk for more than two hours to get to school.

0	1	2	3	4	5	6	7
D							



3

Discuss the following questions with a partner.

- 1 Which of the mentioned school ways is the most dangerous one? Why?
- 2 Which one could be fun? Why?
- 3 How important do you think education is to the students who undertake such dangerous journeys? Explain.
- 4 What could be done to ensure teenagers have a less risky way to school?



Do some research on unusual types of transportation and prepare a presentation. In your presentation you should

- name different types of unusual transportation
- describe the two most unusual ones in more detail
- explain why you would/would not take a ride with them.

Give your presentation in class. Talk for about four minutes and use appropriate visualisation (e.g. *PowerPoint*, poster, photos).

Reading

Best ways to get to work

- 1 Have a look at the VocabBooster. Match the expressions in A with the appropriate definitions/synonyms in B. Compare your results with a partner.

VocabBooster

	A	B	
	profound	1	to bear
	car exhaust	2	influence
	impact	3	to include
	public transit	4	fascinating
	to endure	5	intense
	groundbreaking	6	danger
	to budget in	7	waste gases
	intriguing	8	revolutionary
	hazard	9	public transportation



Read the text about the best ways to get to work. First decide whether the statements (1–7) on page 121 are true (T) or false (F) and put a cross (x) in the correct box. Then identify the sentence in the text which supports your decision. Write the first four words of this sentence in the spaces provided. The first one (0) has been done for you.

The best ways to get to work, according to science

1 Commuting affects your mental health, your physical health, and even the way you think about other people. And these changes are more profound than you might think. The average commuter spends about an hour a day heading to and from work, but many even spend as much as three hours commuting. Those hours we spend in the car can have profound psychological and physical impacts on us. Research shows that there are far more problems with driving than the ones you've probably heard about.



As a consequence, more scientists are quantifying how “active” commutes, which involve walking, biking, or skateboarding, can make life better.

Driving is the most stressful way to commute

Driving is stressful. Traffic is stressful. Being late is stressful. These are not groundbreaking observations, but researchers are finding that specific types of commuting produce very different levels of stress. A team of researchers from *McGill University* have recently published a paper in *Transportation Research* that asked a seemingly simple question: Which type of commuter endures the most stress: Walkers, transit riders, or drivers?

Their study included almost 4,000 people who commute to work or school at *McGill University* in Montreal, and were surveyed at the end of a long winter when it was still very cold. The results showed something interesting: Even though they were polling in the deep Montreal winter, walkers had the least stressful commute. The second-ranking type of commute was public transit – and even then, the people said that the most enjoyable part of their commute was the walk to and from the train or bus.

So even though walkers had to traverse during the cold Montreal winters, they also endured the least stress on their way to work. By far the most stressful mode was driving, in part because the drivers had to budget in a lot of extra time just in case something went wrong.

Not only is driving stressful, it is also bad for your health. Studies show that every hour you spend in a car makes you 6 percent more likely to be obese. Every kilometer you walk reduces it by almost 5 percent.

That driving is physically and mentally stressful may not come as a surprise. But this may: A recent study of more than 21,000 people in Scania, Sweden, found that people who commute by car not only are less social – attending fewer social events, family gatherings, or public events – but they have lower levels of trust, with more drivers reporting that they could not trust most people. Meanwhile, active commuters – walking or biking – and even transit commuters reported much higher social participation and trust in others.

**Riding or walking to work makes you healthier and happier**

What's so intriguing about the Swedish study was that biking and walking helped people develop a greater trust in others and engage more in their cities. There is also research showing that it does a lot for your happiness and health.

... And the benefits vastly outweigh the risks

There's one big argument against riding to work that you hear again and again, and one smaller one. The first is the physical danger of commuting by bike, and the second is the hazard of inhaling car exhaust while riding on city streets. Many people may reason that despite the fact that riding or walking might make them emotionally and physically healthier, they don't want to risk an accident.

A few years ago, a Dutch study from the *University of Utrecht* calculated the mortality rates if a group of 500,000 Dutch adults made the switch from driving to riding their bikes. Using census data and data about air pollution, physical exercise, and accidents, they found first that the switch to riding would add between three to 14 months to one's life expectancy. Overall, riding to work was nine times more beneficial than the risks posed by accidents or air pollution.

Is it possible to fall or crash on a bike or on a walk to work? Absolutely. But it's also possible we will be slowly struck down by longer-term ills that driving seems to be associated with. Figuring out how to get to work on two wheels or two feet may sound stressful. But once you are out there, you might find yourself enjoying it.

- 0 The way you get to work or school can influence your mental and physical health.
- 1 Active commuting relates to physical activity undertaken as a means of transportation.
- 2 One reason why going to work by car is so stressful is the extra time you have to add in case something goes wrong.
- 3 People who go to work by car are more likely to be overweight.
- 4 In Sweden people commuting by car usually have better relationships because they are more trustful.
- 5 Walking can positively influence your health and emotional state.
- 6 Even though people know that going to work by bike is healthy, they still do not want to risk an accident.
- 7 According to the Dutch study, going by bike reduces your life expectancy by 14 months.

	T	F	First four words
0	x		commuting affects your mental
1			
2			
3			
4			
5			
6			
7			

- 3 Skim the text again and write down positive and negative aspects of going to work on foot/by bike. Add your own ideas. Compare your results with a partner.

positive aspects of going to work on foot/by bike	negative aspects of going to work on foot/by bike

Follow-up activity: Going green

1

Get into pairs. Have a look at the role cards and decide who you want to be (role A or role B). Write down some more arguments. Then compare your findings with a person who has the same role as you. Add any missing information.

Role A: A keen cyclist / pedestrian

- you love to do sports
-
-
-

Role B: A keen moped rider

- you are fond of the speed
-
-
-



2

Now get into pairs with a person who has prepared for the other role. Try to convince each other of your favourite means of transportation. In your discussion you should

- explain how you get to school/to your friend's place/to parties
- present the benefits of your preferred type of transportation
- highlight negative aspects of other means of transportation.

Speak for about four minutes. Use the phrases from the LanguageBox.



LanguageBox

Usually I get to school by ... and ...

First, I have to take ... for about ... minutes and then I ...

When visiting friends/When I am invited to a party ... I most often ...

My preferred means of transportation is ... because ...

Another advantage of going by ... is ...

Besides, it is also convenient that ...

Looking at the negative aspects of ... it is important to mention that ...

Have you ever thought about ...?

Don't you think it would be better for you if ...?

I see what you mean when you say ... but let's look at the facts. Studies show that ...

How do you feel about that?

If you ask me ...

According to ...

If you just look at the advantages then ...

You need to consider that ...

It mustn't be forgotten that ...

Writing

Writing a formal business letter



1

Read the business letter on page 123 and label its various parts. Use the phrases from the VocabBooster. Then compare your results with a partner.

VocabBooster

- A** greeting
- B** more detailed explanation for writing (background information etc.)
- C** sender's address
- D** recipient's address
- E** date
- F** closing
- G** subject line
- H** clear instructions of what you want
- I** introduction and reason for writing

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27 March 2018

Dear Sir or Madam

Subject: Booking request

I am writing to inquire about your booking options for *The Laslett* hotel in London.

Having found your hotel on www.booking.com, I would like to know if late check-out is possible.

The purpose of our stay in London is a business meeting. Our return flight will not be before 9 pm, so we were hoping that we could use the rooms to do some follow-up work in the afternoon.

I would appreciate it if you could provide further information regarding this matter.

Thank you in advance.

Kind regards

Alfred Humer
Alfred Humer

Please note: Nowadays writing business e-mails is more common. With regard to the main text, they follow the same structure as the business letter.



You are doing an internship at *Backbone Marketing* in Amstetten. Your supervisor has booked a room in *The Laslett* hotel in London. She needs some further information about the services of the hotel and has asked you to write a letter to the receptionist of the hotel.

In your letter you should

- refer to previous contact
- give details on why you are writing (use the information from the note)
- ask for further information at the end of your letter.

Write about 150 words. Use some of the phrases from the LanguageBox below.

- hotel offers free-of-charge pick-up service?
- 3 adults
- arrival at airport 7:30 am
- pick-up at 8:30 am

LanguageBox

Greeting	Dear Mr/ Ms Dear Sir/ Madam
Starting	We are writing to inform you that / confirm / request ... I am contacting you because / as ... I would be interested in getting information on ...
Referring to previous contact	Thank you for your letter dated ... In reply to your request, ... With reference to our telephone conversation yesterday, I ...
Making a request	I would be grateful if you could ... Could you please send me ... Could you possibly tell us ...
Offering help	Would you like us to ...? We would be happy to ... Our company would be pleased to ...
Giving good news	We are pleased to announce that ... I am delighted to inform you ... You will be pleased to learn that ...
Giving bad news	We regret to inform you ... I am afraid it would not be possible to ... Unfortunately we cannot ...
Complaining	I am writing to express my dissatisfaction with ... I am writing to complain ...
Closing	Your sincerely Yours faithfully Kind regards Best regards

Speaking

Confirming flight details

1

Have a look at the VocabBooster on page 125. Arrange the steps you have to take to get from your home to your final destination. The first one (0) has been done for you. Then compare your results with a partner.

VocabBooster

Things to do before take-off

- agree on a holiday destination
- show your passport and your boarding ticket at the check-in desk
- arrange transport to the airport
- board the airplane
- find the check-in desks / check the correct gate and boarding
- drop off your luggage
- wait at the correct gate
- find out departure time
- book a hotel and a flight
- pass the security-check

VocabBooster

Things to do after landing

- wait for your luggage at the luggage belt
- check in at your hotel
- head to the passport check
- grab a taxi to your hotel
- head to the security check
- make your way to the arrival hall
- change some money
- head to the beach



Track 18

Listen to a telephone conversation between a secretary and his boss Mr Andrews about travel preparations. Fill in the gaps (1–10).



Secretary: Good afternoon Mr Andrews, this is

Frank speaking. I need a few details to []¹ for next month's meeting with your client in Vienna.

Mr Andrews: Hi Frank, go ahead.

Secretary: The meeting takes place on 10 May, that's a Thursday. It starts early in the afternoon and

I thought it would be best for you if you []² early in the morning. Is that okay with you?

Mr Andrews: Yes, that's fine. I have no other meetings scheduled for this day.

Secretary: So, would flight AA 2378 []³ Stansted at 08:10 am be alright with you?

Mr Andrews: Are we talking about a []⁴?

Secretary: Of course. Duration of the flight is 2 hours and 30 minutes. That means you []⁵ in Vienna at 10:40 am if everything goes according to plan.

Mr Andrews: Okay, passport check and []⁶ at the belt should not take any longer than 30 minutes.

Secretary: We do not need to budget more time than that. 30 minutes should be just fine. To complete the booking I need your []⁷ and the expiration date.

Mr Andrews: Well, my passport number is UK 78923XOJ6389 and the []⁸ is 08/27.

Secretary: I'll read that out to you again, UK 78923XOJ6389 and the expiration date is 08/27. Is that correct?

Mr Andrews: Correct.

Secretary: I'll book a taxi to [redacted]⁹. Your client will meet you at the *Loca* restaurant and take you for lunch, as [redacted]¹⁰ at the hotel won't be before 1 pm.

Mr Andrews: Thank you, Frank.

Secretary: You're welcome. I am going to send you an e-mail with the details right away. Enjoy your day.



3

Mini-scenario

You are doing an internship at *ACP Group AG*, an international company based in Austria. One of your English-speaking clients is going to attend one of your company's meetings. You have been asked to book a flight for him/her. Today you have to make a phone call to get the information you need.

Get into pairs. Have a look at the role cards and act out a telephone conversation. One of you is the intern (role A) and the other one is the client (role B). First, have a look at the role cards and decide who you want to be. Then act out a dialogue. Speak for about four minutes.

Student A

- introduce yourself and the company you are working for
- suggest flight options and give extra information (departure, flight duration, landing, pick up, hotel, start of meeting, ...)
- agree on details
- ask for passport number and expiration date
- answer any questions politely
- inform him / her that you will be sending an e-mail with the details
- greet politely

Student B

- introduce yourself
- decline at least one flight suggestion because you have an important meeting earlier that day
- agree on an alternative suggestion
- answer questions politely
- greet politely



4

Write a business e-mail including the details of the telephone conversation (activity 3). In your e-mail you should

- refer to previous contact
- explain the reason for your e-mail
- give detailed information about the flight arrangements.

Write about 180 words. Use the phrases from the LanguageBox on page 124.



Language in use

Do you feel like using the gerund ...?

1

Have a look at the VocabBooster. Match the verbs in A with the corresponding prepositions in B. Then compare your results with the Trouble-free grammar box below. The first one (0) has been done for you.

VocabBooster

	A	B
	to give	0 for
	to look forward	1 in
	to insist	2 for
	to thank so.	3 on
	to apologise	4 like
	to think	5 to
	to concentrate	6 on
	to feel	7 on
	to succeed	8 of
	to depend	9 0 up

Trouble-free grammar: Gerund I

We use the *gerund (-ing form)* after the following verbs + prepositions/phrasal verbs:

The teenagers **apologised for being** late at the platform.

They **thanked** the ticket collector **for helping** them with the purchase of their tickets.

My dad has **succeeded in operating** the ticket-machine.

Do you **feel like doing** a parachute jump?

The girl is **thinking of going** to Milan for a shopping trip.

The chain has decided to **concentrate on offering** low budget flights.

My mum always **insists on kissing** me good-bye at the airport.

His future **depends on getting** his driver's license.

Last year I **gave up using** public transport without a valid ticket.

I am **looking forward to flying** with an airplane for the first time.

2

Complete the sentences using gerund constructions. Use the phrasal verbs from the VocabBooster and the verbs in brackets. Sometimes there is more than one possibility. The first one (0) has been done for you.

0 I really **look forward to going** to Brazil next summer. (to go)

1 His future career _____ the A-levels. (to pass)

2 Most students prefer to take public transport as they do not _____ on foot. (to go)

3 My parents _____ (to take) me to the airport whenever I go on holiday. They would not allow anyone else to do it.

4 The old railway has been repaired and the members of the community _____ the workers _____ hard. (to work)

5 The flight attendant _____ late at the destination. (to arrive)