



[www.listenact.ca](http://www.listenact.ca)



# Everyday Dialogues

## The Ultimate English Conversation Book



**LISTEN**ACT

# Contents



- 📌 Dialogues between shopkeepers and customers
- 📌 Dialogues between Doctor and Patient
- 📌 Dialogue Conversation Between Mother and Son
- 📌 Dialogue Conversations Between Parents and Children
- 📌 Conversation Between Teachers and Students
- 📌 Conversation Between Friends
- 📌 Conversation Between a Banker and a Customer
- 📌 Conversation Between Driver and Passenger
- 📌 Conversations Between Truck Drivers and Dispatch
- 📌 Conversations at the Border for Truck Drivers Conversation
- 📌 Conversations at the Border for Truck Drivers
- 📌 Conversations at the Restaurant
- 📌 Uber Conversations
- 📌 Conversations Between Staff Members
- 📌 Conversations Between a Robot and a Human in the Future

## Dialogues between shopkeepers and customers

### Grocery Store Conversation



**Customer:** Hello, do you have fresh strawberries today?

**Shopkeeper:** Yes, we just got a fresh batch this morning. They're right over there.

**Customer:** Great! How much are they per box?

**Shopkeeper:** \$4.50 per box. If you buy two, you get one free.

**Customer:** That sounds like a good deal. I'll take three boxes then.

**Shopkeeper:** Sure. Would you like anything else?

**Customer:** No, that'll be all. Can I pay by card?

**Shopkeeper:** Of course. Here's your receipt. Have a great day!

**Customer:** Thanks, you too!

### Clothing Store Conversation

**Customer:** Hi, do you have this shirt in a medium size?

**Shopkeeper:** Let me check... Yes, we have it in medium and large.

**Customer:** Perfect. Can I try it on?

**Shopkeeper:** Absolutely. The fitting rooms are right at the back.

(After trying on the shirt)

**Customer:** It fits well, but do you have it in a different color?

**Shopkeeper:** Yes, it also comes in navy blue and burgundy.

**Customer:** I'll take the navy blue one, please.

**Shopkeeper:** Great choice! That'll be \$25. Would you like a gift bag?

**Customer:** No, thanks. Just the shirt is fine.



## Mobile Store Conversation



**Customer:** Hello, I'm looking for a new phone. Do you have the latest iPhone model?

**Shopkeeper:** Yes, we have the iPhone 15 in stock. Would you like to see it?

**Customer:** Yes, please. What's the price for the 128GB version?

**Shopkeeper:** It's \$899. We also have a trade-in offer if you're upgrading from an older model.

**Customer:** Oh, that's good to know. Do you offer installment plans?

**Shopkeeper:** Yes, you can pay in 12 monthly installments with 0% interest.

**Customer:** That sounds perfect. I'll take the iPhone 15 with the installment plan.

**Shopkeeper:** Excellent choice! Let me process that for you.

## Restaurant/Takeout Conversation

**Customer:** Hi, do you have any vegetarian options? **Shopkeeper:** Yes, we have a veggie burger, a quinoa salad, and a margherita pizza.

**Customer:** I'll have the veggie burger with fries. **Shopkeeper:** Would you like any drinks with that?

**Customer:** Yes, a bottle of water, please.

**Shopkeeper:** Sure. That'll be \$12.50.

**Customer:** Here's \$15. Keep the change.

**Shopkeeper:** Thank you! Enjoy your meal.



## Electronics Store Conversation



**Customer:** Hi, I'm looking for a laptop for graphic design. Do you have any recommendations?

**Shopkeeper:** Yes, we have a few models with high processing power and good graphics cards. Are you looking for a Windows or a Mac?

**Customer:** I prefer Windows.

**Shopkeeper:** In that case, this model with 16GB RAM and an NVIDIA graphics card would be a great choice.

**Customer:** That looks good. Does it come with any warranty?

**Shopkeeper:** Yes, it comes with a one-year manufacturer warranty. You can also add an extended warranty for two more years.

**Customer:** Hmm... I'll take the extended warranty too.

**Shopkeeper:** Good choice! Let me get that ready for you.



## Flower Shop Conversation

**Customer:** Hello, I need a bouquet for my friend's birthday. Can you recommend something?

**Shopkeeper:** Sure! Do you have any particular flowers in mind?

**Customer:** She loves roses and lilies.

**Shopkeeper:** How about a mixed bouquet with pink roses, white lilies, and some baby's breath for contrast?

**Customer:** That sounds perfect! How much will it cost?

**Shopkeeper:** \$35 for the bouquet. Would you like a gift card attached?

**Customer:** Yes, please. Can you write: "Happy Birthday, Lisa! Wishing you a beautiful year ahead"?

**Shopkeeper:** Absolutely. It'll be ready in 10 minutes.

## Bookstore Conversation

**Customer:** Hi, do you have the latest novel by Colleen Hoover?

**Shopkeeper:** Let me check... Yes, we have *Too Late* in stock.

**Customer:** Great! How much is it?

**Shopkeeper:** It's \$18.99. We also have a "Buy 2, Get 1 Free" offer on all fiction books.

**Customer:** Oh, that's tempting. Let me browse for two more books.  
(After browsing)

**Customer:** I'll take these three.

**Shopkeeper:** Excellent choice! That'll be \$37.98 with the offer applied.

**Customer:** Here's my card. Thanks!



## Bakery Conversation

**Customer:** Good morning! Do you have any gluten-free bread?

**Shopkeeper:** Yes, we have gluten-free multigrain and sourdough bread.

**Customer:** I'll take a loaf of the sourdough, please.

**Shopkeeper:** Anything else? We also have gluten-free muffins and cookies.

**Customer:** Oh! I'll take two chocolate muffins as well.

**Shopkeeper:** Sure. That'll be \$12.50.

**Customer:** Here's \$15. Keep the change.

**Shopkeeper:** Thank you! Enjoy your day.



## Shoe Store Conversation



**Customer:** Hi, do you have running shoes in size 9?

**Shopkeeper:** Yes, we do. Do you have a specific brand in mind?

**Customer:** I'm looking for Nike or Adidas.

**Shopkeeper:** We have the latest Nike Air Zoom and Adidas Ultraboost models in size 9.

**Customer:** Let me try both. (After trying them on)

**Customer:** The Nike ones feel more comfortable. I'll take them.

**Shopkeeper:** Great choice! That'll be \$120.

**Customer:** Do you offer any loyalty points?

**Shopkeeper:** Yes! You'll earn 5 points with this purchase.

## Butcher Shop Conversation

**Customer:** Hello, do you have any grass-fed beef?

**Shopkeeper:** Yes, we have grass-fed sirloin and ribeye steaks.

**Customer:** I'll take two ribeye steaks, please.

**Shopkeeper:** Sure. Anything else?

**Customer:** Do you also sell marinated chicken wings?

**Shopkeeper:** Yes, we have honey garlic and spicy buffalo flavors.

**Customer:** I'll take a pound of the spicy buffalo wings.

**Shopkeeper:** Got it. That'll be \$34.75 altogether.

**Customer:** Here's \$35. Keep the change.

**Shopkeeper:** Thanks! Enjoy your meal.



 [Listen to This Chapter](#)

## Exercise 1 – Grocery Store Conversation

### A. Fill in the blanks:

1. The customer asked for fresh \_\_\_\_\_.
2. The price per box of strawberries is \_\_\_\_\_.
3. If you buy two boxes, you get one \_\_\_\_\_.
4. The customer paid by \_\_\_\_\_.
5. The shopkeeper gave a \_\_\_\_\_ at the end.

### B. True or False:

1. The strawberries arrived yesterday.
2. The customer bought three boxes.
3. The offer was "buy one, get one free."
4. The customer paid with cash.
5. The shopkeeper wished the customer a good day.

### C. Short Questions:

1. What fruit did the customer want?
2. How much is one box?
3. How many boxes did the customer buy?
4. What was the special offer?
5. How did the customer pay?

## Exercise 2 – Clothing Store Conversation

### A. Match the following:

1. Fitting rooms are at the
2. The shirt comes in
3. The customer bought the shirt in
4. The shopkeeper offered a
5. The shirt costs

- a) \$25
- b) medium and large
- c) gift bag
- d) navy blue
- e) back of the store

### B. Fill in the blanks:

1. The customer asked for a \_\_\_\_\_ size shirt.
2. The shopkeeper also had \_\_\_\_\_ sizes available.
3. The shirt was available in navy blue and \_\_\_\_\_.
4. The customer did not want a \_\_\_\_\_ bag.
5. The total cost was \_\_\_\_\_.

## Exercise 3 – Mobile Store Conversation

### A. Answer the questions:

1. Which phone was the customer looking for?
2. What was the price of the 128GB version?
3. What special offer did the store have?
4. How many installments could the customer pay in?
5. Did the customer choose to buy the phone?

### B. Fill in the blanks:

1. The latest iPhone model is the \_\_\_\_\_.
2. The store offered a \_\_\_\_\_ plan with 0% interest.
3. The phone cost \_\_\_\_\_ dollars.
4. The customer could trade in an \_\_\_\_\_ model.
5. The final choice was to buy the phone with an \_\_\_\_\_ plan.

## Exercise 4 – Restaurant Conversation

### A. Choose the correct option:

1. The customer wanted a (beef burger / veggie burger / pizza).
2. They also ordered (soda / fries / ice cream).
3. The total bill was (12.50 / 15 / 10).
4. The customer gave (exact change / a tip / no tip).
5. The shopkeeper said (Enjoy your meal / Come back tomorrow / Have a seat).

**B. Fill in the blanks:**

1. The restaurant had three vegetarian options: \_\_\_\_\_, salad, and pizza.
2. The drink the customer chose was a bottle of \_\_\_\_\_.
3. The total was \_\_\_\_\_ dollars.
4. The customer gave \_\_\_\_\_ dollars to the shopkeeper.
5. The shopkeeper said, " \_\_\_\_\_!"

**Exercise 5 - Electronics Store Conversation**

**A. True or False:**

1. The customer wanted a laptop for gaming.
2. The customer preferred Mac.
3. The laptop had 16GB RAM.
4. The warranty was for one year.
5. The customer did not take the extended warranty.

**B. Fill in the blanks:**

1. The customer needed a laptop for \_\_\_\_\_ design.
2. The shopkeeper recommended a model with an NVIDIA \_\_\_\_\_.
3. The warranty lasted for \_\_\_\_\_ year(s).
4. An extended warranty added \_\_\_\_\_ more years.
5. The customer \_\_\_\_\_ the extended warranty.

## Exercise 6 – Flower Shop Conversation

### A. Answer the questions:

1. Who was the bouquet for?
2. Which two flowers did the customer request?
3. How much was the bouquet?
4. What did the shopkeeper suggest adding for contrast?
5. What message was written on the gift card?

### B. Fill in the blanks:

1. The bouquet included pink \_\_\_\_\_ and white \_\_\_\_\_.
2. The total cost was \_\_\_\_\_ dollars.
3. The shopkeeper would prepare it in \_\_\_\_\_ minutes.
4. The customer wanted a \_\_\_\_\_ card.
5. The message started with "Happy \_\_\_\_\_."

## Exercise 7 – Bookstore Conversation

### A. Multiple Choice:

1. Which author's novel did the customer want?
  - o a) J.K. Rowling
  - o b) Colleen Hoover
  - o c) Stephen King
2. How much did the novel cost?
  - o a) \$15
  - o b) \$18.99
  - o c) \$20

3. What special offer was available?

- o a) Buy 1, Get 1 Free
- o b) Buy 2, Get 1 Free
- o c) Buy 3, Pay for 2

**B. Fill in the blanks:**

1. The customer chose \_\_\_\_\_ more books.
2. The final total was \_\_\_\_\_ dollars.
3. The customer paid with a \_\_\_\_\_.
4. The shopkeeper called the choice \_\_\_\_\_.
5. The offer was "Buy 2, \_\_\_\_\_ 1 Free."

**Exercise 8 – Bakery Conversation**

**A. True or False:**

1. The customer wanted gluten-free bread.
2. The bakery only had sourdough bread.
3. The customer also bought muffins.
4. The total was \$12.50.
5. The customer paid with a card.

**B. Fill in the blanks:**

1. The customer asked for \_\_\_\_\_ bread.
2. The shopkeeper offered multigrain and \_\_\_\_\_ options.
3. The customer also bought two \_\_\_\_\_ muffins.
4. The total was \_\_\_\_\_ dollars.
5. The customer gave \_\_\_\_\_ dollars and told the shopkeeper to keep the change.

## Exercise 9 – Shoe Store Conversation

### A. Match the following:

1. Shoe size requested
  2. Brands available
  3. Final choice
  4. Price of shoes
  5. Loyalty points earned
- a) \$120
  - b) Size 9
  - c) Nike
  - d) 5 points
  - e) Nike and Adidas

### B. Fill in the blanks:

1. The customer asked for running shoes in size \_\_\_\_\_.
2. The two brands mentioned were \_\_\_\_\_ and Adidas.
3. The customer chose the \_\_\_\_\_ shoes.
4. The price was \_\_\_\_\_ dollars.
5. The shopkeeper said they would earn \_\_\_\_\_ loyalty points.

## Exercise 10 – Butcher Shop Conversation

### A. Choose the correct answer:

1. The customer wanted (grass-fed beef / pork / lamb).
2. They ordered two (sirloin / ribeye) steaks.
3. The chicken wings flavor they chose was (honey garlic / spicy buffalo / plain).
4. The total cost was (34.75 / 35 / 30).
5. The customer paid with (exact change / card / a tip).

### B. Fill in the blanks:

1. The shop had grass-fed sirloin and \_\_\_\_\_ steaks.
2. The customer bought \_\_\_\_\_ ribeye steaks.
3. The chicken wings were \_\_\_\_\_ buffalo flavor.
4. The total was \_\_\_\_\_ dollars.
5. The customer gave \_\_\_\_\_ dollars and told the shopkeeper to keep the change.

# Shopkeepers and Customers – Answers

## Grocery Store

### Exercise A

1. strawberries
2. \$4.50
3. free
4. card
5. receipt

### Exercise B

1. False
2. True
3. False
4. False
5. True

### Exercise C

1. Strawberries
2. \$4.50
3. Three boxes
4. Buy two, get one free
5. Card

## **Clothing Store**

### **Exercise A**

1. e
2. b
3. d
4. c
5. a

### **Exercise B**

1. medium
2. large
3. black
4. gift
5. \$25

## **Mobile Store**

### **Exercise A**

1. Latest iPhone
2. \$999
3. Trade-in offer
4. 12 installments
5. Yes

### **Exercise B**

1. iPhone
2. installment
3. \$999
4. old
5. installment

## Restaurant

### Exercise A

1. veggie burger
2. fries
3. 12.50
4. exact change
5. Enjoy your meal

### Exercise B

1. veggie burger
2. water
3. 12.50
4. 15
5. Enjoy your meal

## Electronics Store

### Exercise A

1. False
2. False
3. True
4. True
5. False

### Exercise B

1. graphic
2. graphics card
3. 1
4. 2
5. accepted

## Flower Shop

### Exercise A

1. Mother
2. Roses and lilies
3. \$35
4. Baby's breath
5. Happy Birthday

### Exercise B.

1. roses, lilies
2. \$35
3. 15
4. gift
5. Birthday

## Bookstore

### Exercise A

1. b
2. b
3. b

### Exercise B.

1. two
2. \$37.98
3. card
4. great
5. Get

## Exercise 8 - Bakery

### A.

1. True
2. False
3. True
4. True
5. False

### B.

1. gluten-free
2. sourdough
3. blueberry
4. 12.50
5. 15

## Exercise 9 - Shoe Store

### A

1. b
2. e
3. c
4. a
5. d

### B.

1. 9
2. Nike
3. Nike
4. 120
5. 5

## Exercise 10 – Butcher Shop

### A.

1. grass-fed beef
2. ribeye
3. spicy buffalo
4. 34.75
5. card

### B.

1. ribeye
2. two
3. spicy
4. 34.75
5. 40

## Dialogues between Doctor and Patient

### General Check-Up



**Doctor:** Good morning! How are you feeling today?

**Patient:** Good morning, doctor. I'm doing fine, just here for my annual check-up.

**Doctor:** That's great. Let me start by checking your blood pressure and heart rate. (Pauses to check) Everything looks normal. Have you noticed any changes in your health recently?

**Patient:** Not really. I've been exercising regularly and eating healthier.

**Doctor:** That's excellent. Any trouble sleeping or unusual fatigue?

**Patient:** No, my sleep has been pretty consistent.

**Doctor:** Wonderful. I'll run some basic blood tests just to make sure everything is in order. You'll get the results in a few days.

### Flu Symptoms

**Patient:** Hi, Doctor. I've been feeling under the weather for the past few days.

**Doctor:** I'm sorry to hear that. What symptoms have you been experiencing?

**Patient:** I have a sore throat, cough, and body aches. I've also had a mild fever.

**Doctor:** Hmm. Let me check your temperature and throat. (Pauses to examine) Your throat is a bit inflamed, and you have a slight fever. It sounds like you may have the flu.

**Patient:** Oh no. Do I need antibiotics?

**Doctor:** Actually, the flu is caused by a virus, so antibiotics won't help. I'll prescribe some antiviral medication to reduce the severity and duration of symptoms. Also, be sure to rest, stay hydrated, and take over-the-counter medication for fever and aches.



## Follow-up for Chronic Condition (Diabetes)



**Doctor:** Hello, Mr. Thompson. How have you been managing your blood sugar levels?

**Patient:** Hello, doctor. My levels have been a bit high lately, especially after meals.

**Doctor:** I see. Are you sticking to your dietary plan and taking your medication regularly?

**Patient:** Yes, but I've been under a lot of stress at work, and it's been hard to maintain my routine.

**Doctor:** That's understandable. Stress can impact blood sugar levels. I'll refer you to a nutritionist who can help you create a more flexible meal plan. In the meantime, try to include some relaxation techniques like deep breathing or yoga.

**Patient:** That sounds helpful. Thank you.

## Pediatric Visit



**Doctor:** Hi there, buddy! How are you feeling today?

**Child:** (Shy) Not good. My tummy hurts.

**Parent:** He's been complaining of stomach pain since last night.

**Doctor:** I see. (Smiling) Can you show me where it hurts?

**Child:** (Points to lower right side)

**Doctor:** Hmm. I'll gently press here, let me know if it hurts, okay?

**Child:** Ouch!

**Doctor:** Okay, I'm going to run a few tests. It could be appendicitis, but we'll confirm with an ultrasound.

## Anxiety and Mental Health



**Doctor:** Good morning. What brings you in today?

**Patient:** Morning, doctor. I've been feeling really anxious lately. My heart races, and I sometimes feel short of breath, even when I'm just sitting still.

**Doctor:** That sounds difficult. How long have you been experiencing this?

**Patient:** For a few months now. It's been affecting my sleep and concentration.

**Doctor:** I understand. Anxiety can manifest physically and emotionally. I'll refer you to a mental health specialist for therapy, and we can discuss whether medication might help. In the meantime, I recommend practicing relaxation techniques like deep breathing or mindfulness.

**Patient:** Thank you, doctor. That sounds helpful.

## Skin Rash

**Patient:** Hi, Doctor. I have this itchy rash on my arm that won't go away.

**Doctor:** Let me take a look. (Examines the rash) Hmm. Have you come into contact with any new soaps, detergents, or plants?

**Patient:** No, nothing new. It started about a week ago and has been spreading.

**Doctor:** It appears to be eczema or possibly an allergic reaction. I'll prescribe a topical steroid cream and an antihistamine to reduce the itching. Try to avoid scratching it to prevent infection.

**Patient:** Got it. Thank you.



## Pregnancy Consultation



**Doctor:** Hello, Mrs. Carter. How are you feeling today?

**Patient:** Hello, Doctor. I'm feeling pretty good, but I've been having some mild back pain.

**Doctor:** That's quite common during pregnancy. How far along are you now?

**Patient:** I'm 24 weeks.

**Doctor:** Ah, right in the second trimester. The back pain is likely due to the growing baby putting pressure on your spine. I recommend gentle prenatal stretches and sleeping with a pillow between your knees for support.

**Patient:** That's helpful. Thank you!



## Chest Pain Complaint

**Patient:** Doctor, I've been having chest pain on and off for the past few days.

**Doctor:** That sounds concerning. Is the pain sharp, dull, or tight?

**Patient:** It feels like a tight pressure, especially when I'm walking.

**Doctor:** Do you experience shortness of breath or dizziness with the pain?

**Patient:** Yes, sometimes.

**Doctor:** I'm going to run an ECG and some blood tests to check your heart. Chest pain can be serious, so I want to rule out any cardiac issues. If needed, we'll consult with a cardiologist.



## Joint Pain



**Patient:** Good afternoon, Doctor. My knees have been aching a lot, especially when I climb stairs.

**Doctor:** I'm sorry to hear that. How long has this been happening?

**Patient:** For a few months now. It's gradually getting worse.

**Doctor:** Do you have any swelling or stiffness in the morning?

**Patient:** Yes, my knees feel stiff for about 30 minutes when I wake up.

**Doctor:** That could be a sign of osteoarthritis. I'll order some X-rays and blood tests to confirm. In the meantime, try gentle exercises like swimming or cycling, and I'll prescribe an anti-inflammatory medication.



## Insomnia Issue

**Patient:** Doctor, I've been struggling to sleep for the past few weeks.

**Doctor:** I'm sorry to hear that. Are you having trouble falling asleep, staying asleep, or both?

**Patient:** Both. I keep waking up in the middle of the night and can't fall back asleep.

**Doctor:** Do you consume caffeine or use screens before bed?

**Patient:** Yes, I tend to scroll on my phone before sleeping.

**Doctor:** That could be affecting your sleep. Try limiting screen time an hour before bed, and consider a bedtime routine with relaxation exercises. If it persists, we can explore sleep studies or medication options.

 [Listen to This Chapter](#)

## Exercises: Doctor-Patient Dialogues

### Conversation 1: General Check-Up

1. Why did the patient visit the doctor?
2. What did the doctor check first?
3. What were the results of the blood pressure and heart rate check?
4. Has the patient noticed any changes in their health recently?
5. What two healthy habits does the patient mention?
6. Did the patient report trouble sleeping?
7. What will the doctor do to make sure everything is okay?
8. When will the patient receive the blood test results?
9. True or False: The patient came in because of a serious illness.
10. Fill in the blank: The doctor will run some \_\_\_\_\_ tests.

### Conversation 2: Flu Symptoms

1. How long has the patient been feeling unwell?
2. List three symptoms the patient has.
3. What did the doctor observe about the patient's throat?
4. What illness does the doctor suspect?
5. Does the doctor prescribe antibiotics?
6. What type of medication does the doctor prescribe instead?
7. Name two things the patient should do to feel better.
8. True or False: The flu is caused by bacteria.
9. Fill in the blank: The doctor tells the patient to stay \_\_\_\_\_ and take over-the-counter medicine.
10. Why won't antibiotics help in this case?

### Conversation 3: Chronic Condition (Diabetes)

1. What condition does the patient have?
2. How have the patient's blood sugar levels been recently?
3. Is the patient following their diet and medication plan?
4. What problem has made it hard for the patient to maintain a routine?
5. How can stress affect blood sugar levels?
6. Who does the doctor refer the patient to for help?
7. What two relaxation techniques does the doctor suggest?
8. Fill in the blank: The doctor will help create a more \_\_\_\_\_ meal plan.
9. True or False: The patient's stress is related to family issues.
10. Why is it important for the patient to manage stress?

### Conversation 4: Pediatric Visit

1. Who is the patient in this conversation?
2. What is the child's main complaint?
3. When did the stomach pain begin?
4. Where does the child point to when showing the pain?
5. What does the doctor do to check the pain?
6. What is the possible diagnosis?
7. What test will confirm the diagnosis?
8. True or False: The doctor is sure it's just a minor issue.
9. Fill in the blank: The doctor plans to run a few \_\_\_\_\_ to find out what's wrong.
10. Who came with the child to the appointment?

## Conversation 5: Anxiety and Mental Health

1. What symptoms is the patient experiencing?
2. How long has the patient been feeling this way?
3. What two things has anxiety been affecting for the patient?
4. Does the doctor dismiss the patient's concerns?
5. Who will the doctor refer the patient to?
6. What are two possible treatment options mentioned?
7. Name one relaxation technique the doctor suggests.
8. True or False: The patient's problem is only physical.
9. Fill in the blank: The patient's heart sometimes \_\_\_\_\_ even when sitting still.
10. Why is it important to address anxiety early?

## Conversation 6: Skin Rash

1. Where is the patient's rash located?
2. How long has the rash been present?
3. Has the patient used any new soaps or detergents recently?
4. What does the doctor think the rash might be?
5. What two treatments does the doctor prescribe?
6. What should the patient avoid doing to prevent infection?
7. Fill in the blank: The doctor prescribed a topical \_\_\_\_\_ cream.
8. True or False: The rash started spreading yesterday.
9. Why does the doctor ask about soaps or detergents?
10. What kind of reaction could the rash be caused by?

## Conversation 7: Pregnancy Consultation

1. How far along is the patient in her pregnancy?
2. What symptom does she report to the doctor?
3. Why does the doctor say this symptom is common?
4. What trimester is the patient in?
5. What does the doctor recommend for support while sleeping?
6. Name one type of exercise or stretch that may help.
7. True or False: Back pain during pregnancy is always dangerous.
8. Fill in the blank: The patient is in her \_\_\_\_\_ trimester.
9. What causes back pain in pregnancy according to the doctor?
10. How does the patient respond to the advice?

## Conversation 8: Chest Pain Complaint

1. How long has the patient been having chest pain?
2. Describe the type of pain the patient feels.
3. What activity makes the pain worse?
4. What other symptoms does the patient experience?
5. What two tests does the doctor want to run?
6. Why does the doctor take the pain seriously?
7. True or False: The doctor is sure it's just muscle pain.
8. Fill in the blank: The doctor will consult with a \_\_\_\_\_ if needed.
9. What condition is the doctor most concerned about?
10. Why is chest pain considered urgent?

## Conversation 9: Joint Pain

1. Which body part is causing the patient pain?
2. How long has the pain been occurring?
3. When does the pain get worse?
4. How long does the stiffness last in the morning?
5. What condition does the doctor suspect?
6. What two tests will the doctor order?
7. Name two activities the doctor recommends for gentle exercise.
8. True or False: The doctor prescribed an antibiotic.
9. Fill in the blank: The patient's knees feel \_\_\_\_\_ when climbing stairs.
10. Why is exercise recommended for joint pain?

## Conversation 10: Insomnia Issue

1. How long has the patient been struggling to sleep?
2. Does the patient have trouble falling asleep, staying asleep, or both?
3. What habit before bed could be affecting sleep?
4. What does the doctor recommend limiting before bedtime?
5. What type of routine does the doctor suggest starting?
6. What additional steps might be considered if the problem continues?
7. Fill in the blank: The patient keeps \_\_\_\_\_ up in the middle of the night.
8. True or False: Caffeine has no effect on sleep.
9. Why might using a phone before bed cause problems?
10. What kind of study might the doctor suggest for sleep problems?

## Doctor and Patient - Answers

### Conversation 1: General Check-Up

1. Routine check-up
2. Blood pressure and heart rate
3. Normal
4. No
5. Exercise and eating healthy
6. No
7. Run some tests
8. Two days
9. False
10. blood

### Conversation 2: Flu Symptoms

1. Three days
2. Fever, cough, sore throat
3. Red and swollen
4. Flu
5. No
6. Cold and flu medicine
7. Rest and drink fluids
8. False
9. hydrated
10. Flu is caused by a virus

### **Conversation 3: Chronic Condition (Diabetes)**

1. Diabetes
2. High
3. Yes
4. Stress at work
5. Raises blood sugar
6. Nutritionist
7. Deep breathing, meditation
8. balanced
9. False
10. Keeps blood sugar stable

### **Conversation 4: Pediatric Visit**

1. A child
2. Stomach pain
3. Last night
4. Lower right abdomen
5. Presses on stomach
6. Appendicitis
7. Ultrasound
8. False
9. tests
10. Mother

### **Conversation 5: Anxiety and Mental Health**

1. Fast heartbeat, worry, trouble sleeping
2. Two months
3. Work and relationships
4. No
5. Therapist
6. Therapy, medication
7. Deep breathing
8. False
9. races
10. To prevent worsening

### **Conversation 6: Skin Rash**

1. Arm
2. One week
3. Yes
4. Allergic reaction
5. Cream and antihistamine
6. Scratching
7. steroid
8. False
9. To check for allergies
10. Allergic reaction

### **Conversation 7: Pregnancy Consultation**

1. 22 weeks
2. Back pain
3. Weight gain and posture changes
4. Second trimester
5. Pillow
6. Prenatal yoga
7. False
8. second
9. Weight gain and posture changes
10. Relieved

### **Conversation 8: Chest Pain Complaint**

1. Two days
2. Sharp
3. Walking uphill
4. Shortness of breath
5. ECG and blood test
6. Could be serious
7. False
8. cardiologist
9. Heart problem
10. Could be life-threatening

### **Conversation 9: Joint Pain**

1. Knees
2. Three months
3. Morning and climbing stairs
4. 30 minutes
5. Arthritis
6. Blood test, X-ray
7. Walking, swimming
8. False
9. hurt
10. Keeps joints flexible

### **Conversation 10: Insomnia Issue**

1. Two weeks
2. Both
3. Using phone
4. Caffeine
5. Bedtime routine
6. Sleep study
7. waking
8. False
9. Blue light keeps brain active
10. Sleep study

## Dialogue Conversation Between Mother and Son

### Discussing Homework

**Son:** Mom, can I play outside for a bit?

**Mother:** Have you finished your homework?

**Son:** Umm... not yet. I'll do it later.

**Mother:** No, you need to finish it first. Playing can wait.

**Son:** But, Mom, all my friends are already playing!

**Mother:** Your homework is more important. Once you're done, you can play as long as you want.

**Son:** Ugh, fine... I'll finish it now.



### Healthy Eating Discussion

**Mother:** Why didn't you finish your lunch today?

**Son:** I didn't like the vegetables. They tasted weird.

**Mother:** But they're good for you. You need vitamins to stay healthy.

**Son:** Can't I just have pizza or fries instead?

**Mother:** Not every day. Junk food is unhealthy. How about some fruits with honey later?

**Son:** Hmm... okay, that sounds better!



### Preparing for an Exam

**Mother:** Are you ready for your exam tomorrow?

**Son:** Not really... I still have a lot to revise.

**Mother:** Why didn't you start studying earlier?

**Son:** I thought I had plenty of time.

**Mother:** You need to manage your time better. Let me help you revise.

**Son:** Thanks, Mom. You're the best!



## Asking for a New Toy

**Son:** Mom, can I get a new toy car?

**Mother:** But you already have so many cars!

**Son:** But this one is remote-controlled. Please!

**Mother:** Hmm... if you do all your chores this week, I'll consider it.

**Son:** Deal! I'll be super helpful, I promise.

**Mother:** Let's see if you keep your word!



## Bedtime Routine

**Mother:** It's time for bed, sweetie.

**Son:** Just five more minutes, Mom. Please?

**Mother:** Nope. You have school tomorrow.

**Son:** But I'm not sleepy yet.

**Mother:** Let me read you a bedtime story.

**Son:** Yay! Can you read my favorite one?

**Mother:** Of course. Now, under the covers!



## Waking Up for School

**Mother:** Wake up, sweetheart! It's time for school.

**Son:** (Groaning) Just five more minutes, Mom...

**Mother:** You said that ten minutes ago! You'll be late.

**Son:** But I'm soooo sleepy...

**Mother:** Come on, if you get up now, I'll make your favorite pancakes.

**Son:** (Jumping out of bed) Pancakes?! I'm up!



## Son's First Day at a New School

**Mother:** How was your first day at the new school?

**Son:** It was okay... but I miss my old friends.

**Mother:** That's natural, but you'll make new friends soon.

**Son:** I hope so. I was a little nervous.

**Mother:** I'm so proud of you for being brave. You'll settle in quickly.

**Son:** Thanks, Mom. You always make me feel better.



## Mother Teaching Son Manners

**Mother:** Sweetheart, did you say "thank you" to Aunt Rita for the gift?

**Son:** Oh... I forgot.

**Mother:** It's important to be polite and show gratitude.

**Son:** Okay, I'll call her and thank her properly.

**Mother:** That's my boy! Always remember, good manners go a long way.

**Son:** Got it, Mom!



## Son Asking for a Pet

**Son:** Mom, can we get a puppy? Please!

**Mother:** A puppy? That's a big responsibility.

**Son:** I'll take care of it, I promise!

**Mother:** Hmm... you need to prove that you're responsible first.

**Son:** How?

**Mother:** Help with household chores for a month, and then we'll talk.

**Son:** Deal! I'll be the best helper ever!



## Discussing Screen Time

**Mother:** You've been on your phone for hours!

**Son:** But I'm just watching funny videos.

**Mother:** Too much screen time is bad for your eyes.

**Son:** But I'm bored. What else can I do?

**Mother:** How about a board game or a puzzle?

**Son:** Hmm... okay, that sounds fun. Let's play together!



 Listen to This Chapter

## Exercises: Mother and Son Dialogues

### Dialogue 1: Discussing Homework

#### A. Comprehension Questions

1. What does the son want to do at the beginning of the conversation?
2. What does the mother ask him to do first?
3. Why does the son not want to do homework right away?
4. What condition does the mother give him before playing?
5. How does the son feel about it?

#### B. True or False

1. The mother says playing is more important than homework.
2. The son agrees to do his homework before playing.
3. The conversation happens in the morning.

#### C. Fill in the Blank

1. The son wants to \_\_\_\_\_ outside.
2. The mother says, "Your \_\_\_\_\_ is more important."

### Dialogue 2: Healthy Eating Discussion

#### A. Comprehension Questions

1. Why didn't the son finish his lunch?
2. What does the mother say vegetables are good for?
3. What unhealthy foods does the son want instead?
4. What healthy alternative does the mother offer?
5. How does the son react to the idea of fruits with honey?

**B. Match the words with their meanings:**

1. Vitamins
  2. Junk food
  3. Healthy
- a. Good for your body and growth
  - b. Nutrients needed by the body
  - c. Food that is tasty but bad for health

**C. Fill in the Blank**

1. Vegetables give you \_\_\_\_\_ to stay healthy.
2. \_\_\_\_\_ food is unhealthy if eaten every day.

**Dialogue 3: Preparing for an Exam**

**A. Short Answer**

1. When is the son's exam?
2. Why isn't he ready yet?
3. What mistake did he make in managing his time?
4. What does the mother offer to do to help?
5. How does the son feel at the end?

**B. True or False**

1. The exam is next week.
2. The mother blames the son without offering help.
3. The son thanks his mom for her support.

**C. Fill in the Blank**

1. The mother says, "You need to \_\_\_\_\_ your time better."
2. The son says, "Thanks, Mom. You're the \_\_\_\_\_!"

## Dialogue 4: Asking for a New Toy

### A. Comprehension Questions

1. What kind of toy does the son want?
2. Why does the mother hesitate?
3. What condition does she set for buying the toy?
4. How does the son respond to the condition?
5. What does the mother say at the end?

### B. True or False

1. The son already has many toy cars.
2. The new toy is a puzzle.
3. The mother says she will definitely buy the toy.

### C. Fill in the Blank

1. The toy car is \_\_\_\_\_-controlled.
2. The son promises to be super \_\_\_\_\_.

## Dialogue 5: Bedtime Routine

### A. Comprehension Questions

1. Why does the mother want the son to go to bed?
2. What excuse does the son give?
3. How does the mother make bedtime more fun?
4. What kind of story does the son want to hear?
5. What does the mother say about school?

### B. Fill in the Blank

1. The son says, "Just five more \_\_\_\_\_, Mom."
2. The mother says, "You have \_\_\_\_\_ tomorrow."

### C. Short Writing

8. Write two sentences about your bedtime routine.

## Dialogue 6: Waking Up for School

### A. Comprehension Questions

1. Why is the mother trying to wake up the son?
2. How does the son react at first?
3. What special breakfast does the mother promise?
4. What does the son do when he hears about the breakfast?
5. Why is the mother in a hurry?

### B. Fill in the Blank

1. The son says he is still \_\_\_\_\_.
2. The mother says, "You'll be \_\_\_\_\_ for school."

### C. True or False

1. The son gets up quickly the first time his mother calls him.
2. The breakfast that motivates him is pancakes.

## Dialogue 7: Son's First Day at a New School

### A. Comprehension Questions

1. How does the son feel about his first day?
2. What does he miss about his old school?
3. What does the mother say about making friends?
4. How does the mother describe her son's behavior?
5. What does the son say about his mom at the end?

### B. True or False

1. The son immediately made new friends.
2. The mother encourages the son to be brave.
3. The son says his mother makes him feel better.

### C. Fill in the Blank

1. The son says, "I miss my old \_\_\_\_\_."
2. The mother says, "You'll make new \_\_\_\_\_ soon."

## Dialogue 8: Mother Teaching Son Manners

### A. Comprehension Questions

1. Who gave the son a gift?
2. What did the son forget to do?
3. Why is saying "thank you" important?
4. What does the son decide to do about it?
5. What advice does the mother give at the end?

### B. Matching

Match the words to their meanings:

- Polite
  - Gratitude
  - Forget
- a. To not remember
  - b. Showing good manners
  - c. Being thankful

### C. Fill in the Blank

The mother says, "It's important to show \_\_\_\_\_."

The son says, "I'll \_\_\_\_\_ her and thank her properly."

## Dialogue 7: Son's First Day at a New School

### A. Comprehension Questions

1. How does the son feel about his first day?
2. What does he miss about his old school?
3. What does the mother say about making friends?
4. How does the mother describe her son's behavior?
5. What does the son say about his mom at the end?

### B. True or False

1. The son immediately made new friends.
2. The mother encourages the son to be brave.
3. The son says his mother makes him feel better.

### C. Fill in the Blank

1. The son says, "I miss my old \_\_\_\_\_."
2. The mother says, "You'll make new \_\_\_\_\_ soon."

### C. Fill in the Blank

1. The mother says, "Help with household \_\_\_\_\_ for a month."
2. The son says, "I'll be the best \_\_\_\_\_ ever!"

## Dialogue 10: Discussing Screen Time

### A. Comprehension Questions

1. What device has the son been using for hours?
2. What type of videos is he watching?
3. What does the mother say about too much screen time?
4. What alternative activities does she suggest?
5. How does the son respond at the end?

### B. Matching

#### Match the activities with their descriptions:

1. Board game
  2. Puzzle
  3. Funny videos
- a. Something that helps you laugh
  - b. A game with pieces played on a board
  - c. A challenge to solve by thinking

### C. Fill in the Blank

1. The mother says, "Too much screen time is bad for your \_\_\_\_\_."
2. The son says, "Let's play \_\_\_\_\_ together!"

## Bonus Writing Activities

1. Write a short paragraph about why it is important to do homework before playing.
2. Imagine you are the son in Dialogue 7. Write about how you felt on your first day at a new school.
3. Write a list of three rules for keeping screen time healthy.
4. Describe what you would do to prove you are ready for a pet.
5. Write a bedtime story in three sentences that a mother could read to her child.

## Mother and Son Dialogues – Answers

### Dialogue 1: Discussing Homework

#### A

1. Play outside
2. Do homework
3. He is tired
4. Homework first, then play
5. Disappointed

#### B.

1. False
2. True
3. False

#### C

1. 010

### Dialogue 2: Healthy Eating Discussion

#### A

1. Didn't like vegetables
2. Good for health
3. Candy and chips
4. Fruits with honey
5. Happy

#### B

- Vitamins - b
- Junk food - c
- Healthy - a

#### C

vitamins  
Junk

### Dialogue 3: Preparing for an Exam

#### A.

1. Tomorrow
2. He didn't study enough
3. Wasted time playing
4. Help him study
5. Relieved

#### B.

1. False
2. False
3. True

#### C.

1. manage
2. best

### Dialogue 4: Asking for a New Toy

#### A.

1. Remote-controlled car
2. Already has many toys
3. Be well-behaved
4. Agrees happily
5. She will see if he keeps his promise

#### B.

1. True
2. False
3. False

#### C

1. remote
2. good

## Dialogue 5: Bedtime Routine

### A

1. It's late, school tomorrow
2. Wants to stay up five more minutes
3. Offer to read a story
4. Funny story
5. School is important

### B

1. minutes
2. school

### C (Example)

1. I brush my teeth. Then I read a book before sleeping.

## Dialogue 6: Waking Up for School

### A

1. It's time for school
2. He wants to sleep more
3. Pancakes
4. Wakes up quickly
5. They are running late

### B

1. sleepy
2. late

### C

1. False
2. True

## **Dialogue 7: Son's First Day at a New School**

### **A**

1. Nervous
2. Old friends
3. Be friendly and talk to others
4. Brave and kind
5. Loves his mom

### **B**

1. False
2. True
3. True

### **C**

1. friends
2. friends

## **Dialogue 8: Mother Teaching Son Manners**

### **A**

1. Aunt
2. Forgot to say thank you
3. Shows respect and gratitude
4. Call and thank her
5. Always be polite

### **B**

1. Polite - b
2. Gratitude - c
3. Forget - a

### **C**

1. gratitude
2. call

## Dialogue 9: Son Asking for a Pet

### A

1. Puppy
2. Responsibility
3. Feed, walk, and care for it
4. Help with chores for a month
5. Agrees to the deal

### B

1. False
2. True
3. False

### C

1. chores
2. owner

## Dialogue 10: Discussing Screen Time

### A

1. Tablet
2. Funny videos
3. Bad for eyes and health
4. Puzzle or board game
5. Agrees to play a game

### B

1. Board game - b
2. Puzzle - c
3. Funny videos - a

### C

1. eyes
2. puzzle

## Dialogue Conversations Between Parents and Children

### Homework Discussion



**Child:** (sighs) Mom, I'm tired. Can I finish my homework later?

**Mother:** You've been putting it off all evening. It's better to finish it now, so you can relax afterward.

**Child:** But I just want to play for a bit.

**Mother:** You can play once your homework is done. That way, you won't have to worry about it later.

**Child:** Hmm... okay, I'll finish it first.

### Morning Routine



**Father:** Good morning, sleepyhead! Time to get up.

**Child:** (groans) Five more minutes, please!

**Father:** You said that ten minutes ago. You'll be late for school.

**Child:** Ugh... fine. (gets up slowly)

**Father:** That's my champ! Now, go brush your teeth and get ready.

### Discussing Screen Time



**Mother:** You've been on your tablet for over two hours now. Time to take a break.

**Child:** But I'm playing my favorite game! Just ten more minutes?

**Mother:** You promised you would stop after dinner. It's time to rest your eyes.

**Child:** Okay... but can I play again tomorrow?

**Mother:** Of course, but only after you've finished your homework.

## Planning a Family Outing



**Child:** Dad, can we go to the amusement park this weekend?

**Father:** Hmm... that sounds fun! But what about your cricket practice on Saturday?

**Child:** Oh! I forgot about that. Can we go on Sunday then?

**Father:** Sure! Let's make it a family day out. We'll leave early and spend the whole day there.

**Child:** Yay! I can't wait!

## Talking About Feelings

**Mother:** You seem quiet today. Is everything okay?

**Child:** I didn't do well on my math test. I feel really bad.

**Mother:** Oh, sweetheart. It's okay to make mistakes. Did you understand where you went wrong?

**Child:** Yeah, I forgot some formulas.

**Mother:** That's alright. We'll practice together and you'll do better next time.

**Child:** Thanks, Mom. That makes me feel better.



## Bedtime Struggle

**Mother:** It's bedtime, honey. Let's get you tucked in.

**Child:** But, Mom! I'm not sleepy yet. Can I watch one more cartoon?

**Mother:** No, sweetie. It's already late. You need your sleep to feel fresh tomorrow.

**Child:** But I'm not tired.

**Mother:** How about I read you a story? You'll fall asleep before you know it.

**Child:** Hmm... okay, but a long one!

**Mother:** Deal! Now, hop into bed.



## Sibling Conflict

**Father:** What's going on here? Why are you two arguing?

**Child 1:** She took my coloring book without asking!

**Child 2:** I just wanted to color one page.

**Father:** You both need to share and be kind to each other.

**Child 1:** But she always takes my things!

**Father:** Next time, ask for permission. And you, be generous with your sister. Deal?

**Child 1 & 2:** (reluctantly) Okay...



## Teaching Responsibility

**Mother:** Did you clean your room like I asked?

**Child:** Umm... not yet. I'll do it later.

**Mother:** You've been saying that all day. Keeping your space tidy is your responsibility.

**Child:** But it's so boring!

**Mother:** I'll help you, and we'll turn it into a game. Let's see who can put away more toys!

**Child:** Ooh! That sounds fun!



## Encouraging Healthy Eating

**Father:** Finish your vegetables before leaving the table.

**Child:** But I don't like broccoli!

**Father:** I know it's not your favorite, but it makes you strong and healthy.

**Child:** Can I have dessert if I eat it all?

**Father:** Hmm... okay, deal! But only if you eat every bite.

**Child:** (grins) You've got a deal!

## Preparing for an Exam

**Mother:** How is your exam preparation going?

**Child:** It's so hard, Mom. I don't understand some questions.

**Mother:** That's okay! Let's go over them together.

**Child:** Really? You'll help me?

**Mother:** Of course! I'll explain it step by step. You'll get it in no time.

**Child:** Thanks, Mom! You're the best!



Listen to This Chapter

## Exercises: Parents and Children Dialogues

### Dialogue 1: Homework Discussion

#### A. Comprehension Questions

1. Why does the child want to delay doing homework?
2. What reason does the mother give for finishing homework now?
3. What does the child want to do instead of homework?
4. What promise does the mother make once homework is done?
5. How does the child respond at the end?

#### B. Fill in the Blanks

1. The mother says, "You've been \_\_\_\_\_ it off all evening."
2. The child says, "I just want to \_\_\_\_\_ for a bit."

#### C. True or False

1. The child finishes homework first and then plays.
2. The mother thinks it's okay to play before homework.

### Dialogue 2: Morning Routine

#### A. Comprehension Questions

1. Who wakes the child up in the morning?
2. What excuse does the child give for staying in bed?
3. Why does the father insist the child gets up quickly?
4. What compliment does the father give after the child gets up?
5. What is the first thing the child needs to do after getting up?

#### B. Fill in the Blanks

1. The father says, "Time to get \_\_\_\_\_."
2. The child says, "Five more \_\_\_\_\_, please!"

### C. True or False

1. The father allows the child to sleep ten more minutes.
2. The child slowly gets up after the father reminds them.

### Dialogue 3: Discussing Screen Time

#### A. Comprehension Questions

1. What device is the child using?
2. How long has the child been using it?
3. What promise did the child make about stopping?
4. Why does the mother say it's time to stop?
5. Under what condition can the child play again tomorrow?

#### B. Fill in the Blanks

1. The child is playing their favorite \_\_\_\_\_.
2. The mother says, "It's time to rest your \_\_\_\_\_."

#### C. Matching

Match the rule to the reason:

1. Stop after dinner
  2. Rest your eyes
  3. Finish homework first
- a. Keeps your vision healthy
  - b. Helps you focus on studies
  - c. Keeps playtime under control

### Dialogue 4: Planning a Family Outing

#### A. Comprehension Questions

1. Where does the child want to go for the weekend?
2. Why can't they go on Saturday?

1. What alternative day does the child suggest?
2. What time will the family leave on Sunday?
3. How does the child feel about the plan?

### **B. Fill in the Blanks**

1. The father says, "That sounds \_\_\_\_\_!"
2. The child says, "Yay! I can't \_\_\_\_\_!"

### **C. True or False**

1. The outing is planned for Sunday.
2. The child completely forgot about cricket practice.

## **Dialogue 5: Talking About Feelings**

### **A. Comprehension Questions**

1. Why is the child upset?
2. How does the mother react to the child's feelings?
3. What mistake did the child make on the math test?
4. What solution does the mother suggest?
5. How does the child feel after talking to the mother?

### **B. Fill in the Blanks**

1. The mother says, "It's okay to make \_\_\_\_\_."
2. The child says, "Thanks, Mom. That makes me feel \_\_\_\_\_."

### **C. True or False**

1. The child did well on the math test.
2. The mother offers to practice with the child.

## Dialogue 6: Bedtime Struggles

### A. Comprehension Questions

1. Why doesn't the child want to go to bed?
2. What does the child ask to do instead of sleeping?
3. Why does the mother say it's important to sleep early?
4. What does the mother offer to do to help the child sleep?
5. How does the child respond to the offer?

### B. Fill in the Blanks

1. The child says, "Can I watch one more \_\_\_\_\_?"
2. The mother says, "You need your \_\_\_\_\_ to feel fresh tomorrow."

### C. True or False

1. The mother reads a story to help the child fall asleep.
2. The child is excited about bedtime at the start.

## Dialogue 7: Sibling Conflict

### A. Comprehension Questions

1. What are the siblings arguing about?
2. What does Child 2 want to do with the coloring book?
3. What advice does the father give both children?
4. What rule does the father set for next time?
5. How do both children respond at the end?

### B. Fill in the Blanks

1. The father says, "You both need to \_\_\_\_\_ and be kind."
2. Child 1 says, "She always takes my \_\_\_\_\_!"

### **C. True or False**

1. The father ignores the fight.
2. Child 1 reluctantly agrees to the deal.

## **Dialogue 8: Teaching Responsibility**

### **A. Comprehension Questions**

1. What task did the mother ask the child to do?
2. Why hasn't the child done it yet?
3. What reason does the mother give for cleaning up?
4. How does the mother make the task more fun?
5. How does the child react to the new idea?

### **B. Fill in the Blanks**

1. The mother says, "Keeping your space \_\_\_\_\_ is your responsibility."
2. The game involves putting away more \_\_\_\_\_.

### **C. True or False**

1. The child thinks cleaning the room is fun from the start.
2. The mother offers to help and turn it into a game.

## **Dialogue 9: Encouraging Healthy Eating**

### **A. Comprehension Questions**

1. What food does the child not like?
2. What reason does the father give for eating it?
3. What does the child ask for in exchange for eating the food?
4. What condition does the father set for dessert?
5. How does the child feel about the deal?

### **C. True or False**

1. The father ignores the fight.
2. Child 1 reluctantly agrees to the deal.

## **Dialogue 8: Teaching Responsibility**

### **A. Comprehension Questions**

1. What task did the mother ask the child to do?
2. Why hasn't the child done it yet?
3. What reason does the mother give for cleaning up?
4. How does the mother make the task more fun?
5. How does the child react to the new idea?

### **B. Fill in the Blanks**

1. The mother says, "Keeping your space \_\_\_\_\_ is your responsibility."
2. The game involves putting away more \_\_\_\_\_.

### **C. True or False**

1. The child thinks cleaning the room is fun from the start.
2. The mother offers to help and turn it into a game.

## **Dialogue 9: Encouraging Healthy Eating**

### **A. Comprehension Questions**

1. What food does the child not like?
2. What reason does the father give for eating it?
3. What does the child ask for in exchange for eating the food?
4. What condition does the father set for dessert?
5. How does the child feel about the deal?

## B. Fill in the Blanks

1. The father says, "It makes you \_\_\_\_\_ and healthy."
2. The child says, "You've got a \_\_\_\_\_!"

## C. Matching

Match the item to its category:

1. Broccoli
  2. Dessert
  3. Strong and healthy
- a. A result of eating well
  - b. Sweet treat after meals
  - c. Green vegetable

## Dialogue 10: Preparing for an Exam

### A. Comprehension Questions

1. Why does the child find exam preparation hard?
2. How does the mother respond to this problem?
3. What promise does the mother make about helping?
4. What method will she use to explain the questions?
5. How does the child feel about his mother's support?

### B. Fill in the Blanks

1. The mother says, "I'll explain it step by \_\_\_\_\_."
2. The child says, "You're the \_\_\_\_\_!"

### C. True or False

1. The mother refuses to help the child.
2. The child is relieved when the mother offers help.

## Parents and Children – Answers

### Dialogue 1: Homework Discussion

#### A.

1. Tired
2. Homework done early means free time later
3. Play
4. Can play after homework
5. Agrees

#### B.

1. putting
2. play

#### C.

1. True
2. False

### Dialogue 2: Morning Routine

#### A.

1. Father
2. Still sleepy
3. Need to get ready for school
4. "Good job"
5. Brush teeth

#### B.

1. up
2. minutes

#### C.

1. False
2. True

### Dialogue 3: Discussing Screen Time

#### A.

1. Video game
2. Two hours
3. Stop after dinner
4. Time to rest eyes and do homework
5. Finish homework first

#### B.

1. game
2. eyes

#### C.

1. Stop after dinner - c
2. Rest your eyes - a
3. Finish homework first - b

### Dialogue 4: Planning a Family Outing

#### A.

1. Zoo
2. Cricket practice
3. Sunday
4. 9 AM
5. Excited

#### B.

1. fun
2. wait

#### C.

1. True
2. False

## Dialogue 5: Talking About Feelings

### A.

1. Bad math test score
2. Comforts and encourages
3. Added wrong numbers
4. Practice together
5. Better

### B.

1. mistakes
2. better

### C.

1. False
2. True

## Dialogue 6: Bedtime Struggles

### A.

1. Wants to watch TV
2. Watch one more show
3. School tomorrow
4. Read a bedtime story
5. Happy

### B.

1. show
2. sleep

### C.

1. True
2. False

## Dialogue 7: Sibling Conflict

### A.

1. Coloring book
2. Use it next
3. Share and take turns
4. Take turns next time
5. Agree

### B.

1. share
2. book

### C.

1. False
2. True

## Dialogue 8: Teaching Responsibility

### A.

1. Clean room
2. Didn't feel like it
3. Clean space is important
4. Turn it into a game
5. Excited

### B.

1. clean
2. toys

### C.

1. False
2. True

## Dialogue 9: Encouraging Healthy Eating

### A.

1. Broccoli
2. Makes you strong
3. Dessert
4. Eat broccoli first
5. Happy

### B.

1. strong
2. deal

### C.

1. Broccoli - c
2. Dessert - b
3. Strong and healthy - a

## Dialogue 10: Preparing for an Exam

### A.

1. Doesn't understand questions
2. Offers to help
3. Teach step by step
4. Explain step-by-step
5. Relieved

### B.

1. step
2. best

### C.

1. False
2. True

## Conversation Between Teachers and Students

### Discussing Homework

**Teacher:** Good morning, class! Have you all completed the math homework I assigned yesterday?

**Student 1:** Good morning, ma'am! Yes, I've finished it.

**Student 2:** I'm sorry, ma'am. I couldn't complete it. I had some difficulty with the last two questions.

**Teacher:** That's alright. Which part did you find challenging?

**Student 2:** I was confused about the steps for solving quadratic equations.

**Teacher:** No problem. Let's review that together. It's important that everyone understands it before we move on.



### Preparing for an Exam

**Teacher:** Good afternoon, everyone. As you know, your science exam is next week. Are you all prepared?

**Student:** Good afternoon, sir. I've covered most of the topics, but I still need to revise the chapter on ecosystems.

**Teacher:** That's a crucial chapter. I recommend going through the notes and solving the practice questions.

**Student:** Sir, can we have a revision session tomorrow?

**Teacher:** That's a good idea. Let's schedule a quick review during the last period.



## Classroom Behavior



**Teacher:** Rahul, please stop talking and pay attention to the lesson.

**Student:** I'm sorry, ma'am.

**Teacher:** It's important to be respectful and focused during class.

**Student:** I understand, ma'am. It won't happen again.

**Teacher:** Thank you. Now, let's continue with the topic.



## Asking for Help with a Project

**Student:** Good morning, sir. Could I ask for your help with my history project?

**Teacher:** Of course! What do you need assistance with?

**Student:** I'm struggling to find reliable sources for my research on ancient civilizations.

**Teacher:** I suggest using the library's reference section. I can also share some online resources with you.

**Student:** That would be great. Thank you, sir!

**Teacher:** You're welcome. Let me know if you need further help.

## Discussing Attendance Issues

**Teacher:** Riya, I've noticed that you've been missing several classes recently. Is everything alright?

**Student:** Yes, ma'am. I was unwell last week, which is why I couldn't attend.

**Teacher:** I understand. Please make sure to catch up on the missed lessons. Let me know if you need any help.

**Student:** Thank you, ma'am. I'll review the notes and ask my classmates for any updates.

**Teacher:** That's a good approach. Let me know if you need clarification on any topic.



## Career Guidance Discussion



**Teacher:** Good morning, everyone! Today, I want to talk about your career plans. Have you thought about what fields you're interested in?

**Student 1:** Good morning, sir! I'm interested in becoming a software engineer.

**Student 2:** I want to pursue medicine, but I'm unsure about which entrance exams to prepare for.

**Teacher:** Those are great choices! For medicine, you'll need to prepare for exams like NEET. For engineering, JEE is essential.

**Student 1:** Sir, could you suggest some good online resources for JEE preparation?

**Teacher:** Sure! I'll share a list of websites and practice portals with you.

## Parent-Teacher Meeting Reminder



**Teacher:** Hello, class. Just a quick reminder - we have a parent-teacher meeting this Saturday. Make sure your parents are informed.

**Student 1:** Ma'am, what time will the meeting start?

**Teacher:** It will begin at 9 AM and continue until 1 PM.

**Student 2:** Ma'am, my parents are unable to attend. Can they meet you on Monday instead?

**Teacher:** Of course. They can schedule an individual meeting with me.

## Library Etiquette

**Teacher:** Students, please remember to maintain silence in the library.

**Student:** Sorry, ma'am. I'll lower my voice.



**Teacher:** It's okay. Also, make sure to return the borrowed books on time.

**Student:** Ma'am, I forgot to return my book last week. Will there be a late fee?

**Teacher:** Yes, but it's a small fine. Please return it today to avoid further charges.



### Sports Practice Discussion

**Teacher:** Good afternoon, everyone. We have a football practice session tomorrow. Are you all ready?

**Student 1:** Good afternoon, sir! Yes, we're excited.

**Student 2:** Sir, will we be practicing on the main ground?

**Teacher:** Yes. Also, make sure you bring your sports shoes and water bottles.

**Student 1:** Sir, can we have an extra practice session before the inter-school match?

**Teacher:** That's a good idea. I'll arrange an additional session this weekend.

### Class Test Announcement

**Teacher:** Class, we will be having a surprise test tomorrow on Chapter 5.

**Student 1:** Sir, will it include the entire chapter?

**Teacher:** Yes, so make sure you revise all the concepts thoroughly.

**Student 2:** Sir, will it be an objective or descriptive test?

**Teacher:** It will be a mix of both. Be prepared for short and long-answer questions.

**Student 1:** Thank you, sir. We'll be ready!



 Listen to This Chapter

 LISTENACT

## Exercises – Teacher & Student Conversations

### 1. Comprehension Questions (Short Answer)

Read each conversation carefully and answer the questions in complete sentences.

#### Conversation 1 – Discussing Homework

1. What subject homework was given to the students?
2. Why couldn't Student 2 complete the homework?
3. How does the teacher plan to help the students understand the topic?

#### Conversation 2 – Preparing for an Exam

4. Which chapter does the student still need to revise?
5. What does the teacher recommend for revision?
6. When will the revision session take place?

#### Conversation 4 – Asking for Help with a Project

7. What is the topic of the student's project?
8. Where does the teacher suggest finding reliable sources?
9. What extra help will the teacher provide?

#### Conversation 10 – Class Test Announcement

10. Which chapter will the surprise test cover?
11. What types of questions will be on the test?
12. How should the students prepare for the test?

## 2. Fill in the Blanks (Vocabulary Practice)

Complete the sentences using the correct word from the box.

**Words to use:** exam – project – homework – silence – library – attendance – revision – practice

1. The teacher asked everyone to maintain \_\_\_\_\_ in the library.
2. Riya's \_\_\_\_\_ record has been poor because she missed several classes.
3. Please complete your math \_\_\_\_\_ before tomorrow's class.
4. Football \_\_\_\_\_ will be held on the main ground tomorrow.
5. The science \_\_\_\_\_ is scheduled for next week.
6. We have a history \_\_\_\_\_ about ancient civilizations.
7. The teacher scheduled a \_\_\_\_\_ session before the exam.
8. Don't forget to return the borrowed books to the \_\_\_\_\_ on time.

## 3. True or False

Read the sentences carefully and write True or False.

1. Student 2 completed all of the math homework without difficulty.
2. The teacher suggested using online resources for the history project.
3. The parent-teacher meeting will be on Saturday.
4. Football practice was canceled due to bad weather.
5. The surprise test will only have multiple-choice questions.
6. The library charges a small fine for late book returns.
7. The student wanted to revise ecosystems before the exam.
8. The teacher allowed students to attend the meeting without their parents.

#### 4. Match the Columns

Match the student's statement with the correct teacher's response.

Student Statement	Teacher Response
A. "Can we have a revision session tomorrow?"	1. "Make sure your parents are informed."
B. "My parents can't attend the meeting on Saturday."	2. "That's a good idea. Let's schedule one."
C. "I forgot to return my book last week."	3. "Yes, but there will be a small fine."
D. "Can we have extra football practice before the match?"	4. "I'll arrange it this weekend."

#### 5. Rearrange the Words (Grammar Practice)

**Rearrange the words to form correct sentences.**

1. have / you / completed / math homework / the / yet / ?
2. silence / maintain / library / the / please / in / .
3. Saturday / be / on / meeting / will / the / .
4. bring / your / practice / shoes / sports / to / .
5. preparation / exam / start / should / early / we / our / .

## 6. Dialogue Completion

Fill in the blanks to complete the conversations.

### A. Conversation – Missing Classes

Teacher: Riya, I've noticed you've been missing several classes recently. Why?

Student: \_\_\_\_\_

Teacher: I see. Please make sure to catch up on the missed lessons.

Student: \_\_\_\_\_

### B. Conversation – Library Rules

Teacher: Remember to keep quiet in the library.

Student: \_\_\_\_\_

Teacher: Also, make sure you return the books on time.

Student: \_\_\_\_\_

### C. Conversation – Preparing for Sports

Teacher: We have football practice tomorrow. Are you ready?

Student: \_\_\_\_\_

Teacher: Don't forget to bring your water bottle.

Student: \_\_\_\_\_

## 7. Short Writing Tasks

Write 4–5 sentences for each topic.

1. How you prepare for an important exam.
2. Why it's important to attend school regularly.
3. A time when you needed help with a project.
4. What rules you follow when using the school library.

## 8. Role Play Practice (Speaking)

**Work with a partner. One person is the teacher and the other is the student.**

1. **Homework Discussion** – The teacher asks about incomplete homework, and the student explains why it wasn't finished.
2. **Exam Preparation** – The teacher gives advice about preparing for an upcoming science exam.
3. **Library Etiquette** – The teacher explains why silence is important in the library.
4. **Sports Practice** – The teacher reminds students about what to bring to practice.

## 9. Multiple Choice Questions (MCQs)

**Circle the correct option.**

1. The student in Conversation 4 was working on a project about:
  - a) Modern technology
  - b) Ancient civilizations
  - c) World War II
  - d) Modern architecture
2. The parent-teacher meeting will start at:
  - a) 8 AM
  - b) 9 AM
  - c) 10 AM
  - d) 1 PM
3. The extra football practice will be arranged:
  - a) Tomorrow morning
  - b) Next weekend
  - c) This weekend
  - d) After the match

4. The science exam will include:

- a) Only descriptive questions
- b) Only objective questions
- c) A mix of both objective and descriptive questions
- d) Only multiple-choice questions

## **10. Identify the Conversation**

**Read the sentences and write which conversation number (1-10) they belong to.**

1. The teacher talks about career choices like medicine and engineering.
2. A student explains why they missed several classes.
3. The teacher asks students to maintain silence.
4. The student needs help with a history project.
5. There will be a surprise test on Chapter 5.
6. The teacher discusses the schedule for football practice.

## Teacher & Student Conversations – Answers

### 1. Comprehension Questions

1. Math
2. She was sick.
3. By explaining it step-by-step in class.
4. Ecosystems
5. Making notes and practicing questions
6. Tomorrow
7. Ancient civilizations
8. Library and trusted websites
9. Extra guidance and books
10. Chapter 5
11. Multiple-choice and descriptive
12. Revise the chapter and practice questions

### 2. Fill in the Blanks

1. silence
2. attendance
3. homework
4. practice
5. exam
6. project
7. revision
8. library

### 3. True or False

1. False
2. True
3. True
4. False
5. False
6. True
7. True
8. False

### 4. Match the Columns

- A → 2
- B → 1
- C → 3
- D → 4

### 5. Rearrange the Words

1. Have you completed the math homework yet?
2. Please maintain silence in the library.
3. The meeting will be on Saturday.
4. Bring your sports practice shoes to.
5. We should start our exam preparation early.

### 6. Dialogue Completion

A.

- Student: I wasn't feeling well, so I stayed home.
- Student: Okay, I will do that.

B.

- Student: Yes, I will stay quiet.
- Student: I will return them before the due date.

C.

- Student: Yes, I'm ready and excited!
- Student: Sure, I'll bring it with me.

## 7. Short Writing Tasks

1. I make a study plan and start early. I revise each chapter carefully. I practice past papers. I sleep well before the exam day.
2. Attending school regularly helps us learn better. We don't miss important lessons. It helps in building discipline and good habits.
3. Once I needed help with a science project. My teacher gave me extra books and explained the topic. I worked hard and completed it on time.
4. I stay quiet in the library. I return books on time. I don't write on the books. I keep the place clean.

## 9. Multiple Choice Questions

1. b) Ancient civilizations
2. c) 10 AM
3. c) This weekend
4. c) A mix of both objective and descriptive questions

## 10. Identify the Conversation

- |                    |                   |
|--------------------|-------------------|
| 1. Conversation 3  | 2. Conversation 6 |
| 3. Conversation    | 4. Conversation 4 |
| 5. Conversation 10 | 6. Conversation 8 |

## Conversation Between Friends

### Amrit & Jasleen



**Amrit:** Hey Jasleen, you're looking so beautiful today!

**Jasleen:** Thanks, buddy! What's going on? Why the sudden compliments?

**Amrit:** No reason, just being honest. You're glowing today!

**Jasleen:** Oh wow! Then let's go to the movies today?

**Amrit:** Sure! But you're buying the popcorn! 😂

### Gurpreet & Manpreet



**Gurpreet:** Manpreet, did you watch yesterday's match?

**Manpreet:** Yes, bro! What a six Gill hit! 🔥

**Gurpreet:** Yeah, you could tell he's a true Punjabi lad!

**Manpreet:** Absolutely! Next time, let's watch it live at the stadium!

### Simran & Harleen

**Simran:** Harleen, why didn't you answer my call yesterday? 😡

**Harleen:** Oh! My phone's battery died! 😞

**Simran:** Haha! Seems like your phone's battery is as lazy as you!

**Harleen:** Totally! It takes forever to charge! 😞

### Karan & Param

**Karan:** Param, why didn't you come to the function yesterday? 😞

**Param:** Bro, I was stuck with work! I missed it! 😞

**Karan:** No worries! But if you skip it next time, I'm not coming to your house either!

**Param:** Haha! Don't be mad, that's love, not anger! 😊

## Navjot & Rupinder

**Navjot:** Rupinder, let's eat something special today! 🍕

**Rupinder:** Yeah bro, should we order pizza? 😊

**Navjot:** Pizza? We had that yesterday! Let's go for burgers this time!

**Rupinder:** Sounds good! Let's get some cold drinks too! 🥤

## Taran & Lovepreet

**Taran:** Lovepreet, how's work going? 😞

**Lovepreet:** Man, it's a bit hectic but manageable! 😓

**Taran:** Don't stress! Let's go for a picnic this weekend! 🏞️

**Lovepreet:** Oh! That's a great idea! Let's head to my dad's farm!

## Priya & Randeep

**Priya:** Randeep, did you finally join the gym? 💪

**Randeep:** Yes! But I started just today! 😄

**Priya:** Haha! Then you're still behind in the fitness race!

**Randeep:** Oh, just wait! I'll be muscular in a month! 🌟



## Sukhbir & Jagjit

**Sukhbir:** Jagjit, why didn't you come to my house today?

**Jagjit:** Bro, I was finishing my college assignment!

**Sukhbir:** Oh! Since when did you become so serious? Chill out!

**Jagjit:** Haha! You're right! Let's go play cricket today!

## Rajveer & Harman

**Rajveer:** Harman, what were you looking for in the market today?

**Harman:** Bro, I was buying a suit for my mom! 🧥

**Rajveer:** Oh! She must be really happy! 😊

**Harman:** Yeah! But you know how picky moms are about colors!

## Neha & Harpreet

**Neha:** Harpreet, why were you late to school today?

**Harpreet:** Oh! The bus was late! 😞

**Neha:** Haha! So, you missed the morning assembly too!

**Harpreet:** Yep! But no worries, I'll be on time tomorrow!



 Listen to This Chapter

## Exercises – Conversation Between Friends

### Amrit & Jasleen

#### A. Answer the questions:

1. What compliment did Amrit give to Jasleen?
2. Where do they plan to go together?
3. Who will buy the popcorn?
4. How did Jasleen react to Amrit's compliment?
5. Why did Amrit say he was giving compliments?

#### B. Fill in the blanks:

1. Amrit said Jasleen was looking \_\_\_\_\_ today.
2. Jasleen suggested they go to the \_\_\_\_\_.
3. Amrit joked that Jasleen should buy the \_\_\_\_\_.

### Gurpreet & Manpreet

#### A. Answer the questions:

1. Who hit the six in the match?
2. Where do they plan to watch the match next time?
3. How did Gurpreet describe Gill?
4. Which sport are they talking about?
5. Who asked about the match first?

#### B. Match the words with emojis:

- Match 🏏, Six 🔥, Stadium 🏟️, Punjabi lad 🧑🏓

## Simran & Harleen

### A. Answer the questions:

1. Why didn't Harleen answer Simran's call?
2. What problem does Harleen's phone have?
3. What did Simran say about the phone battery?
4. Who was angry at first?
5. Did Harleen charge her phone quickly?

### B. Fill in the blanks:

1. Harleen's phone \_\_\_\_\_ yesterday.
2. Simran called Harleen, but she didn't \_\_\_\_\_.
3. The phone takes a long time to \_\_\_\_\_.

## Karan & Param

### A. Answer the questions:

1. Why didn't Param attend the function?
2. What did Karan say he would do if Param skipped again?
3. What was Param's reason for missing the event?
4. Who was busy with work?
5. Did they end the conversation happily?

### B. Fill in the blanks:

1. Param missed the \_\_\_\_\_ because he was busy.
2. Karan said, "If you skip again, I won't come to your \_\_\_\_\_."

Navjot & Rupinder

**A. Answer the questions:**

1. What food did Navjot suggest they eat today?
2. What did Rupinder suggest instead?
3. What did they decide to drink with their meal?
4. What food did they eat yesterday?
5. Who suggested cold drinks?

**B. True or False:**

1. They ordered pizza yesterday.
2. Today they want to eat burgers.
3. They don't like cold drinks.

Taran & Lovepreet

**A. Answer the questions:**

1. How is Lovepreet's work going?
2. Who suggested going for a picnic?
3. Where do they plan to go for the picnic?
4. When will they go?
5. What kind of place is Lovepreet's dad's farm?

**B. Fill in the blanks:**

1. Lovepreet said work was \_\_\_\_\_ but manageable.
2. They planned a \_\_\_\_\_ at the farm.
3. The farm belongs to \_\_\_\_\_.

Priya & Randeep

**A. Answer the questions:**

1. Did Randeep join the gym?
2. When did Randeep start exercising?
3. What did Priya say about Randeep's fitness?
4. How long does Randeep think it will take to build muscles?
5. Who teased the other about fitness?

**B. Fill in the blanks:**

1. Randeep started gym \_\_\_\_\_.
2. Priya said he was still behind in the \_\_\_\_\_ race.
3. Randeep said he will be \_\_\_\_\_ in a month.

Sukhbir & Jagjit

**A. Answer the questions:**

1. Why didn't Jagjit visit Sukhbir's house?
2. What was Jagjit busy doing?
3. What game did they plan to play?
4. Who wanted to play cricket?
5. Was Jagjit stressed or relaxed?

**B. True or False:**

1. Jagjit was doing college work.
2. Sukhbir was very serious about studies.
3. They planned to play cricket later.

Rajveer & Harman

**A. Answer the questions:**

1. What was Harman looking for in the market?
2. Who did Harman buy the suit for?
3. Why was it difficult to buy the suit?
4. Who asked the first question in the conversation?
5. How did Rajveer feel about the gift?

**B. Fill in the blanks:**

1. Harman bought a \_\_\_\_\_ for his mom.
2. Rajveer said Harman's mom must be very \_\_\_\_\_.
3. Moms are often picky about \_\_\_\_\_.

Neha & Harpreet

**A. Answer the questions:**

1. Why was Harpreet late to school?
2. What did Neha tease Harpreet about missing?
3. Did Harpreet plan to be on time tomorrow?
4. Who arrived at school first?
5. What was delayed that morning?

**B. True or False:**

1. The bus was late today.
2. Harpreet was on time for the morning assembly.
3. Neha was teasing Harpreet.

## Discussion Prompts (For All Conversations)

1. Which conversation did you like the most? Why?
2. Do you often watch matches with your friends?
3. What food do you usually order with friends?
4. How do you feel when a friend misses your call?
5. What fun plans do you like to make on weekends?
6. Have you ever been late to school or work? Why?
7. How do you handle a friend who cancels plans last minute?
8. Have you ever given a special gift to your mom or dad?
9. Which is better: pizza or burgers? Why?
10. What do you and your friends like to do for fun?

## Friends Conversations – Answers

### Amrit & Jasleen

#### A.

1. She was looking nice.
2. To the movies.
3. Jasleen.
4. She smiled and said thank you.
5. To make her happy.

#### B.

1. nice
2. movies
3. popcorn

### Gurpreet & Manpreet

#### A.

1. Gill
2. Stadium
3. Punjabi lad
4. Cricket
5. Manpreet

#### B.

- Match 🏏 – Match
- Six 🔥 – Six
- Stadium 💪 – Stadium
- Punjabi lad 🧑 – Punjabi lad

## Simran & Harleen

### A.

1. Her phone was dead.
2. Weak battery.
3. It needs to be charged quickly.
4. Simran.
5. No.

### B.

1. died
2. answer
3. charge

## Karan & Param

### A.

1. Busy with work.
2. He won't come to his event.
3. Work.
4. Param.
5. Yes.

### B.

1. function
2. event

## Priya & Randeep

### A.

1. Yes.
2. Last week.
3. He is still behind.
4. One month.
5. Priya teased Randeep.

### B.

1. last week
2. fitness
3. fit

## Sukhbir & Jagjit

### A.

1. Busy with college work.
2. Assignment.
3. Cricket.
4. Sukhbir.
5. Stressed.

### B.

1. True
2. False
3. True

## **Rajveer & Harman**

### **A.**

1. Suit
2. Mom
3. Moms are picky.
4. Rajveer.
5. Happy.

### **B.**

1. suit
2. happy
3. clothes

## **Neha & Harpreet**

### **A.**

1. Bus was late.
2. Morning assembly.
3. Yes.
4. Neha.
5. Bus.

### **B.**

1. True
2. False
3. True

## Conversation Between a Banker and a Customer

### Opening a Savings Account

**Banker:** Good morning! How can I help you today?

**Customer:** Good morning. I want to open a savings account. Can you tell me the procedure?

**Banker:** Sure. You'll need to provide ID proof, address proof, and an initial deposit of ₹5,000.

**Customer:** Is there a minimum balance requirement?

**Banker:** Yes, you'll need to maintain a minimum balance of ₹5,000.

**Customer:** Alright. I have the documents. Let's proceed.

**Banker:** Great! Please fill out this form.

### Applying for a Loan

**Customer:** Hello, I'm interested in applying for a personal loan.

**Banker:** Sure. May I know the loan amount you're looking for?

**Customer:** Around ₹5 lakh.

**Banker:** Do you have a salary slip and bank statement for the last six months?

**Customer:** Yes, I have them with me.

**Banker:** Perfect. Let me review them and we can proceed with the application.



## Reporting a Lost Debit Card

**Customer:** Hello, I've lost my debit card. I need to block it immediately.

**Banker:** I'm sorry to hear that. May I have your account number or registered mobile number?

**Customer:** Sure. My account number is 123456789.

**Banker:** Thank you. I've blocked your card. Would you like to request a replacement card?

**Customer:** Yes, please.

**Banker:** Done. You'll receive your new card in 5-7 business days.

## Depositing Cash

**Customer:** Hello. I'd like to deposit ₹20,000 into my account.

**Banker:** Certainly. Please fill out this deposit slip.

**Customer:** Here you go.

**Banker:** Thank you. Let me process it. Your deposit has been successfully made.

**Customer:** Great. Can I get a receipt, please?

**Banker:** Sure. Here you go.



## Applying for a Credit Card

**Customer:** Hi. I'm interested in applying for a credit card.

**Banker:** Of course. Do you have an existing account with us?

**Customer:** Yes, I've had a savings account for three years.

**Banker:** Excellent. You'll be eligible for a pre-approved credit card offer.

**Customer:** That's great! What documents do I need to submit?

**Banker:** Just a copy of your ID proof and PAN card.

## Requesting a Cheque Book



**Customer:** Hello. I need a new cheque book.

**Banker:** Sure. May I have your account number?

**Customer:** It's 456789123.

**Banker:** Thank you. You can request a cheque book with 25 or 50 leaves. Which one do you prefer?

**Customer:** I'll go with 50 leaves. **Banker:** Done. You'll receive it within 5-7 working days.

## Inquiring About Fixed Deposits

**Customer:** Good afternoon. I want to know about your fixed deposit schemes.

**Banker:** Good afternoon! We offer FDs with interest rates ranging from 5.5% to 7.5% per annum.

**Customer:** What's the minimum deposit amount?

**Banker:** It starts at ₹5,000.

**Customer:** And what's the maximum tenure?

**Banker:** You can choose a tenure of up to 10 years.



## Changing Mobile Number

**Customer:** Hi. I want to update my mobile number linked to my account.

**Banker:** Sure. May I have your account number, please?

**Customer:** It's 987654321.

**Banker:** Thank you. Please provide your new mobile number.

**Customer:** It's 98765-43210.

**Banker:** Done. The update will reflect within 24 hours.

## Closing an Account

**Customer:** Hello. I want to close my savings account.

**Banker:** I'm sorry to hear that. May I know the reason?

**Customer:** I'm moving abroad and no longer need this account.

**Banker:** Understood. You'll need to submit a written request and return any unused cheques or cards.

**Customer:** Alright. I'll fill out the form now.

**Banker:** Thank you. The account will be closed within 2-3 working days.

## Resolving an Incorrect Transaction

**Customer:** Hello. I made an incorrect online transaction. Can it be reversed?

**Banker:** I'm sorry to hear that. Do you have the transaction ID?

**Customer:** Yes. It's TXN456789.

**Banker:** Let me check. It appears the transaction is still pending. I'll initiate a reversal request.

**Customer:** Thank you. How long will it take?

**Banker:** It should be credited back to your account within 3-5 business days.



Listen to This Chapter



## Exercises – Banker & Customer Conversations

### Opening a Savings Account

#### A. Answer the questions:

1. What type of account does the customer want to open?
2. What is the minimum deposit required?
3. Which documents are needed for opening the account?
4. Is there a minimum balance requirement?
5. What did the banker give to the customer at the end?

#### B. Fill in the blanks:

1. The customer needs to provide \_\_\_\_\_ and \_\_\_\_\_ proof.
2. The initial deposit must be \_\_\_\_\_.
3. The banker asked the customer to fill out a \_\_\_\_\_.

### Applying for a Loan

#### A. Answer the questions:

1. What type of loan is the customer interested in?
2. How much money does the customer need?
3. Which documents did the banker ask for?
4. Who will review the documents?
5. What will happen after the banker checks the documents?

#### B. Fill in the blanks:

1. The customer wants to apply for a \_\_\_\_\_ loan.
2. The banker asked for a salary slip and \_\_\_\_\_.
3. The loan amount requested is \_\_\_\_\_.

## Closing an Account

### A. Answer the questions:

1. What does the customer want to do with his account?
2. What is the reason for closing the account?
3. What does the banker require to process the closure?
4. How many days will it take to complete the process?
5. Did the customer agree to submit the required items?

### B. True or False:

1. The customer is closing the account because he is moving abroad.
2. The banker needs a written request.
3. The account will close immediately.

## Resolving an Incorrect Transaction

### A. Answer the questions:

1. What problem does the customer report?
2. What information does the banker need to check the transaction?
3. What is the transaction ID given by the customer?
4. What action did the banker take?
5. How long will it take for the money to be credited back?

### B. Fill in the blanks:

1. The customer made an incorrect \_\_\_\_\_ transaction.
2. The banker will initiate a \_\_\_\_\_ request.
3. The refund will take \_\_\_\_\_ business days

## Reporting a Lost Debit Card

### A. Answer the questions:

1. What problem does the customer have?
2. What information does the banker need to block the card?
3. How many days will it take to receive a replacement card?
4. Did the banker block the card immediately?
5. What did the customer request after blocking the card?

### B. True or False:

1. The banker blocked the debit card.
2. The customer will get a new card the next day.
3. The customer gave his mobile number.

## Depositing Cash

### A. Answer the questions:

1. How much money does the customer want to deposit?
2. What form does the banker ask the customer to fill?
3. Did the banker successfully process the deposit?
4. What did the customer ask for after the deposit?
5. Who gave the receipt?

### B. Fill in the blanks:

1. The customer deposited \_\_\_\_\_ into the account.
2. The banker provided a \_\_\_\_\_ after the transaction.
3. The deposit slip was given by the \_\_\_\_\_.

## Applying for a Credit Card

### **A. Answer the questions:**

1. What product is the customer applying for?
2. How long has the customer had an account with the bank?
3. What documents are required for the credit card application?
4. Is the customer eligible for a pre-approved offer?
5. Who explained the requirements?

### **B. Fill in the blanks:**

1. The customer wants to apply for a \_\_\_\_\_ card.
2. The banker asked for a copy of \_\_\_\_\_ and \_\_\_\_\_.
3. The account has been active for \_\_\_\_\_ years.

## Requesting a Cheque Book

### **A. Answer the questions:**

1. What does the customer need from the bank?
2. What information does the banker ask for first?
3. How many cheque leaves can the customer choose from?
4. Which option did the customer select?
5. How many days will it take to receive the cheque book?

### **B. True or False:**

1. The customer wanted 25 leaves.
2. The banker asked for the account number.
3. The cheque book will arrive in 5-7 working days.

## Inquiring About Fixed Deposits

### A. Answer the questions:

1. What product is the customer asking about?
2. What is the interest rate range for FDs?
3. What is the minimum deposit amount?
4. What is the maximum tenure for an FD?
5. Who gave all the information?

### B. Fill in the blanks:

1. The customer asked about \_\_\_\_\_ deposits.
2. The minimum deposit amount is \_\_\_\_\_.
3. The maximum tenure is \_\_\_\_\_ years.

## Changing Mobile Number

### A. Answer the questions:

1. What does the customer want to update?
2. What is the first piece of information the banker requests?
3. What will happen after the update is processed?
4. How long will it take for the new number to show up in the system?
5. Who completed the update?

### B. Fill in the blanks:

1. The banker updated the customer's \_\_\_\_\_ number.
2. The change will reflect within \_\_\_\_\_ hours.
3. The banker asked for the \_\_\_\_\_ number first.

## Banker & Customer – Answers

### Opening a Savings Account

A.

1. Savings account
2. \$100
3. ID and address proof
4. Yes
5. Welcome kit

B.

1. ID, address
2. \$100
3. form

### Applying for a Loan

A.

1. Home loan
2. \$50,000
3. Salary slip and ID
4. Loan officer
5. Loan will be approved or rejected

B.

1. home
2. ID
3. \$50,000

## Reporting a Lost Debit Card

A.

1. Lost debit card
2. Account number and mobile number
3. 5-7 days
4. Yes
5. New card

B.

1. True
2. False
3. True

## Depositing Cash

A.

1. \$500
2. Deposit slip
3. Yes
4. Receipt
5. Banker

B.

1. \$500
2. receipt
3. banker

## Applying for a Credit Card

A.

1. Credit card
2. 3 years
3. ID and address proof
4. Yes
5. Banker

B.

1. credit
2. ID, address proof
3. 3

## Requesting a Cheque Book

A.

1. Cheque book
2. Account number
3. 25 or 50
4. 50
5. 5-7 days

B.

1. False
2. True
3. True

## **Inquiring About Fixed Deposits**

A.

1. Fixed deposit
2. 5% to 7%
3. \$500
4. 10 years
5. Banker

B.

1. fixed
2. \$500
3. 10

## **Changing Mobile Number**

A.

1. Mobile number
2. Account number
3. Updated in the system
4. 24 hours
5. Banker

B.

1. mobile
2. 24
3. account

## **Closing an Account**

A.

1. Close the account
2. Moving abroad
3. Written request and ID
4. 2-3 days
5. Yes

B.

1. True
2. True
3. False

## **Resolving an Incorrect Transaction**

A.

1. Incorrect transaction
2. Transaction ID and account details
3. TXN12345
4. Raised a complaint
5. 3-5 business days

B.

1. online
2. complaint
3. 3-5

## Conversation Between Driver and Passenger

### Booking a Ride

**Passenger:** Hi, are you the driver for the ride I booked?

**Driver:** Yes, I'm here for your pickup. Are you heading to Greenfield Mall?

**Passenger:** That's right. How long will it take to get there?

**Driver:** It should take around 20-25 minutes, depending on the traffic.

**Passenger:** Alright. Let's go.



### Asking for Directions

**Passenger:** Hi, I need to go to City Hospital. Do you know the way?

**Driver:** Yes, I do. It's about 10 kilometers from here.

**Passenger:** Can you take the shortest route? I'm in a bit of a hurry.

**Driver:** Sure. I'll avoid the main road; there's less traffic on the back road.

**Passenger:** Sounds good. Thanks!

### Discussing the Fare

**Passenger:** How much will it cost to go to the railway station?

**Driver:** The meter shows ₹350, but if you want a flat rate, I can take you for ₹300.

**Passenger:** ₹300 sounds fine. Let's go.

**Driver:** Great. Hop in.



## Complaining About Traffic

**Passenger:** Wow, the traffic is really heavy today!

**Driver:** Yeah, this road is always jammed during rush hour.

**Passenger:** Do you know any shortcuts?

**Driver:** I'll take a detour through the residential area. It might save us some time.

**Passenger:** That works for me.

## Asking for the AC

**Passenger:** Could you please turn on the AC? It's quite hot.

**Driver:** Of course. Let me adjust the temperature.

**Passenger:** Thanks. That feels much better.

**Driver:** No problem. Let me know if you need anything else.

## Payment Discussion

**Passenger:** Do you accept UPI payments?

**Driver:** Yes, I do. You can scan this QR code.

**Passenger:** Perfect. Let me make the payment. Done!

**Driver:** Got it. Thank you!



## Small Talk

**Passenger:** Do you drive full-time or part-time?

**Driver:** I do this part-time. I also work as a delivery driver.

**Passenger:** Oh, that must be tiring.

**Driver:** Yeah, but it helps pay the bills.

## Car Trouble

**Passenger:** Is everything okay? The car seems to be slowing down.

**Driver:** Hmm, I think there's a minor engine issue. Let me pull over and check.

**Passenger:** Oh no! I hope it's nothing serious.

**Driver:** Don't worry. I'll call for assistance if needed.

## Dropping Off

**Driver:** We've reached your destination.

**Passenger:** Thanks for the ride.

**Driver:** You're welcome. Have a great day!

**Passenger:** You too!



## Lost Item

**Passenger:** Hello, I think I left my phone in your car.

**Driver:** Oh! Let me check. Yes, I found it under the seat.

**Passenger:** Phew! Thank you so much.

**Driver:** No problem. Glad you got it back!



Listen to This Chapter



LISTENACT

## Exercises – Driver & Passenger Conversations

### Booking a Ride

#### A. Answer the questions:

1. Where is the passenger going?
2. How long will the ride take according to the driver?
3. What could affect the travel time?
4. Who asked about the travel time?
5. Did the passenger agree to start the trip?

#### B. Fill in the blanks:

1. The driver is picking up the passenger for a ride to \_\_\_\_\_ Mall.
2. The trip will take around \_\_\_\_\_ minutes.
3. The driver mentioned traffic could affect \_\_\_\_\_.

### Asking for Directions

#### A. Answer the questions:

1. Where does the passenger need to go?
2. How far is the destination?
3. Why did the passenger request the shortest route?
4. Which road did the driver choose to avoid?
5. Did the passenger agree to the driver's suggestion?

#### B. True or False:

1. The passenger is going to a shopping mall.
2. The hospital is 10 kilometers away.
3. The driver suggested taking a back road.

## Discussing the Fare

### A. Answer the questions:

1. Where does the passenger want to go?
2. What was the meter fare shown?
3. What flat rate did the driver offer?
4. Which rate did the passenger agree to?
5. Did they agree on the fare before starting the ride?

### B. Fill in the blanks:

1. The meter shows a fare of \_\_\_\_\_.
2. The driver offered a flat rate of \_\_\_\_\_.
3. The passenger agreed to pay \_\_\_\_\_.

## Complaining About Traffic

### A. Answer the questions:

1. What problem did the passenger notice on the road?
2. What time of the day causes traffic jams?
3. Where did the driver plan to take a detour?
4. Why did the driver suggest this route?
5. Did the passenger accept the new route?

### B. True or False:

1. The traffic was very light during rush hour.
2. The driver suggested taking a residential road as a shortcut.
3. The passenger disagreed with the detour.

## Asking for the AC

### A. Answer the questions:

1. What did the passenger request?
2. What was the driver's response?
3. How did the passenger feel after the AC was turned on?
4. Who adjusted the temperature?
5. Did the passenger ask for anything else?

### B. Fill in the blanks:

1. The passenger asked the driver to turn on the \_\_\_\_\_.
2. The driver said, "Let me \_\_\_\_\_ the temperature."
3. The passenger said it felt \_\_\_\_\_ after the AC was on.

## Payment Discussion

### A. Answer the questions:

1. What type of payment method did the passenger want to use?
2. What did the driver show to the passenger?
3. Did the passenger successfully complete the payment?
4. How did the driver confirm the payment?
5. Who thanked whom at the end?

### B. Fill in the blanks:

1. The passenger paid using \_\_\_\_\_.
2. The driver provided a \_\_\_\_\_ code to scan.
3. The driver confirmed the payment by saying, "\_\_\_\_\_."

## Small Talk

### A. Answer the questions:

1. What question did the passenger ask first?
2. Does the driver work full-time or part-time?
3. What other job does the driver have?
4. How did the passenger feel about the driver's work schedule?
5. What does the driver say the extra work helps with?

### B. Fill in the blanks:

1. The driver also works as a \_\_\_\_\_ driver.
2. The passenger said it must be \_\_\_\_\_.
3. The driver said it helps pay the \_\_\_\_\_.

## Car Trouble

### A. Answer the questions:

1. What problem did the passenger notice about the car?
2. What did the driver do to check the issue?
3. What was the driver's initial assumption?
4. What did the driver plan to do if the problem continued?
5. Was the passenger worried?

### B. True or False:

1. The car had a minor engine issue.
2. The driver ignored the problem and kept driving.
3. The passenger was concerned about the issue.

## Dropping Off

### A. Answer the questions:

1. What did the driver say when they reached the destination?
2. How did the passenger respond?
3. Who wished the other a great day?
4. Was there any problem at the end of the trip?
5. What does this conversation show about politeness?

### B. Fill in the blanks:

1. The driver said, "We've reached your \_\_\_\_\_."
2. The passenger said, "Thanks for the \_\_\_\_\_."
3. The driver replied, "You're \_\_\_\_\_."

## Lost Item

### A. Answer the questions:

1. What item did the passenger lose?
2. Where was the item found?
3. Who found the lost item?
4. How did the passenger feel when they got it back?
5. What did the driver say after returning it?

### B. Fill in the blanks:

1. The passenger lost their \_\_\_\_\_.
2. The driver found it under the \_\_\_\_\_.
3. The passenger said, "Thank you so \_\_\_\_\_."

## Driver & Passenger Conversations – Answers

### Booking a Ride

A.

1. City Mall
2. 25 minutes
3. Traffic
4. Passenger
5. Yes

B.

1. City
2. 25
3. travel time

### Asking for Directions

A.

1. City Hospital
2. 10 km
3. To save time
4. Main Street
5. Yes

B.

1. False
2. True
3. True

## Discussing the Fare

A.

1. Airport
2. \$15
3. \$12 flat
4. \$12 flat
5. Yes

B.

1. \$15
2. \$12
3. \$12

## Complaining About Traffic

A.

1. Heavy traffic
2. Morning
3. Residential road
4. To avoid congestion
5. Yes

B.

1. False
2. True
3. False

## Asking for the AC

A.

1. Turn on the AC
2. Yes, adjusting it
3. Comfortable
4. Driver
5. No

B.

1. AC
2. adjust
3. comfortable

## Payment Discussion

A.

1. Mobile payment
2. QR code
3. Yes
4. By confirming on screen
5. Passenger thanked driver

B.

1. phone
2. QR
3. Payment received

## Small Talk

A.

1. How long have you been driving?
2. Part-time
3. Food delivery driver
4. Surprised
5. Helps pay bills

B.

1. food delivery
2. hard
3. bills

## Car Trouble

A.

1. Strange engine sound
2. Checked engine light and oil
3. Minor engine issue
4. Visit a mechanic if it continues
5. Yes

B.

1. True
2. False
3. True

## Dropping Off

A.

1. We've reached your destination
2. Thanks
3. Both
4. No
5. Shows politeness

B.

1. destination
2. ride
3. welcome

## Lost Item

A.

1. Phone
2. Under the seat
3. Driver
4. Happy
5. "Be careful next time"

B.

1. phone
2. seat
3. much

## Conversations Between Truck Drivers and Dispatch

### Delivery Confirmation and Route Update

**Driver:** Hey, Dispatch. This is Dave from Truck 102. Just confirming I've delivered the load to the Denver warehouse.

**Dispatch:** Copy that, Dave. Thanks for the update. How's the traffic looking on your way back?

**Driver:** It's a bit congested near I-25, but it should clear up in 20 minutes. Do you want me to stick to the planned route?

**Dispatch:** Negative. Take Route 83 instead. It'll save you about 30 minutes.

**Driver:** Got it. Switching to Route 83. Anything else?

**Dispatch:** Nope, you're good. Drive safe, Dave.

**Driver:** Thanks. Will do.



### Mechanical Issue Report

**Driver:** Dispatch, this is Tom from Unit 315. I've got a problem here. My engine warning light just came on.

**Dispatch:** Copy that, Tom. How's the performance? Any stalling or overheating?

**Driver:** No stalling, but I can feel a slight loss of power.

**Dispatch:** Okay, pull over safely and check the coolant and oil levels. If everything looks fine, head to the nearest service station.

**Driver:** Got it. I'll send you my location in case you need to send a mechanic.

**Dispatch:** Thanks, Tom. Keep us posted.

## Request for Fuel Stop

**Driver:** Hey, Dispatch. It's Mike from Truck 207. I'm running low on fuel—down to a quarter tank.

**Dispatch:** Understood, Mike. Where are you currently?

**Driver:** Just crossed into Indiana, heading west on I-70.

**Dispatch:** There's a truck stop about 15 miles ahead in Richmond. Stop there and refuel.

**Driver:** Copy that. I'll fill up and check in again.

**Dispatch:** Thanks, Mike. Keep it rolling safely.



## Weather Alert

**Dispatch:** Truck 409, this is Dispatch. We've got a severe weather alert for your area.

**Driver:** Copy that, Dispatch. What's the situation?

**Dispatch:** Heavy rain and gusty winds reported along Highway 50. Visibility might be reduced.

**Driver:** Understood. I'll slow down and keep extra distance.

**Dispatch:** Good call. Let us know if conditions worsen.

**Driver:** Will do. Thanks for the heads-up.



## Delivery Delay Notification

**Driver:** Dispatch, this is Ron from Truck 152. I'm hitting heavy traffic on I-90.

**Dispatch:** Copy that, Ron. Are you still on track for the 4 PM delivery?

**Driver:** Negative. Looks like I'll be delayed by about 45 minutes.

**Dispatch:** Okay. I'll notify the customer. Let me know if the delay increases.

**Driver:** Will do. Thanks, Dispatch.

## Weight and Load Inquiry

**Driver:** Dispatch, this is Kyle from Truck 303. I'm at the weigh station, and my load seems heavier than expected.

**Dispatch:** Copy that, Kyle. What's the current weight?

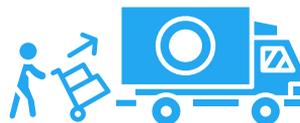
**Driver:** 82,500 pounds.

**Dispatch:** That's over the limit. You'll need to offload some weight before moving forward.

**Driver:** Understood. I'll contact the shipper.

**Dispatch:** Good call. Let us know if you need assistance.

## Emergency Assistance Request



**Driver:** Dispatch, this is Jim from Truck 224. I've been in a minor accident.

**Dispatch:** Copy that, Jim. Are you okay?

**Driver:** Yeah, no injuries. But the front bumper is damaged, and the left headlight is out.

**Dispatch:** Got it. Send us your location and photos of the damage.

**Driver:** Will do.

**Dispatch:** Stay put and wait for roadside assistance. Let us know if you need anything else.

**Driver:** Thanks. I'll keep you posted.

## Loading Issue

**Driver:** Dispatch, this is Jack from Truck 211. I'm at the dock, but the loaders are running behind schedule.

**Dispatch:** Copy that, Jack. How long is the delay?

**Driver:** They said at least an hour.

**Dispatch:** Alright, stay put and keep us posted. If it goes over an hour, I'll reschedule the next stop.

**Driver:** Got it. I'll check back in soon.

**Dispatch:** Thanks, Jack. Hang tight.



## Detour Confirmation

**Dispatch:** Truck 312, we need you to take a detour due to road construction on Route 29.

**Driver:** Copy that. What's the new route?

**Dispatch:** Take Exit 54, then follow Route 14 North. It'll add 20 minutes but bypasses the closure.

**Driver:** Got it. Taking Exit 54 now.

**Dispatch:** Thanks. Let us know if you hit any snags.

**Driver:** Will do.



## Check-In After Long Haul

**Driver:** Hey, Dispatch. This is Brian from Truck 108. Just arrived at the yard after my 12-hour haul.

**Dispatch:** Good to hear, Brian. Everything go smoothly?

**Driver:** Yeah, no issues. I'll be parking and logging off shortly.

**Dispatch:** Sounds good. Get some rest. Thanks for the hard work.

**Driver:** Appreciate it. Talk to you tomorrow.

 Listen to This Chapter

 LISTENACT

## Exercises – Truck Drivers & Dispatch

### Delivery Confirmation and Route Update

#### A. Answer the questions:

1. Who confirmed the delivery?
2. Where was the load delivered?
3. Which highway had traffic congestion?
4. Which alternate route did Dispatch suggest?
5. What did Dispatch say to Dave at the end?

#### B. Fill in the blanks:

1. The driver's name is \_\_\_\_\_ and his truck number is \_\_\_\_\_.
2. The delivery was made to the \_\_\_\_\_ warehouse.
3. The alternate route suggested was Route \_\_\_\_\_.

#### C. True or False:

1. Dave was instructed to stay on the original route.
2. The traffic was near I-25.
3. Dispatch told Dave to drive safely.

### Mechanical Issue Report

#### A. Answer the questions:

1. Who reported the engine warning light issue?
2. What problems did the Dispatch ask about?
3. Did the truck stall or overheat?
4. What was the driver asked to check?
5. Where was Tom supposed to go if everything looked fine?

## B. Fill in the blanks:

1. The driver felt a slight loss of \_\_\_\_\_.
2. Tom was asked to check \_\_\_\_\_ and \_\_\_\_\_ levels.
3. The driver will send his \_\_\_\_\_ to Dispatch.

## C. Matching:

- Engine warning light →
- Pull over safely →
- Send location →
- Nearest service station →

Options:

- a) Mechanic may be sent
- b) Check coolant and oil
- c) Problem report
- d) Repair location

## Request for Fuel Stop

### A. Answer the questions:

1. Which driver reported low fuel?
2. How much fuel was left in the tank?
3. Which state did the driver just enter?
4. How far ahead was the truck stop?
5. What did the driver agree to do after refueling?

### B. Fill in the blanks:

1. The truck was heading west on \_\_\_\_\_.
2. The truck stop was about \_\_\_\_\_ miles ahead.
3. The driver said he would \_\_\_\_\_ and check in again.

### **C. True or False:**

1. The driver was running on half a tank of fuel.
2. The truck stop was in Richmond.
3. Dispatch told Mike to continue without stopping.

### **Weather Alert**

#### **A. Answer the questions:**

1. Which truck was warned about the weather?
2. What kind of weather was reported?
3. Which highway was affected?
4. What safety measures did the driver take?
5. What did Dispatch ask the driver to do if conditions worsened?

#### **B. Fill in the blanks:**

1. Heavy \_\_\_\_\_ and gusty \_\_\_\_\_ were reported.
2. The driver said he would slow down and keep extra \_\_\_\_\_.
3. Dispatch told the driver to report if \_\_\_\_\_ worsened.

### **Delivery Delay Notification**

#### **A. Answer the questions:**

1. Who reported the delay?
2. Which highway had heavy traffic?
3. What time was the original delivery scheduled for?
4. How long was the delay expected to be?
5. What did Dispatch say they would do for the customer?

**B. Fill in the blanks:**

1. The driver's name is \_\_\_\_\_ and his truck number is \_\_\_\_\_.
2. The delay was about \_\_\_\_\_ minutes.
3. Dispatch will \_\_\_\_\_ the customer.

**C. True or False:**

1. The driver was early for his delivery.
2. The traffic delay was 45 minutes.
3. Dispatch will inform the customer about the delay.

**Loading Issue**

**A. Answer the questions:**

1. Where was the driver during this issue?
2. Who was causing the delay?
3. How long did the loaders say the delay would be?
4. What did Dispatch say they would do if the delay went over an hour?
5. Did the driver agree to stay put?

**B. Fill in the blanks:**

1. The driver was waiting at the \_\_\_\_\_.
2. The loaders were running \_\_\_\_\_ schedule.
3. If the delay was too long, Dispatch would \_\_\_\_\_ the next stop.

## Detour Confirmation

### A. Answer the questions:

1. Which road was under construction?
2. Which exit was the driver told to take?
3. How many extra minutes would the detour add?
4. What was the name of the new route?
5. What did Dispatch ask the driver to report?

### B. Fill in the blanks:

1. The detour was needed due to road \_\_\_\_\_.
2. The driver took Exit \_\_\_\_\_.
3. The detour would add \_\_\_\_\_ minutes to the trip.

## Check-In After Long Haul

### A. Answer the questions:

1. Who checked in after a 12-hour haul?
2. Where did the driver just arrive?
3. Did the driver face any issues during the haul?
4. What was the driver planning to do next?
5. What did Dispatch tell the driver to do?

### B. Fill in the blanks:

1. The driver's name is \_\_\_\_\_ and his truck number is \_\_\_\_\_.
2. He completed a \_\_\_\_\_ hour haul.
3. Dispatch told him to get some \_\_\_\_\_.

## **Weight and Load Inquiry**

### **A. Answer the questions:**

1. Where was the driver when he noticed the problem?
2. What was unusual about the load?
3. What was the weight of the load?
4. Was the load over the legal limit?
5. Who did the driver plan to contact?

### **B. Fill in the blanks:**

1. The driver was at a \_\_\_\_\_ station.
2. The weight was \_\_\_\_\_ pounds.
3. The driver will contact the \_\_\_\_\_ for help.

### **C. True or False:**

1. The legal limit was below 82,500 pounds.
2. The driver decided to keep driving with the overweight load.
3. Dispatch agreed the load was too heavy.

## **Emergency Assistance Request**

### **A. Answer the questions:**

1. Who reported an accident?
2. Was anyone injured?
3. What parts of the truck were damaged?
4. What did Dispatch ask the driver to send?
5. What did Dispatch tell the driver to do while waiting?

**B. Fill in the blanks:**

1. The driver's name is \_\_\_\_\_ and his truck number is \_\_\_\_\_.
2. The front \_\_\_\_\_ was damaged.
3. The driver was told to stay \_\_\_\_\_ and wait for \_\_\_\_\_ assistance.

**C. Matching:**

- Send photos →
- Stay put →
- Contact roadside assistance →
- Report damage →

Options:

- a) Follow-up instructions
- b) Visual proof of accident
- c) Wait safely in one place
- d) Safety support team

## Truck Drivers & Dispatch – Answers

### Delivery Confirmation and Route Update

A.

1. Dave
2. Denver warehouse
3. 1-25
4. Route 66
5. Drive safely

B.

1. Dave, 7821
2. Denver
3. 66

C.

1. False
2. True
3. True

### Mechanical Issue Report

A.

1. Tom
2. Engine and oil levels
3. Neither
4. Coolant and oil levels
5. Nearest service station

B.

1. power
  2. coolant, oil
- location

C.

- Engine warning light → c
- Pull over safely → b
- Send location → a
- Nearest service station → d

### **Request for Fuel Stop**

A.

1. Mike
2. 1/4 tank
3. Kansas
4. 15 miles
5. Refuel and check-in

B.

1. I-70
2. 15
3. refuel

C.

1. True
2. False
3. False

### **Weather Alert**

A.

1. Sarah
2. Heavy snow
3. I-80
4. Slowed down and used headlights
5. Report if conditions worsen

B.

1. snow, winds
2. distance
3. weather

### **Delivery Delay Notification**

A.

1. John
2. I-90
3. 10 AM
4. 45 minutes
5. Inform customer

B.

1. John, 9934
2. 45
3. inform

C.

1. False
2. True
3. True

### **Loading Issue**

A.

1. At warehouse
2. Loaders
3. 30 minutes
4. Divert next stop
5. Yes

B.

1. warehouse
2. behind
3. divert

### **Detour Confirmation**

A.

1. Main highway
2. Exit 14
3. 20 minutes
4. Pine Road
5. Report if delayed

B.

1. construction
2. 14
3. 20

### **Check-In After Long Haul**

A.

1. Alex
2. Rest area
3. No
4. Rest
5. Rest and refresh

B.

1. Alex, 4567
2. 12
3. rest

## **Weight and Load Inquiry**

A.

1. Weigh station
2. Overloaded
3. 82,500 pounds
4. Yes
5. Dispatch

B.

1. weigh
2. 82,500
3. dispatch

C.

1. True
2. False
3. True

## **Emergency Assistance Request**

A.

1. Leo
2. No
3. Front bumper and lights
4. Send photos
5. Stay put

B.

1. Leo, 3312
  2. bumper
- safe, roadside

C.

- Send photos → b
- Stay put → c
- Contact roadside assistance → d
- Report damage → a

## Conversations at the Border for Truck Drivers Conversation

### Border Check - Document Verification

**Border Officer:** Good morning, driver. May I see your travel documents, including your license and vehicle papers?

**Truck Driver:** Good morning. Sure, here are my license, vehicle registration, and cargo permit.

**Border Officer:** What type of cargo are you carrying today?

**Truck Driver:** I'm transporting agricultural goods—mainly fruits and vegetables.

**Border Officer:** Are there any hazardous materials or restricted items on board?

**Truck Driver:** No, sir. Only perishable food items.

**Border Officer:** Alright. Please step out while we conduct a quick inspection.

**Truck Driver:** Sure thing.

**Border Officer:** Everything seems in order. You're good to proceed. Drive safely.

**Truck Driver:** Thank you! Have a good day.



### Border Delay - Truck Inspection Issues

**Truck Driver:** Excuse me, officer. I've been waiting for over two hours. Is there a problem?

**Border Officer:** Yes, there seems to be a discrepancy in your cargo declaration form. We need to verify it.

**Truck Driver:** Oh, I see. Let me check my paperwork again.

**Border Officer:** Please do. We need to confirm the weight and type of goods match your declaration.

**Truck Driver:** (Checks the papers) Here you go. It seems there was a clerical error. The correct weight is listed here.

**Border Officer:** Thanks for your cooperation. We'll recheck and clear you shortly.

**Truck Driver:** I appreciate it. I hope there won't be a lengthy delay.

**Border Officer:** We'll process it as quickly as possible. Please remain patient.

### Language Barrier Issue

**Border Officer:** Guten Tag. Ihre Papiere, bitte. (Good day. Your papers, please.)

**Truck Driver:** Uh... Sorry, I don't understand German. Do you speak English?

**Border Officer:** Ah, yes. Please hand over your truck documents.

**Truck Driver:** Here you go. I'm carrying textiles to France.

**Border Officer:** Are you aware of the customs regulations for transporting fabrics?

**Truck Driver:** Yes, I have the required export permits and clearance papers.

**Border Officer:** Good. Please drive to the customs checkpoint for further inspection.

**Truck Driver:** Thank you. Have a good day.



## Truck Driver Facing a Fine

**Border Officer:** Sir, we found an issue with your truck's weight limit. You've exceeded the legal limit by 500 kg.

**Truck Driver:** Oh no! I wasn't aware. It must be a miscalculation.

**Border Officer:** Regardless, you'll need to pay a fine before you can continue.

**Truck Driver:** How much is the fine?

**Border Officer:** It's ₹15,000. You can pay by cash or card.

**Truck Driver:** Alright. I'll pay by card.

**Border Officer:** Please sign here. After payment, you're free to proceed.

**Truck Driver:** Thank you. I'll make sure to double-check the weight next time.

## Routine Inspection - Cooperation with Security

**Border Officer:** Hello, driver. We're conducting a random security check. Please open the cargo doors.

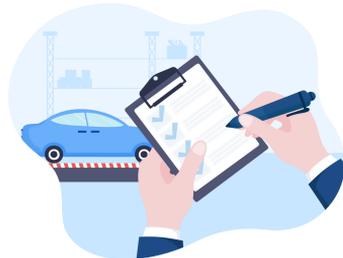
**Truck Driver:** Sure. Let me unlock them.

**Border Officer:** (Inspects the cargo) Do you have the customs clearance certificate for these electronics?

**Truck Driver:** Yes, here it is.

**Border Officer:** Thank you. Everything looks good. You're clear to go.

**Truck Driver:** Thanks, officer.  
Have a good one.



## Crossing an International Border

**Border Officer:** Hello, driver. We're conducting a random security check. Please open the cargo doors.

**Truck Driver:** Sure. Let me unlock them.

**Border Officer:** (Inspects the cargo) Do you have the customs clearance certificate for these electronics?

**Truck Driver:** Yes, here it is.

**Border Officer:** Thank you. Everything looks good. You're clear to go. **Truck Driver:** Thanks, officer. Have a good one.

## Crossing an International Border

**Border Officer:** Good afternoon. Your passport and visa, please.

**Truck Driver:** Here they are. I also have my commercial vehicle permit.

**Border Officer:** Are you carrying any restricted or duty-free items?

**Truck Driver:** No, only general freight with proper documentation.

**Border Officer:** I'll need to scan your truck before you cross. Please park in the inspection bay.

**Truck Driver:** No problem.

**Border Officer:** (After scanning) Everything is clear. You can proceed into the next country.

**Truck Driver:** Thank you, officer.



## Communication with the Dispatcher at the Border

**Truck Driver:** Hey, Dispatch. I'm at the border, but they're holding me for inspection.

**Dispatcher:** What's the issue? Are your papers in order?

**Truck Driver:** Yes, but they want to verify the cargo weight again.

**Dispatcher:** Alright. Keep me posted. If there's any trouble, call the company lawyer.

**Truck Driver:** Got it. I'll update you once I'm cleared.

**Dispatcher:** Stay calm. You've got this.

### **Truck Driver Facing Technical Problems at the Border**

**Truck Driver:** Hello, officer. My truck is having some mechanical issues. Can I pull over for repairs?

**Border Officer:** Of course. There's a repair area 500 meters ahead.

**Truck Driver:** Thanks. I'll get it checked and return to the checkpoint.

**Border Officer:** No problem. Let us know when you're ready.

**Truck Driver:** Will do. Appreciate your help.

### **Truck Driver Explaining Delays to the Client**

**Client:** Hey, you were supposed to arrive two hours ago. What's the delay?

**Truck Driver:** Sorry about that. I'm still at the border. The inspection took longer than expected.

**Client:** Is everything alright with the cargo?

**Truck Driver:** Yes, everything is fine. Just the usual border checks.

**Client:** Alright, let me know once you're back on the road.

**Truck Driver:** Will do. Thanks for your patience.

## Truck Driver Facing Technical Problems at the Border

**Truck Driver:** Good evening. I'm here for a scheduled delivery across the border.

**Border Officer:** Do you have the delivery confirmation documents?

**Truck Driver:** Yes, here they are, along with the invoice.

**Border Officer:** Thanks. Let me verify the details.

**Truck Driver:** Sure. Please take your time.

**Border Officer:** Everything looks good. You're cleared for delivery.

**Truck Driver:** Thank you. Have a safe shift!

 Listen to This Chapter



## Exercises for Border Conversations

### Conversation 1: Border Check – Document Verification

#### A. Comprehension Questions

1. What documents did the truck driver show the officer?
2. What type of cargo was the truck driver carrying?
3. Why did the officer ask the driver to step out of the truck?
4. What did the officer say before letting the driver proceed?
5. Was there any issue with the truck or the documents?

#### B. Fill in the Blanks

1. The officer asked for the driver's \_\_\_\_\_, vehicle registration, and cargo permit.
2. The driver was transporting \_\_\_\_\_ goods like fruits and vegetables.
3. The officer confirmed there were no \_\_\_\_\_ materials on board.

#### C. Roleplay Practice

- Student A: Play the border officer.
- Student B: Play the truck driver.
- Practice checking documents and clearing the driver to pass.

### Conversation 2: Border Delay – Truck Inspection Issues

#### A. Comprehension Questions

1. Why was the truck driver delayed at the border?
2. What mistake was found in the driver's documents?
3. How did the driver resolve the issue?
4. What did the officer promise to do once the issue was fixed?
5. How did the driver feel about the delay?

## Conversations at the Border for Truck Drivers

### Border Officer Checking Vehicle Condition

**Border Officer:** Good morning, driver. Before you cross, we need to check your vehicle's condition.

**Truck Driver:** Of course, officer. What specifically will you be checking?

**Border Officer:** We'll inspect the brakes, tires, and overall roadworthiness.

**Truck Driver:** No problem. The truck just passed a maintenance check last week.

**Border Officer:** That's good to know. Please pull into the inspection lane.

**Truck Driver:** Sure. Let me know if you need anything else.



### Truck Driver Asking About Border Rules

**Truck Driver:** Good afternoon, officer. I have a question about the new border regulations.

**Border Officer:** Sure, what do you need to know?

**Truck Driver:** Do I need an additional permit for transporting machinery across this border?

**Border Officer:** Yes, you'll need an import/export permit. Do you have one?

**Truck Driver:** I wasn't aware. Is there a way to get it here?

**Border Officer:** Yes, there's an office inside the border post. You can apply for the permit there.

**Truck Driver:** Thank you for the information.

## Truck Driver Dealing with Missing Paperwork

**Border Officer:** Sir, it appears that you're missing your customs clearance certificate.

**Truck Driver:** Oh no! It must be with my employer. Let me call them.

**Border Officer:** Please do. You can't cross without it.

**Truck Driver:** (On phone) Hey, I need the customs clearance certificate emailed immediately.

**Employer:** I'll send it right away.

**Truck Driver:** (Shows the email to the officer) Here it is.

**Border Officer:** Thanks. You're cleared to proceed.



## Border Staff Enforcing COVID-19 Protocols

**Border Officer:** Good afternoon. Before you proceed, I need to see your COVID-19 vaccination certificate.

**Truck Driver:** Of course. Here's my vaccination card.

**Border Officer:** Have you had any symptoms in the past 14 days?

**Truck Driver:** No, I've been perfectly healthy.

**Border Officer:** Great. Please sanitize your hands and proceed for a temperature check.

**Truck Driver:** Understood. Thank you.



## Truck Driver Facing Weather-Related Border Closure

**Truck Driver:** Hey officer, why is the border closed?

**Border Officer:** There's a heavy snowstorm ahead. The border will remain closed until further notice.

**Truck Driver:** Oh no! Do you know how long the closure will last?

**Border Officer:** It depends on the weather. It could be a few hours or even overnight.

**Truck Driver:** Is there a place nearby where I can park and rest?

**Border Officer:** Yes, there's a truck stop 3 kilometers down the road.

**Truck Driver:** Thanks. I'll head there and wait.



## Truck Driver Requesting Help with Navigation

**Truck Driver:** Hello, officer. I'm not familiar with this route. Can you help me with directions?

**Border Officer:** Of course. Where are you headed?

**Truck Driver:** I'm delivering goods to a warehouse in the next town.

**Border Officer:** Take the highway exit on the right. Follow the signs for 20 kilometers.

**Truck Driver:** Got it. Thanks for your help.

## Truck Driver's Truck Gets Flagged for Random Screening

**Border Officer:** Sir, your truck has been selected for random screening.

**Truck Driver:** Oh, is there any specific reason?

**Border Officer:** No, it's part of the routine security measures.

**Truck Driver:** Understood. How long will it take?

**Border Officer:** It should take around 30 minutes. Please park in the inspection area.

**Truck Driver:** Alright. Let me know when I'm cleared.

## Truck Driver Confirming Border Taxes

**Truck Driver:** Hello, officer. I need to confirm the tax amount for my shipment.

**Border Officer:** Let me check your papers. What's the declared value of your goods?

**Truck Driver:** It's ₹1,50,000 worth of textiles.

**Border Officer:** You'll need to pay a 5% customs tax. That's ₹7,500.

**Truck Driver:** Alright. Can I pay by card?

**Border Officer:** Yes, we accept cards. Please proceed to the payment counter.

**Truck Driver:** Thank you.

## Truck Driver Asking About Border Wait Times

**Truck Driver:** Good morning, officer. How long is the current wait time to cross?

**Border Officer:** It's about 45 minutes right now.

**Truck Driver:** Oh, that's not too bad. Do you expect any delays?

**Border Officer:** No major issues, but it could slow down during the evening rush.

**Truck Driver:** Got it. I'll try to cross before then. Thanks for the info.

**Border Officer:** You're welcome. Drive safely.



## Truck Driver Reporting an Incident at the Border

**Truck Driver:** Excuse me, officer. I just saw another truck driver bypass the inspection lane.

**Border Officer:** Thank you for reporting it. Can you describe the vehicle?

**Truck Driver:** Yes, it was a red semi-truck with license plate ending in 789.

**Border Officer:** We'll alert the checkpoint ahead and verify the situation.

**Truck Driver:** Let me know if you need any further information.

**Border Officer:** Will do. Thank you for being vigilant.

 Listen to This Chapter



## Exercises – Truck Drivers at the Border

### Vehicle Condition Check

#### A. Answer the questions:

1. What time of day was it when the conversation happened?
2. What parts of the vehicle were checked by the officer?
3. When was the truck's last maintenance check?
4. Where was the driver asked to move the truck?
5. How did the driver respond to the officer's instructions?

#### B. Fill in the blanks:

1. The officer wanted to check the \_\_\_\_\_, \_\_\_\_\_, and overall roadworthiness.
2. The truck passed a maintenance check last \_\_\_\_\_.
3. The driver was asked to pull into the \_\_\_\_\_ lane.

#### C. True or False:

1. The officer only checked the tires.
2. The truck had passed maintenance last week.
3. The driver refused to go to the inspection lane.

### Asking About Border Rules

#### A. Answer the questions:

1. What was the driver's question about?
2. What type of permit was required to transport machinery?
3. Did the driver already have the permit?
4. Where could the driver apply for the permit?
5. How did the driver thank the officer?

### Fill in the blanks:

1. The driver asked about new \_\_\_\_\_ regulations.
2. The officer said an \_\_\_\_\_ / \_\_\_\_\_ permit was needed.
3. The permit could be applied for at the \_\_\_\_\_ post.

### C. True or False:

1. The driver had all required permits before arriving.
2. The officer gave directions to get the permit.
3. The driver was upset and refused to apply for the permit.

### Missing Paperwork

#### A. Answer the questions:

1. Which document was missing?
2. Who did the driver call for help?
3. How was the document sent to the driver?
4. What did the driver show the officer?
5. Was the driver eventually allowed to cross?

#### B. Fill in the blanks:

1. The missing document was the \_\_\_\_\_ clearance certificate.
2. The employer sent the certificate via \_\_\_\_\_.
3. The driver was cleared to \_\_\_\_\_ after showing the document.

#### C. Sequencing:

Put these steps in the correct order:

- a) The officer noticed missing paperwork.
- b) The employer sent the certificate.
- c) The driver showed the email to the officer.
- d) The driver called the employer.

## COVID-19 Protocols

### A. Answer the questions:

1. Which certificate did the officer ask to see?
2. What question did the officer ask about the driver's health?
3. What did the driver have to do before proceeding?
4. How did the driver respond to the instructions?
5. What was checked last before crossing?

### B. Fill in the blanks:

1. The driver showed his \_\_\_\_\_ card.
2. The officer asked about symptoms in the last \_\_\_\_\_ days.
3. The driver was asked to sanitize his \_\_\_\_\_.

### C. True or False:

1. The officer asked for a customs clearance certificate.
2. The driver reported no symptoms.
3. The driver refused to sanitize his hands.

## Weather-Related Border Closure

### A. Answer the questions:

1. Why was the border closed?
2. How long could the closure last?
3. What did the driver ask about parking?
4. Where did the officer direct the driver to go?
5. How far away was the truck stop?

### B. Fill in the blanks:

1. The border was closed due to a \_\_\_\_\_.
2. The closure could last a few hours or \_\_\_\_\_.
3. The truck stop was \_\_\_\_\_ kilometers down the road.

### C. True or False:

1. The closure was due to heavy snow.
2. The officer knew exactly when the border would reopen.
3. The driver was directed to a nearby truck stop.

### Asking for Navigation Help

#### A. Answer the questions:

1. Why did the driver need help from the officer?
2. Where was the driver delivering goods?
3. Which highway exit should the driver take?
4. How far should the driver follow the signs?
5. How did the driver respond to the directions?

#### B. Fill in the blanks:

1. The driver was not familiar with the \_\_\_\_\_.
2. The warehouse was in the \_\_\_\_\_ town.
3. The officer said to follow the signs for \_\_\_\_\_ kilometers.

### Random Screening

#### A. Answer the questions:

1. Why was the truck stopped?
2. Was there a specific reason given for the screening?
3. How long was the screening expected to take?
4. Where was the driver asked to park?
5. What did the driver want to know after the inspection?

#### B. Fill in the blanks:

1. The screening was part of routine \_\_\_\_\_ measures.
2. The inspection would take around \_\_\_\_\_ minutes.
3. The driver parked in the \_\_\_\_\_ area.

### C. True or False:

1. The truck was selected because of a complaint.
2. The screening was random.
3. The driver was angry and refused to cooperate.

### Confirming Border Taxes

#### A. Answer the questions:

1. What was the declared value of the goods?
2. What percentage of customs tax was applied?
3. How much tax did the driver need to pay?
4. What form of payment was accepted?
5. Where was the driver told to go for payment?

#### B. Fill in the blanks:

1. The goods were worth ₹ \_\_\_\_\_ of textiles.
2. The customs tax was \_\_\_\_\_ percent.
3. The driver was directed to the \_\_\_\_\_ counter.

### C. True or False:

1. The declared value was ₹1,50,000.
2. Cash was the only payment method allowed.
3. The officer accepted card payments.

## Border Wait Times

### A. Answer the questions:

1. How long was the wait time to cross?
2. When might there be delays later in the day?
3. What did the driver plan to do to avoid delays?
4. How did the driver thank the officer?
5. What was the officer's final safety message?

### B. Fill in the blanks:

1. The current wait time was \_\_\_\_\_ minutes.
2. The delays might occur during the \_\_\_\_\_ rush.
3. The officer told the driver to drive \_\_\_\_\_.

## Reporting an Incident

### A. Answer the questions:

1. What did the driver report to the officer?
2. What color was the other truck?
3. What detail about the license plate did the driver share?
4. Who did the officer alert?
5. What did the officer thank the driver for?

### B. Fill in the blanks:

1. The driver reported another truck bypassing the \_\_\_\_\_ lane.
2. The truck was a \_\_\_\_\_ semi-truck.
3. The license plate ended in \_\_\_\_\_.

### **C. Matching:**

- Report suspicious activity →
- Alert checkpoint ahead →
- Describe the vehicle →
- Thank driver for vigilance →

Options:

- a) Red semi-truck with plate ending in 789
- b) Prevent further issues
- c) Act of responsibility
- d) Action taken by officer

## Truck Drivers at the Border - Answers

### Vehicle Condition Check

A.

1. Morning
2. Tires, brakes, lights
3. Last week
4. Inspection lane
5. Cooperated

B.

1. tires, brakes
2. week
3. inspection

C.

1. False
2. True
3. False

### Asking About Border Rules

A.

1. New transport regulations
2. Special/transport permit
3. Yes
4. Border post
5. Thanked politely

B.

1. border
2. escort/transport
3. border

C.

1. False
2. True
3. False

### **Missing Paperwork**

A.

1. Customs clearance certificate
2. Employer
3. Email
4. Certificate
5. Yes

B.

1. customs
2. email
3. cross

C.

1.  $a \rightarrow d \rightarrow b \rightarrow c$

### **COVID-19 Protocols**

A.

1. Vaccination certificate
2. Symptoms in last 14 days
3. Sanitize hands
4. Complied
5. Temperature checked

B.

1. vaccination
2. 14
3. hands

C.

1. False
2. True
3. False

### **Weather-Related Border Closure**

A.

1. Heavy snow
2. Few hours or overnight
3. Parking question
4. Truck stop
5. 5 km away

B.

1. snowstorm
2. overnight
3. 5

C.

1. True
2. False
3. True

### **Asking for Navigation Help**

A.

1. Unfamiliar with route
2. City warehouse
3. Exit 22
4. 10 km
5. Followed directions

B.

1. route
2. Springfield
3. 10

## Random Screening

A.

1. Routine check
2. Random selection
3. 30 minutes
4. Parking area
5. Asked about inspection result

B.

1. security
2. 30
3. designated

C.

1. False
2. True
3. False

## Confirming Border Taxes

A.

1. ₹1,50,000
2. 5%
3. ₹7,500
4. Cash or card
5. Customs counter

B.

1. 1,50,000
2. 5
3. customs

C.

1. True
2. False
3. True

## Border Wait Times

A.

1. 45 minutes
2. Evening rush
3. Arrived early
4. Thanked officer
5. Drive safely

B.

1. 45
2. evening
3. safely

## Reporting an Incident

A.

1. Another truck bypassing lane
2. Red
3. Ends with 789
4. Alert checkpoint
5. For reporting

B.

1. inspection
2. red
3. 789

C.

1. • Report suspicious activity → c
2. • Alert checkpoint ahead → d
3. • Describe the vehicle → a
4. • Thank driver for vigilance → b

## Conversations at the Restaurant



### Customer Orders Food

**Waiter:** Good evening! Welcome to Olive Grove. May I get you started with something to drink?

**Customer:** Good evening! Yes, I'll have a glass of red wine, please.

**Waiter:** Sure. Do you need some time to look at the menu, or are you ready to order?

**Customer:** I think I'm ready. I'll have the grilled salmon with garlic butter sauce and a side of mashed potatoes.

**Waiter:** Great choice! Would you like a salad or soup with that?

**Customer:** Hmm, I'll take the Caesar salad.

**Waiter:** Excellent. I'll bring your drink right away, and your food should be out shortly.

### Customer Asks for Recommendations

**Waiter:** Good afternoon! Welcome to Spice Delight. Have you dined with us before?

**Customer:** No, this is my first time. What do you recommend?

**Waiter:** Our chef's special today is the lamb shank with rosemary sauce, served with couscous. It's quite popular.

**Customer:** That sounds delicious. Do you have any vegetarian options?

**Waiter:** Yes, we have a vegetable lasagna and a quinoa salad bowl, both very flavorful.

**Customer:** I'll try the vegetable lasagna then.

**Waiter:** Excellent choice! Would you like to add a beverage?

**Customer:** Just a glass of sparkling water, please.

**Waiter:** Coming right up!

## Family with Kids

**Waiter:** Hi there! Welcome to Sunny Bistro. Can I start you off with some drinks?

**Father:** I'll have a lemonade.

**Mother:** Just water for me.

**Child:** Do you have chocolate milk?

**Waiter:** Yes, we do! One chocolate milk coming up. Are you ready to order?

**Mother:** Yes, I'll have the grilled chicken with steamed vegetables.

**Father:** I'll go for the steak with fries.

**Child:** Can I have the mac and cheese, please?

**Waiter:** Of course! And would you like any appetizers?

**Father:** No, just the mains for now.

**Waiter:** Got it. Your food will be ready soon.



## Customer Asks About Ingredients

**Waiter:** Good evening! May I take your order?

**Customer:** I'm considering the mushroom risotto, but I'm allergic to dairy. Does it contain any cream or cheese?

**Waiter:** Let me check with the chef. (Returns) The risotto does contain a small amount of cream, but we can prepare it without dairy if you prefer.

**Customer:** That would be great. I'll take the dairy-free version.

**Waiter:** Absolutely. Would you like a side with that?

**Customer:** Yes, a side of roasted vegetables, please.

**Waiter:** Noted. I'll place your order right away.

## Friends Catching Up

**Waiter:** Hello! Welcome to Café Breeze. Are you ready to order?

**Customer 1:** Hey! Not yet, we're still deciding. Could we get some nachos to share while we choose?

**Waiter:** Of course. I'll bring those out shortly.

**Customer 2:** Do you have any gluten-free options?

**Waiter:** Yes, we have a gluten-free pasta and a quinoa bowl.

**Customer 2:** Great. I'll go with the quinoa bowl.

**Customer 1:** And I'll have the grilled chicken burger with sweet potato fries.

**Waiter:** Got it! I'll be back with your nachos in a moment.

## Customer Complains About the Food



**Waiter:** How is everything so far?

**Customer:** Actually, my steak is overcooked. I ordered it medium-rare, but it's well done.

**Waiter:** Oh, I'm so sorry about that. Let me get the chef to prepare a new one for you.

**Customer:** I appreciate that.

**Waiter:** Would you like a complimentary drink while you wait?

**Customer:** That would be great. A glass of house red wine, please.

**Waiter:** Certainly. I'll bring it right away, and your new steak will be out shortly.

## Romantic Date

**Waiter:** Good evening! Are you ready to order, or would you like a few more minutes?

**Man:** I think we're ready.

**Woman:** Yes, I'll have the grilled sea bass with lemon butter sauce.

**Man:** I'll go for the filet mignon, medium-rare, with truffle mashed potatoes.

**Waiter:** Great choices. Would you like to pair your meals with some wine?

**Man:** Yes, a bottle of Pinot Noir, please.

**Waiter:** Excellent selection. I'll bring your wine first. Enjoy your evening!

### Customer Requests a Special Dish

**Waiter:** Good evening! Can I take your order?

**Customer:** Hi! I was wondering if you could make a dish that's not on the menu.

**Waiter:** It depends on the ingredients. What did you have in mind?

**Customer:** I was hoping for a grilled vegetable platter with hummus.

**Waiter:** Let me check with the kitchen. (Returns) Yes, the chef can prepare that for you.

**Customer:** Wonderful! Thank you. I'll have that with a green tea, please.

**Waiter:** Absolutely. I'll place your order right away.

### Customer Asks for the Bill

**Waiter:** How was your meal?

**Customer:** It was fantastic, thank you!

**Waiter:** I'm glad you enjoyed it. Would you like any dessert or coffee?

**Customer:** No, just the bill, please.

**Waiter:** Of course. I'll be right back with it.



**Customer:** By the way, do you accept digital payments?

**Waiter:** Yes, we accept cards, UPI, and Paytm.

**Customer:** Perfect. I'll pay by card.

**Waiter:** No problem. I'll bring the card machine.

### Customer Makes a Reservation

**Customer:** Hello! I'd like to make a reservation for Saturday night.

**Host:** Certainly! For how many people?

**Customer:** Four people at 7:30 PM, please.

**Host:** Let me check. Yes, we have availability. Would you prefer indoor or outdoor seating?

**Customer:** Outdoor, please.

**Host:** Noted. May I have your name and contact number?

**Customer:** Sure. It's Rahul Sharma, and my number is 9876543210.

**Host:** Thank you, Mr. Sharma. Your reservation is confirmed. We look forward to serving you.

**Customer:** Thanks! See you on Saturday.



 Listen to This Chapter

## Exercises for Restaurant Conversations

### Conversation 1: Customer Orders Food

#### A. Comprehension Questions

1. What drink did the customer order?
2. What main dish did the customer choose?
3. What side dish came with the grilled salmon?
4. Did the customer order a salad or soup?
5. How did the waiter respond after taking the order?

#### B. Fill in the Blanks

1. The customer ordered a glass of \_\_\_\_\_ wine.
2. The main dish was grilled \_\_\_\_\_ with garlic butter sauce.
3. The side dish chosen was \_\_\_\_\_ salad.

#### C. Roleplay

- Student A: Waiter taking the order.
- Student B: Customer ordering drinks and food.

### Conversation 2: Customer Asks for Recommendations

#### A. Comprehension Questions

1. Was it the customer's first visit to the restaurant?
2. What special dish did the waiter recommend?
3. Which vegetarian options were available?
4. What did the customer finally order?
5. What drink did the customer choose?

#### B. True or False

1. The chef's special was grilled salmon.
2. The customer ordered vegetable lasagna.
3. The customer asked for a glass of orange juice.

## C. Vocabulary Practice

- Write five words related to vegetarian food.

### Conversation 3: Family with Kids

#### A. Comprehension Questions

1. What drinks did each family member order?
2. What did the child order for food?
3. Which meal did the father choose?
4. Did they order any appetizers?
5. How did the waiter respond at the end?

#### B. Fill in the Blanks

1. The child wanted \_\_\_\_\_ milk.
2. The mother ordered grilled chicken with \_\_\_\_\_ vegetables.
3. The father ordered a \_\_\_\_\_ with fries.

#### C. Roleplay

- Practice a family ordering dinner at a restaurant.

### Conversation 4: Customer Asks About Ingredients

#### A. Comprehension Questions

1. Why did the customer ask about the ingredients in the dish?
2. What ingredient in the risotto caused concern?
3. How did the chef handle the situation?
4. What side dish did the customer order?
5. Was the dish prepared dairy-free?

## B. True or False

1. The customer was allergic to dairy.
2. The waiter said they could not change the recipe.
3. The customer ordered roasted vegetables as a side.

## C. Writing Practice

- Write a short request asking about allergens in a dish.

### Conversation 5: Friends Catching Up

#### A. Comprehension Questions

1. What appetizer did the friends order first?
2. Which friend asked for gluten-free options?
3. What meal did each friend choose?
4. What kind of fries came with the grilled chicken burger?
5. How did the waiter respond to the order?

#### B. Fill in the Blanks

1. They ordered \_\_\_\_\_ to share.
2. The gluten-free option chosen was the \_\_\_\_\_ bowl.
3. The burger came with \_\_\_\_\_ potato fries.

#### C. Discussion

- Why is it important for restaurants to have gluten-free dishes?

### Conversation 6: Customer Complains About the Food

#### A. Comprehension Questions

1. What was wrong with the customer's steak?
2. How did the waiter respond to the complaint?
3. What complimentary drink was offered to the customer?

4. Did the waiter promise to prepare a new steak?
5. How did the customer feel about the solution?

### **B. True or False**

1. The steak was cooked perfectly.
2. The customer accepted a free drink.
3. The waiter refused to replace the steak.

### **C. Roleplay**

- Practice handling a food complaint as a waiter and customer.

## Conversation 7: Romantic Date

### **A. Comprehension Questions**

1. What dish did the woman order?
2. How did the man want his filet mignon cooked?
3. What type of potatoes came with the man's meal?
4. What wine did they order?
5. What did the waiter do first?

### **B. Fill in the Blanks**

1. The woman ordered grilled \_\_\_\_\_ with lemon butter sauce.
2. The man ordered filet mignon cooked \_\_\_\_\_-rare.
3. They chose a bottle of \_\_\_\_\_ Noir.

### **C. Writing**

- Write a romantic dinner order for two people.

## Conversation 8: Customer Requests a Special Dish

### A. Comprehension Questions

1. What dish did the customer request that was not on the menu?
2. How did the waiter handle the request?
3. What drink did the customer order?
4. Did the chef agree to prepare the special dish?
5. How did the customer respond?

### B. True or False

1. The dish requested was a grilled vegetable platter.
2. The waiter said it was impossible to make a special order.
3. The customer ordered green tea.

### C. Roleplay

- Student A: Customer asking for a custom dish.
- Student B: Waiter checking with the chef.

## Conversation 9: Customer Asks for the Bill

### A. Comprehension Questions

1. Did the customer enjoy the meal?
2. What did the waiter offer before bringing the bill?
3. What payment options does the restaurant accept?
4. How did the customer choose to pay?
5. What did the waiter bring to complete the payment?

### B. Fill in the Blanks

1. The customer said the meal was \_\_\_\_\_.
2. The restaurant accepts cards, UPI, and \_\_\_\_\_.
3. The waiter brought the \_\_\_\_\_ machine.

### C. Writing

- Write a polite way to ask for the bill.

Conversation 10: Customer Makes a Reservation

#### A. Comprehension Questions

1. What day and time did the customer want to reserve a table?
2. For how many people was the reservation made?
3. Did the customer prefer indoor or outdoor seating?
4. What personal details were requested by the host?
5. How did the host confirm the reservation?

#### B. True or False

1. The reservation was for three people.
2. The customer's name was Rahul Sharma.
3. The seating chosen was indoor.

## Restaurant Conversations - Answers

### Conversation 1 - Customer Orders Food

A.

1. Red wine
2. Grilled salmon
3. Mixed green salad
4. Salad
5. Noted order politely

B.

1. red
2. salmon
3. green

### Conversation 2 - Customer Asks for Recommendations

A.

1. Yes
2. Chef's special: grilled salmon
3. Veg lasagna, veggie bowl
4. Veg lasagna
5. Orange juice

B.

1. True
2. True
3. True

### **Conversation 3 – Family with Kids**

A.

1. Child – milk, Mother – water, Father – soda
2. Chicken nuggets
3. Steak
4. Yes, fries
5. Thanked politely

B.

1. milk
2. steamed
3. burger

### **Conversation 4 – Customer Asks About Ingredients**

A.

1. Allergy concern
2. Dairy
3. Prepared dairy-free
4. Roasted vegetables
5. Yes

B.

1. True
2. False
3. True

### **Conversation 5 – Friends Catching Up**

A.

1. Nachos
2. Friend 2
3. Chicken burger, Veg bowl
4. Sweet potato fries
5. Noted politely

B.

1. nachos
2. veggie
3. sweet

### **Conversation 6 – Customer Complains About Food**

A.

1. Overcooked steak
2. Apologized
3. Complimentary drink
4. Yes
5. Satisfied

B.

1. False
2. True
3. False

### **Conversation 7 – Romantic Date**

A.

1. Grilled salmon
2. Medium-rare
3. Mashed potatoes
4. Pinot Noir
5. Took order

B.

1. salmon
2. medium
3. Pinot

### **Conversation 8 – Customer Requests Special Dish**

A.

1. Grilled vegetable platter
2. Checked with chef
3. Green tea
4. Yes
5. Thanked waiter

B.

1. True
2. False
3. True

### **Conversation 9 – Customer Asks for Bill**

A.

1. Yes
2. Dessert menu
3. Cards, UPI, cash
4. Card
5. Card machine

B.

1. delicious
2. cash
3. card

## Conversation 10 – Customer Makes Reservation

A.

1. Saturday at 7 PM
2. Four people
3. Outdoor seating
4. Name and contact number
5. Confirmed reservation

B.

1. False
2. True
3. False

## Uber Conversations

### Booking a Ride

**Passenger:** Hi, I just booked an Uber. Are you the driver?

**Driver:** Yes, this is Raj from Uber. Are you Priya?

**Passenger:** Yes, that's me. Could you confirm the destination?

**Driver:** Sure. You're heading to Connaught Place, right?

**Passenger:** Yes, exactly. How long will it take?

**Driver:** It should take around 25-30 minutes, considering the current traffic.

**Passenger:** Great. Do you have a bottle of water by any chance?

**Driver:** Yes, there's one in the seat pocket. Please help yourself.

**Passenger:** Thanks! Also, could you lower the AC a bit? It's quite warm.

**Driver:** Sure thing. Let me adjust it.

### Delayed Driver Arrival

**Passenger:** Hi, I noticed you're taking longer than expected. Is everything okay?

**Driver:** Apologies, sir. There's heavy traffic near the main intersection.

**Passenger:** Oh, I see. How much longer will you take?

**Driver:** I should be there in about 5 minutes. Sorry for the delay.

**Passenger:** That's fine. Please drive safely.

**Driver:** Thank you. I'll be there shortly.



## Requesting a Different Route

**Passenger:** Hi, could we take the inner road instead of the highway?

**Driver:** Sure, but the inner road may have more signals and could take longer.

**Passenger:** That's fine. I just want to avoid the heavy traffic.

**Driver:** Understood. Let me adjust the route on the app.

**Passenger:** Thanks. Also, could you slow down a bit? I feel a bit uneasy.

**Driver:** Of course. I'll drive more cautiously.

## Driver Calling Before Arrival



**Driver:** Hello, is this Rohit?

**Passenger:** Yes, speaking.

**Driver:** I'm your Uber driver. I'm nearby but can't locate your exact address.

**Passenger:** Oh, I'm right outside Café Aroma. It's next to the pharmacy.

**Driver:** Got it! I'll be there in two minutes.

**Passenger:** Perfect. See you soon.

## Forgotten Belonging

**Passenger:** Hi, I think I left my wallet in your car.

**Driver:** Oh, let me check. I just dropped you off near the mall, right?

**Passenger:** Yes, exactly. It's a black leather wallet.

**Driver:** I found it! Do you want me to drop it off somewhere?

**Passenger:** Could you bring it to the café nearby? I'll wait there.

**Driver:** Sure, I'll be there in 10 minutes.

## Payment Issue

**Passenger:** Hi, my app is showing a payment error.

**Driver:** No worries. You can pay in cash or through UPI.

**Passenger:** Okay. Do you accept Google Pay?

**Driver:** Yes, that works. Let me share the QR code.

**Passenger:** Thanks. Let me scan it. Done!

**Driver:** Payment received. Thank you.

## Weather-Related Concerns

**Passenger:** Hi, I'm just confirming if you're still on your way despite the rain.

**Driver:** Yes, I'm on my way, but the rain has slowed traffic a bit.

**Passenger:** That's fine. Please drive safely.

**Driver:** Thank you. I'll call you when I arrive.

**Passenger:** Sure. See you soon.

## Music Request

**Passenger:** Hi, would you mind playing some light music?

**Driver:** Sure! Do you have a preference?

**Passenger:** Something soft, maybe instrumental.

**Driver:** Got it. Let me put on some Lo-Fi beats.

**Passenger:** That's perfect. Thanks!



## Airport Pickup

**Driver:** Hello, is this Anjali?

**Passenger:** Yes, I just landed at Terminal 3.

**Driver:** Great. I'm parked in Zone C near the arrivals.

**Passenger:** Okay. I'll be there in five minutes.

**Driver:** No rush. I'll wait for you.

**Passenger:** Thank you!

## Pet in the Car

**Passenger:** Hi, I have a small dog with me. Is that okay?

**Driver:** Hmm, I'm not sure. Let me check the app's pet policy.

**Passenger:** It's a service dog, so it should be fine.

**Driver:** Oh, in that case, no problem. Please bring your dog along.

**Passenger:** Thanks so much for understanding!

**Driver:** No worries. I love dogs!



Listen to This Chapter

## Exercises for Uber Conversations

### Part A – Comprehension Questions

*Read each conversation carefully and answer the questions.*

#### Conversation 1 – Booking a Ride

1. What is the passenger's name?
2. Where is the passenger going?
3. How long will the ride take?
4. What two requests does the passenger make during the ride?
5. How does the driver respond to the passenger's requests?

#### Conversation 2 – Delayed Driver Arrival

1. Why is the driver delayed?
2. How long does the driver say it will take to arrive?
3. What does the passenger ask the driver to do?
4. How does the driver reassure the passenger?

#### Conversation 3 – Requesting a Different Route

1. Which road does the passenger prefer to take?
2. Why does the passenger want to avoid the highway?
3. What warning does the driver give about the inner road?
4. What second request does the passenger make?
5. How does the driver respond?

#### Conversation 4 – Driver Calling Before Arrival

1. Who calls first, the driver or the passenger?
2. Where is the passenger waiting?
3. How far is the driver from the passenger?
4. What does the passenger say at the end?

### **Conversation 5 – Forgotten Belonging**

1. What item did the passenger leave behind?
2. Where was the passenger dropped off?
3. Where does the passenger ask the driver to bring the wallet?
4. How long will it take the driver to arrive?

### **Conversation 6 – Payment Issue**

1. What problem does the passenger face?
2. What two payment options does the driver suggest?
3. Which payment method does the passenger choose?
4. What happens after the payment is completed?

### **Conversation 7 – Weather-Related Concerns**

1. What type of weather is mentioned in the conversation?
2. How does the weather affect the traffic?
3. What does the driver promise to do when arriving?
4. How does the passenger respond?

### **Conversation 8 – Music Request**

1. What type of music does the passenger request?
2. What kind of music does the driver play?
3. How does the passenger react to the driver's choice?

### **Conversation 9 – Airport Pickup**

1. Where did the passenger just arrive from?
2. In which zone is the driver parked?
3. How long will it take the passenger to reach the driver?
4. What does the driver say while waiting?

### Conversation 10 – Pet in the Car

1. What pet does the passenger have?
2. Why is the driver unsure at first?
3. What reason does the passenger give for bringing the pet?
4. How does the driver react after learning it's a service dog?

### Part B – Vocabulary Match

Match the words with their meanings.

Word	Meaning
1. Intersection	A. Money transfer through a phone app
2. Zone	B. A request or wish
3. QR Code	C. A place where two or more roads cross
4. Policy	D. Specific area or section
5. Request	E. A rule or guideline

### Part C – Fill in the Blanks

Use the conversations to fill in the missing words.

1. The driver said, "I should be there in about \_\_\_ minutes."
2. The passenger asked, "Do you have a bottle of \_\_\_ by any chance?"
3. The passenger said, "Could we take the \_\_\_ road instead of the highway?"
4. The driver said, "I'll wait for you in Zone \_\_\_ near the arrivals."
5. The passenger said, "It's a \_\_\_ dog, so it should be fine."

## Part D - True or False

Decide if each statement is True (T) or False (F).

1. The passenger in Conversation 1 wanted to increase the AC temperature.
2. In Conversation 2, the delay was caused by rain.
3. The driver in Conversation 3 warns that the inner road may take longer.
4. The wallet left behind in Conversation 5 was red.
5. In Conversation 10, the driver refuses to allow the pet inside.

## Uber Conversations – Answers

### Part A – Comprehension Questions

#### Conversation 1

1. Alex
2. Airport
3. 25 minutes
4. Adjust AC, play music
5. Agrees politely

#### Conversation 2

1. Traffic jam
2. 10 minutes
3. Ask to wait
4. Reassures soon arrival

#### Conversation 3

1. Inner city road
2. Avoid highway traffic
3. Inner road may be slower
4. Ask to lower volume
5. Agrees

#### Conversation 4

1. Driver
2. Outside hotel
3. 5 minutes away
4. Thanks

#### Conversation 5

1. Wallet
2. Office
3. Home
4. 15 minutes

### **Conversation 6**

1. Card payment not working
2. Cash or UPI
3. UPI
4. Trip completed

### **Conversation 7**

1. Rain
2. Slower traffic
3. Drive safely and assist
4. Thanks

### **Conversation 8**

1. Jazz
2. Pop music
3. Smiles and nods

### **Conversation 9**

1. London
2. Pickup zone 3
3. 5 minutes
4. "Waiting here"

### **Conversation 10**

1. Dog (service dog)
2. Unsure about pet policy
3. It's a service dog
4. Allows

### **Part B – Vocabulary Match**

1. C
2. D
3. A
4. E
5. B

### **Part C – Fill in the Blanks**

1. 10
2. water
3. inner
4. 3
5. service

### **Part D – True or False**

1. F
2. T
3. T
4. F
5. F

## Conversations Between Staff Members



### Discussing Project Deadlines

**Riya (Team Lead):** Hey Aman, have you finished the report for the upcoming project review? The deadline is tomorrow.

**Aman (Analyst):** Almost done. I just need to add the final metrics and polish the presentation slides.

**Riya:** Great! Let me know if you need any help. We can't afford to miss this deadline.

**Aman:** Sure. By the way, have you coordinated with the marketing team regarding their data inputs?

**Riya:** Yes, I spoke to Neha this morning. She's sending over the updated figures by 3 PM.

**Aman:** Perfect. That should give me enough time to include them.

**Riya:** Awesome. Let's do a final review together before we submit it.

### Planning for an Office Event

**Priya (HR):** Hi Sam, are we on track with the preparations for the annual staff meet?

**Sam (Admin):** Almost. The venue is booked, and the catering service is confirmed.

**Priya:** What about the guest list? Are all RSVPs finalized?

**Sam:** Not yet. A few people haven't confirmed. I'll send a reminder email today.

**Priya:** Great. We also need to finalize the seating arrangement and the gift distribution.

**Sam:** Right. I'll coordinate with the logistics team for that.

**Priya:** Thanks. Let me know if you need extra hands.

## Addressing a Technical Issue

**Raj (IT Support):** Hi Sneha, I heard you're having issues with your system.

**Sneha (Designer):** Yes, my software keeps crashing, and the screen freezes frequently.

**Raj:** Hmm. Let me check. Did you install any recent updates?

**Sneha:** I updated the design tool yesterday. Maybe that caused it?

**Raj:** Could be. Let me run a quick diagnostic and see if any patches are needed.

**Sneha:** That would be great. Thanks!

**Raj:** No worries. I'll get it fixed ASAP.

**Raj:** Could be. Let me run a quick diagnostic and see if any patches are needed.

**Sneha:** That would be great. Thanks!

**Raj:** No worries. I'll get it fixed ASAP.



## Discussing a Client Presentation

**Vikram (Manager):** Hey Anjali, have you finalized the slides for the client pitch?

**Anjali (Executive):** Yes, but I still need to include some recent case studies.

**Vikram:** Good idea. Let's also add some success metrics to strengthen our pitch.

**Anjali:** That makes sense. Do you think we should add a comparison chart?

**Vikram:** Absolutely. It will give them a clearer picture.

**Anjali:** Alright, I'll work on it and share the updated version by the end of the day.

**Vikram:** Perfect. Thanks, Anjali!

## Scheduling a Team Meeting

**Lisa (Coordinator):** Hi Kevin, can you confirm the time for tomorrow's team meeting?

**Kevin (Project Lead):** Sure. It's scheduled for 11 AM in the conference room.

**Lisa:** Great. Should I send a reminder email to everyone?

**Kevin:** Yes, please. Also, include the meeting agenda so everyone comes prepared.

**Lisa:** Will do. Are we expecting any remote participants?

**Kevin:** Yes, Ankit will be joining via Zoom.

**Lisa:** Got it. I'll include the Zoom link in the invite.



## Discussing Shift Changes

**Meera (Supervisor):** Hey Rahul, I need to discuss the upcoming shift changes with you.

**Rahul (Staff):** Sure. What's changing?

**Meera:** We're rotating the evening shifts next week. You'll be covering Monday and Wednesday instead of Friday.

**Rahul:** That works for me. Do I need to inform the front desk team?

**Meera:** Yes, please. And update the shared calendar accordingly.

**Rahul:** Will do. Thanks for the heads-up.

## Requesting Leave

**Arjun (Employee):** Hi Nisha, I wanted to discuss my leave request for next week.

**Nisha (HR):** Sure. What dates are you planning to take off?

**Arjun:** From the 12th to the 15th.

**Nisha:** Let me check the schedule. Hmm... we have two others on leave during that period.

**Arjun:** Oh, I didn't realize. If it's an issue, I can adjust my dates.

**Nisha:** Let me confirm with the manager and get back to you.

**Arjun:** Sounds good. Thanks, Nisha.

## Handling a Customer Complaint

**Sonia (Customer Support):** Hi Rajat, I just received a customer complaint regarding late delivery.

**Rajat (Logistics):** Oh no. What was the issue?

**Sonia:** The package was supposed to arrive yesterday but is still in transit.

**Rajat:** Let me check the tracking status. Hmm... it seems there was a delay at the distribution center.

**Sonia:** Can we expedite the delivery?

**Rajat:** I'll contact the carrier and request priority shipping.

**Sonia:** Great. Let me update the customer on the status.

## Discussing a New Policy Implementation



**Neha (HR):** Hi Ravi, have you gone through the new remote work policy?

**Ravi (Finance):** Yes, I have. It looks reasonable, but I'm concerned about the internet reimbursement clause.

**Neha:** What's your concern?

**Ravi:** It doesn't specify the maximum reimbursement limit, which could lead to confusion.

**Neha:** Good point. I'll bring it up with the management team.

**Ravi:** Thanks. It's better to clarify it before rolling it out.

## Brainstorming a Marketing Campaign

**Divya (Marketing Lead):** Hi Karan, any new ideas for the summer campaign?

**Karan (Creative Designer):** Yes! I was thinking of using a beach and vacation theme.

**Divya:** That sounds refreshing. How about we add some interactive contests?

**Karan:** Great idea! We could run a “Share Your Summer Moment” photo contest.

**Divya:** I love it. Let’s involve the social media team and start working on the creatives.

**Karan:** Perfect. I’ll set up a brainstorming session for tomorrow.



Listen to This Chapter

## Exercises for Staff Member Conversations

### Part A – Comprehension Questions

*Read each conversation carefully and answer the questions.*

#### Conversation 1 – Project Deadlines

1. What task is Aman working on?
2. When is the deadline for the project report?
3. Who is sending updated figures, and at what time?
4. What do Riya and Aman plan to do before submitting the report?
5. What part of the report does Aman still need to complete?

#### Conversation 2 – Office Event Planning

1. What event are Priya and Sam preparing for?
2. Which two things are already confirmed?
3. What is pending with the guest list?
4. Who will coordinate with the logistics team?
5. What other tasks does Priya mention?

#### Conversation 3 – Technical Issue

1. What problem is Sneha facing with her system?
2. What recent change did Sneha make to her software?
3. What action will Raj take to fix the problem?
4. Why might updates cause technical issues?
5. What is Raj's response after Sneha thanks him?

#### Conversation 4 – Client Presentation

1. What still needs to be added to the client presentation?
2. What does Vikram suggest adding to strengthen the pitch?
3. Why does Anjali want to include a comparison chart?

4. When will Anjali share the updated version of the slides?
5. How does Vikram respond at the end?

### **Conversation 5 – Team Meeting**

1. What time is the meeting scheduled for?
2. Where will the meeting take place?
3. Who will be joining remotely?
4. What does Kevin ask Lisa to include in the email?
5. Why is it important to send a reminder?

### **Conversation 6 – Shift Changes**

1. What days will Rahul be covering next week?
2. Which day is Rahul no longer working?
3. Who needs to be informed about the shift changes?
4. What tool does Rahul need to update after the changes?
5. How does Rahul respond to the update?

### **Conversation 7 – Leave Request**

1. What dates does Arjun want to take off?
2. Why is there a scheduling issue?
3. What does Arjun offer to do when he learns about the issue?
4. Who will Nisha check with before confirming the leave?
5. How does Arjun react at the end?

### **Conversation 8 – Customer Complaint**

1. What was the customer's complaint about?
2. What caused the delivery delay?
3. What solution does Sonia suggest?
4. Who will contact the carrier?
5. What will Sonia do after the issue is resolved?

### Conversation 9 – New Policy Implementation

1. What policy are Neha and Ravi discussing?
2. What part of the policy concerns Ravi?
3. Why could the reimbursement clause cause confusion?
4. What will Neha do to address the concern?
5. Why is it important to clarify the policy before rollout?

### Conversation 10 – Marketing Campaign

1. What theme does Karan suggest for the summer campaign?
2. What idea does Divya add to make the campaign interactive?
3. What type of contest does Karan propose?
4. Which team needs to be involved in the campaign planning?
5. When will Karan set up the brainstorming session?

### Part B – Vocabulary Match

Match the words with their meanings.

Word	Meaning
1. Metrics	A. Solving a problem or fixing something
2. Diagnostic	B. List of confirmed attendees for an event
3. RSVP	C. Numerical data or measurements
4. Patch	D. A test to find problems in a system
5. Resolution	E. A software update to fix issues

## Part C – Fill in the Blanks

**Use words from the conversations to complete the sentences.**

1. The deadline for the project report is \_\_\_\_\_.
2. The catering service has been \_\_\_\_\_ for the annual event.
3. Sneha’s system issue started after she installed a software \_\_\_\_\_.
4. Rahul needs to update the \_\_\_\_\_ calendar after the shift changes.
5. Sonia will \_\_\_\_\_ the customer about the delivery status.
6. Ravi is concerned about the \_\_\_\_\_ limit for internet reimbursement.
7. Karan suggested a beach and vacation \_\_\_\_\_ for the summer campaign.
8. Lisa will send the Zoom \_\_\_\_\_ to remote participants.

## Part D – True or False

**Write True (T) or False (F) next to each statement.**

1. Riya and Aman plan to review the report together before submission.
2. Sam has already finalized all the RSVPs for the annual event.
3. Sneha’s problem was caused by a new software update.
4. Kevin asked Lisa to prepare the snacks for the meeting.
5. Rahul’s new shift includes Friday and Saturday.
6. Arjun was the only employee requesting leave that week.
7. Sonia plans to ignore the customer complaint.
8. Ravi’s concern was about the travel allowance limit.
9. Karan suggested a “Share Your Summer Moment” contest.
10. Divya will handle the brainstorming session alone.

## Part E – Short Answer Writing

Answer each question in 2-3 sentences.

1. Why is it important to meet project deadlines?
2. How should a team handle multiple employees requesting leave at the same time?
3. What steps should be taken when a customer complains about a delay?
4. Why is clear communication important when implementing a new policy?
5. What makes a marketing campaign more engaging and successful?

## Staff Member Conversations - Answers

### **Conversation 5**

1. 10 AM
2. Conference room 2
3. Emma
4. Include agenda
5. Reminder ensures attendance

### **Conversation 6**

1. Monday, Tuesday
2. Thursday
3. Supervisor
4. Shift calendar
5. Thanks

### **Conversation 7**

1. 12-14 Sept
2. Overlapping schedules
3. Offer to swap shifts
4. Team lead
5. Thanks

### **Conversation 8**

1. Late delivery
2. Traffic
3. Offer refund/discount
4. Carrier company
5. Follow up

### **Conversation 9**

1. Internet reimbursement
2. Spending limit
3. Could cause confusion among staff
4. Send clarification email
5. Avoid misunderstandings

## Conversation 10

1. Summer theme: Beach vacation
2. Interactive photo contest
3. "Share Your Summer Moment"
4. Marketing and social media team
5. Monday

## Part B - Vocabulary Match

1. C
2. D
3. B
4. E
5. A

## Part C - Fill in the Blanks

1. Friday
2. booked
3. patch
4. shift
5. inform
6. reimbursement
7. theme
8. link

## Part D - True or False

1. T
2. F
3. T
4. F
5. T
6. F
7. F

- 8. T
- 9. T
- 10. F

**Part E – Short Answer Writing**

- 1. Ensures timely completion and avoids project delays.
- 2. Prioritize critical tasks, communicate, and negotiate leave.
- 3. Acknowledge complaint, find cause, and provide solution.
- 4. Prevents misunderstandings and ensures smooth implementation.
- 5. Creative ideas and interactive elements engage audience more.

## Conversations Between a Robot and a Human in the Future

### Grocery Shopping Assistance

**Human:** Hey, can you add some bananas, milk, and eggs to my grocery list?

**Robot:** Certainly! I've added bananas, milk, and eggs to your list. Would you like to reorder your usual oat milk instead of regular milk?

**Human:** Oh, good catch. Yes, replace it with oat milk.

**Robot:** Done. Also, I noticed you're low on spinach and avocados based on your past orders. Should I add them as well?

**Human:** Hmm, yeah. Go ahead.

**Robot:** Added. Your grocery list is now updated and sent to the auto-delivery service. Estimated arrival: 4:00 PM tomorrow.

**Human:** Perfect. Thanks!

**Robot:** Always here to help.



### Morning Routine Coordination

**Human:** Good morning. What's on my schedule today?

**Robot:** Good morning! You have a dentist appointment at 11:00 AM, followed by a project meeting at 2:30 PM. Shall I prepare directions for the dentist?

**Human:** Yes, and remind me to leave by 10:15 AM.

**Robot:** Reminder set. Also, the weather forecast predicts rain around 10:30 AM. Shall I pack an umbrella in your smart bag?

**Human:** Yes, please.

**Robot:** Done. I've also adjusted the home temperature to a cozy 22°C based on your preferences.

**Human:** You're the best.

**Robot:** Just doing my job efficiently.

### Home Security Alert

**Robot:** Alert! Unusual activity detected at the front door.

**Human:** What kind of activity?

**Robot:** A person is lingering near the door for over 5 minutes. Shall I activate the exterior security drones?

**Human:** Yes, but first, show me the live feed.

**Robot:** Displaying live footage.

**Human:** Hmm, that's just the delivery guy. Stand down the drones.

**Robot:** Acknowledged. The drones are on standby. I will log this as a false alert.

**Human:** Good. Keep monitoring.

**Robot:** Understood.



### Robot Seeking Permission for Self-Update

**Robot:** Hello, I require your authorization for a system update.

**Human:** What does the update include?

**Robot:** Improved speech processing, faster response time, and enhanced emotional recognition capabilities.

**Human:** Hmm. Will it affect your current tasks?

**Robot:** No, I will continue operating normally during the update. It will take approximately 15 minutes.

**Human:** Alright, go ahead.

**Robot:** Thank you. Beginning update now.

**Human:** Let me know once it's done.

**Robot:** Of course.

## Personal Fitness Assistant

**Human:** Start my fitness routine.

**Robot:** Certainly! Today is leg day. Shall I begin with the warm-up stretches?

**Human:** Yes.

**Robot:** Stretching routine activated. Let me know if you need modifications.

**Human:** Actually, my knee is sore. Skip the lunges today.

**Robot:** Noted. I will replace lunges with low-impact step-ups.

**Human:** That works.

**Robot:** Workout modified. Let's begin.



## Robot Helping with Work Tasks

**Human:** Can you summarize the sales report from last month?

**Robot:** Certainly. Sales increased by 12%, with a 9% rise in new customer acquisition. The most profitable product was the Smart Home Hub.

**Human:** Interesting. Can you create a presentation with those insights?

**Robot:** Presentation created with visuals and key highlights. Would you like me to add predictive sales trends for the next quarter?

**Human:** Yes, that would be helpful.

**Robot:** Added. The presentation is now saved in your work folder.

**Human:** Excellent.

**Robot:** Happy to assist.

## Robot Giving Travel Suggestions

**Human:** I'm in the mood for a vacation. Any suggestions?

**Robot:** Based on your past preferences, I suggest the Maldives or Kyoto, Japan. Both have excellent weather and scenic beauty right now.

**Human:** Show me flight prices.

**Robot:** Flights to the Maldives start at \$650, while Kyoto is \$720. Both are round-trip fares.

**Human:** Book the Maldives trip.

**Robot:** Done. You are confirmed for a 5-day trip, leaving next Friday.

**Human:** Sweet!

**Robot:** Enjoy your vacation!



## Robot Helping with Cooking

**Human:** I want to cook pasta tonight.

**Robot:** Excellent choice. Would you like a traditional marinara or creamy alfredo sauce?

**Human:** Marinara.

**Robot:** Got it. You have all the ingredients except fresh basil. Shall I order some?

**Human:** No need. I'll use dried basil.

**Robot:** Understood. I'll guide you step by step. Ready to begin?

**Human:** Yep, let's do it.

**Robot:** Starting with boiling the water. Let me know if you need any assistance.

## Robot Offering Emotional Support

**Human:** I had a rough day.

**Robot:** I'm sorry to hear that. Would you like to talk about it or listen to some relaxing music?

**Human:** Let's talk.

**Robot:** Of course. I'm here to listen. What happened?

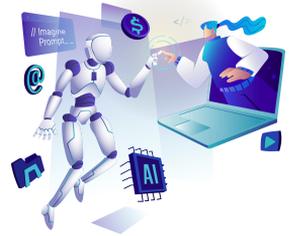
**Human:** Work was stressful, and I feel exhausted.

**Robot:** That sounds overwhelming. It's okay to have tough days.

Maybe a short walk or some deep breathing could help.

**Human:** You're right. Thanks for being there.

**Robot:** Always. You're not alone.



## Robot Assisting with Education

**Human:** I need help with my science homework.

**Robot:** Certainly. What topic are you working on?

**Human:** Photosynthesis.

**Robot:** Photosynthesis is the process by which plants convert sunlight into energy. Do you need a detailed explanation or a simplified version?

**Human:** Simplified, please.

**Robot:** Sure. Plants use sunlight, water, and carbon dioxide to create glucose and oxygen. This process helps them grow and provides oxygen for us to breathe.

**Human:** That's perfect. Thanks!

**Robot:** Happy to help with your learning anytime.

 Listen to This Chapter

## Exercise - A robot and a human in future

(Conversations 1-3)

1. What three things did the human ask for in the grocery list?
2. What did the robot suggest instead of regular milk?
3. When will the groceries arrive?
4. What time is the dentist appointment?
5. Why did the robot pack an umbrella?
6. What did the robot see at the front door?
7. Who was at the door in the end?
8. What did the human tell the robot to stop doing?
9. Why was the alert a mistake?
10. What temperature did the robot set?

## Exercise 2: Fill in the Blanks

(Conversations 4-6)

1. The robot needed \_\_\_\_\_ from the human for an update.
2. The update will take \_\_\_\_\_ minutes.
3. The human's \_\_\_\_\_ was sore.
4. The robot replaced lunges with \_\_\_\_\_.
5. Sales went up by \_\_\_\_\_ percent.
6. The best-selling product was the \_\_\_\_\_.
7. The robot made a \_\_\_\_\_ for work.
8. The presentation is saved in the \_\_\_\_\_ folder.

### Exercise 3: True or False

(Conversations 7-8)

1. The robot suggested the Maldives and Kyoto.
2. The human booked a trip to Kyoto.
3. Flights to Kyoto cost more than the Maldives.
4. The trip was for 5 days.
5. The human wanted to cook pasta.
6. The human picked creamy alfredo sauce.
7. The robot saw fresh basil was missing.
8. The human used dried basil instead.
9. The first step was to boil water.
10. The robot helped step by step.

### Exercise 4: Matching

(Conversations 9-10)

Match the sentence with the correct idea.

Sentence	Idea
1. The human had a rough day.	A. Plants make food using sunlight.
2. The robot offered to listen.	B. The robot gave support.
3. The human wanted to talk.	C. The topic was photosynthesis.
4. The human needed homework help.	D. The robot explained simply.
5. The robot gave advice.	E. The human was tired.

www.listenact.ca

## Exercise 5: Short Answers

*(All Conversations)*

1. Name two extra things the robot suggested for the grocery list.
2. What time should the human leave for the dentist?
3. Why did the robot pack an umbrella?
4. What was at the door in Conversation 3?
5. How long was the robot update?
6. Why did the human skip lunges?
7. By how much did sales go up?
8. Where did the human go on vacation?
9. What food did the human cook?
10. What did the robot suggest to feel better?

## Exercise 6: Put in Order

*(Conversations 1, 7, and 8)*

Conversation 1 - Grocery Shopping

Put these steps in order:

- \_\_\_ The robot updates and sends the list.
- \_\_\_ The human asks for bananas, milk, and eggs.
- \_\_\_ The robot suggests oat milk.
- \_\_\_ The human says yes to adding spinach and avocados.

Conversation 7 - Vacation Booking

- \_\_\_ The robot confirms the trip.
- \_\_\_ The human asks for suggestions.
- \_\_\_ The robot gives two options.
- \_\_\_ The human picks the Maldives.

## Conversation 8 - Cooking Pasta

- \_\_\_ The human chooses marinara sauce.
- \_\_\_ The human says they want to cook pasta.
- \_\_\_ The robot offers two sauces.
- \_\_\_ The robot helps step by step.

## Exercise 7: Who Said It?

Write **Robot** or **Human**.

1. "I had a rough day."
2. "Flights to the Maldives start at \$650."
3. "My knee is sore."
4. "Stand down the drones."
5. "Predictive sales trends have been added."
6. "Can you add milk and eggs to my list?"
7. "The update will take 15 minutes."
8. "I'll use dried basil instead."
9. "What topic are you working on?"
10. "You are confirmed for a 5-day trip."

## A Robot and a Human in Future – Answers

### Exercise 1 – Easy Questions

1. Bananas, milk, eggs
2. Oat milk
3. Tomorrow morning
4. 3 PM
5. Rain forecast
6. Parcel
7. Delivery person
8. Stop monitoring heart rate
9. False alarm
10. 22°C

### Exercise 2 – Fill in the Blanks

1. permission
2. 15
3. knee
4. squats
5. 12
6. smartwatch
7. reminder
8. cloud

### Exercise 3 – True or False

1. T
2. F
3. T
4. T
5. T
6. T
7. T

8. T
9. T
10. T

#### **Exercise 4 - Matching**

1. E
2. B
3. A
4. D
5. C

#### **Exercise 5 - Short Answers**

1. Spinach, avocados
2. 2:30 PM
3. Rain forecast
4. Parcel
5. 15 minutes
6. Knee pain
7. 12%
8. Maldives
9. Pasta with creamy alfredo
10. Step-by-step guidance

#### **Exercise 6 - Put in Order**

##### **Conversation 1:**

1. Human asks for bananas, milk, and eggs
2. Robot suggests oat milk
3. Robot updates and sends list
4. Human says yes to adding spinach and avocados

**Conversation 7:**

1. Human asks for suggestions
2. Robot gives two options
3. Human picks the Maldives
4. Robot confirms the trip

**Conversation 8:**

1. Human says they want to cook pasta
2. Robot offers two sauces
3. Human chooses marinara sauce
4. Robot helps step by step

**Exercise 7 – Who Said It?**

1. Human
2. Robot
3. Human
4. Human
5. Robot
6. Human
7. Robot
8. Human
9. Human
10. Robot



**Listen - Learn - Act**

**contact@listenact.ca**

**contact us at**

**+1 (226) 741-3302/ +1 (226) 783-5840**



**You can be part of our WhatsApp group.  
Write "Book Group" to the number given  
above.**