



“MONEY
CAN'T BUY
happiness
BUT IT CAN BUY
ice cream
AND THAT'S KIND OF
the same thing”

3

What's it worth?

Unit objectives

- discuss work-life balance
- discuss value and how we measure it
- apologize for damaging or losing someone else's property
- write a product review
- discuss ways to respond to a negative product review

Start speaking

- A** Look at the photo and the quote. Do you agree with the message? Why or why not?
- B** Write a list of five things money can't buy. Then write your own version of the message and share it with the class. For ideas, watch Susumu's video. Whose version do you most agree with?




Real student

Do you agree with Susumu?



- discuss work-life balance

1 Language in context

- A  **3.01** Do you, or does anyone you know, work from home? What are the advantages and disadvantages? Listen to a podcast interview with two young professionals. Do they like working from home? Why or why not?

3.01 Audio script

Host A recent survey showed that most workers in the U.S. are happy to ^a**take a cut in salary** if they are able to work at least part of the time from home. ^b**Hybrid working**, ^c**flexible working hours**, and ^d**remote working** help them find a better ^e**work-life balance**. Last fall, Henry Ciprani left his full-time office job and started working from home.

Henry I used to work in an office downtown five days a week. I spent around two hours a day traveling. That was just too much time! When I got home, I was too tired to do anything fun. It really ^f**wasn't worth it**. It was affecting my ^g**quality of life**, so I quit. Now I work from home. It's made such a big difference. I make less money, but now I have enough time to see friends and go swimming. I really ^h**value** the extra time and I love my new ⁱ**lifestyle!**

Host Dana's company switched to remote working, and her family made some big changes to their lifestyle.


Dana When I started remote working, we sold our apartment in the city and moved to a small town. The ^j**cost of living** here is much lower and the difference is big enough that we've seen a real increase in our ^k**standard of living**. We have a bigger home, and we ^l**can afford** to go on vacations as a family. I'm starting a new job now and hybrid working, so I'll be going into the office two days a week. It isn't ideal, but it'll be good to see my co-workers in person!



2 Vocabulary: Talking about work-life balance

- A  **3.02** Match the **bold** words and phrases in the podcast with the definitions below. Listen and check.

- | | |
|---|---|
| 1 a combination of working at home and at a workplace (phrase) b | 7 the amount of money and comfort people have (phrase) ___ |
| 2 being able to choose when you work (phrase) ___ | 8 have enough money to do or buy something (phrase) ___ |
| 3 general level of happiness (phrase) ___ | 9 the way you live (noun) ___ |
| 4 the time you spend at work compared with free time (phrase) ___ | 10 get less money for your work (phrase) ___ |
| 5 how much we have to pay for our basic needs (phrase) ___ | 11 not gain anything from an experience (phrase) ___ |
| 6 feel the importance of (noun or verb) ___ | 12 working from somewhere other than an office (phrase) ___ |

- B  Now go to page 148. Do the vocabulary exercises for 3.1.

- C **Pair work** What would be the ideal working lifestyle for you? Why?

3 Grammar: *too* and *enough*

A Look at the sentences in the Grammar box. Then **circle** the correct option to complete the rules.

Grammar *too* and *enough*

I don't have **enough** time to see my friends during the week.
I spend **too much** time traveling to work.
Our house is big **enough** to have guests to stay.
I'm **too** tired to do anything fun after work.

Use (*not*) *too* and (*not*) *enough* with adjectives and nouns to say if a situation is acceptable or unacceptable.

- 1 *Too* and *not enough* tell us that something is **the correct amount** / **not the correct amount**.
- 2 *Not too* and *enough* tell us that something is **the correct amount** / **not the correct amount**.
- 3 Phrases with *too* and *enough* are often followed by **to + verb** / **verb**.

B **Now go to page 132. Look at the grammar chart and do the grammar exercises for 3.1.**

C Change the sentences in the Grammar box to make statements that are true for you. Write four sentences. Check your accuracy.
I just don't have enough time to go to the grocery store.

D **Pair work** Read your sentences to your partner. Are any of your sentences the same?

Accuracy check

Remember, *enough* comes **after** an adjective but **before** a noun.

That's ~~enough good~~ for me. X

That's good enough for me. ✓

That's ~~pizza enough~~ for me! X

That's enough pizza for me! ✓

4 Speaking

A **Group work** Discuss the question.

What do you think are the three most important factors in having a good quality of life? Use the ideas in the box to help you. Explain your answers to the group.

free time to have fun
living near your family

a group of close friends
access to education

a job you feel proud of
a good salary

B Compare your answers with the rest of the class. Vote on the one most important factor.

- discuss value and how we measure it

1 Language in context

- A** How often do you go to cafés? What do you order to drink there? How much does it cost? Do you think it's a good price? Why or why not? Read the review of a coffee shop. What makes it different from other coffee shops?

A coffee shop with a difference

I just treated myself to by far the best coffee I've ever had, and it was nowhere near as expensive as my usual coffee shop! There's nothing special about the café, though it is a little busier than other places. There's really just one thing that makes it different: you pay what you want.

Every café comes up with its own price to charge for a cup of coffee. It can be much cheaper than other places or a whole lot more expensive, depending on the café's own costs, but also things people are willing to pay more for, like atmosphere. If there's a beautiful view, a café makes the most of it with big windows and raises the price a penny. If customers want to take advantage of the free Wi-Fi, there's another penny. It all has an effect on the price.

This café, however, suggests a price for its coffee, but most people pay more. They know they can rely on the quality of the coffee, and they like that the café trusts them to pay a fair price for it. They feel they play an important role in the business. And when customers feel invested in your success, how can you lose?




- B** Read the review again. Does the reviewer like the café? Do other customers like it? How do you know? Have you ever been to a café or restaurant where you can pay what you want?




A **penny** is a coin worth 1/100th of a U.S. dollar. The phrase **a penny** is often used to represent any small amount of money.

2 Vocabulary: Talking about prices and value

- A**  **3.03** Find the expressions in the review and complete them with the correct preposition. Listen and check.

- | | |
|------------------------|---------------------------------|
| 1 treat yourself _____ | 7 have an effect _____ |
| 2 come up _____ | 8 suggest a price _____ |
| 3 charge _____ | 9 rely _____ |
| 4 depend _____ | 10 pay a fair price _____ |
| 5 make the most _____ | 11 play an important role _____ |
| 6 take advantage _____ | 12 invest _____ |

- B**  Now go to page 148. Do the vocabulary exercises for 3.2.

- C** **Pair work** Discuss the questions.

- Where do you go when you want to treat yourself to a special meal? Does that place charge a fair price for their meals? How much would you pay if you could come up with your own price?
- Do you think it's a good idea for businesses to suggest a price rather than charge for things? Why or why not?

I like to treat myself to dessert at a little café near the station. They charge a lot for some things, but it's worth it!

3 Grammar: Modifying comparisons

A Look at the sentences in the Grammar box. Then **circle** the correct option to complete the rules.

Grammar Modifying comparisons

I just treated myself to **by far the best** coffee I've ever had.

It was **nowhere near as expensive as** my usual coffee shop.

It's **a little busier** than other places.

The price can be **much cheaper** or **a whole lot more expensive**.

- 1 To show a **small** difference using comparative adjectives, use **a little or a bit / a whole lot or much**.
- 2 To show a **big** difference using comparative adjectives, use **a little or a bit / a whole lot or much**.
- 3 To show a **small** difference using an *as ... as ...* comparison, use **nowhere near / almost or nearly**.
- 4 To show a **big** difference using an *as ... as ...* comparison, use **nowhere near / almost or nearly**.
- 5 To show a **big** difference using superlative adjectives, use **nowhere near / by far**.

B **Now go to page 133. Look at the grammar chart and do the grammar exercises for 3.2.**

C **Pair work** Compare the products and services (1–3) using the adjectives in the boxes. Make at least **three** comparisons for each item. Use modifying expressions where you can.

cheap expensive delicious

- 1 a burger from a fast-food restaurant / a burger from a local restaurant / a gourmet burger at a five-star restaurant

A burger from a fast-food place is much cheaper than a gourmet burger. A gourmet burger may be a whole lot more expensive, but it is by far the most delicious of the three.

cheap comfortable expensive fashionable

- 2 some sandals to wear on the beach / a pair of sneakers you bought at the mall / a pair of shoes you bought to go to a wedding

cheap exciting expensive long

- 3 a bus tour around your city / a train trip to your favorite city / a flight to another country

4 Speaking



Find it

A **Group work** Look at the products in the box. Put them in order according to how much money you'd be willing to pay for each. Then compare your lists with another group and explain your ideas. You can look up examples on your phone to help support your answer.

a birthday present a bottle of perfume
a new phone a pair of jeans
a pair of sunglasses a set of earbuds

I don't really care about clothes, so I wouldn't spend more than \$50 on a pair of jeans. I'd spend a lot more on a nice bottle of perfume!




3.3

I'm so sorry!

Lesson objective

- apologize for damaging or losing someone else's property

1 Functional language

- A** Look at the photo. What happened? How would you feel if this happened to you?
- B**  **3.04** Listen to Justin telling Kathy what happened. How does Kathy react? Why?



3.04 Audio script

- A** I'm really sorry, but I just did the dumbest thing.
- B** What? What did you do?
- A** Well, you let me borrow your bike, remember?
- B** Yeah, I remember.
- A** Well, I left it outside a store, but only for, like, five minutes!
- B** Oh no, don't tell me somebody stole it!
- A** Well, not the whole bike ... just the front tire.
- B** You mean you didn't lock the front tire?
- A** I know, Kathy, I know, I can't believe I didn't lock it. I can't tell you how sorry I am! I'll go out today and get you another one. I am so, so sorry.
- B** It's OK, Justin. It's not the end of the world. A new front tire shouldn't cost too much. How about I order one and let you know how much it is?
- A** Yes, yes, whatever you want. I'll pick it up from the bike store for you, too.
- B** OK, deal!



C Complete the chart with the bold expressions from the conversation.

Apologizing	Explaining what happened
I'm really sorry.	You'll never guess what I did.
I ¹ _____ how sorry I am.	I just did the ² _____ thing.
	I can't ³ _____ I (didn't lock it).

Insider English

Use **Oh no, don't tell me** when you think someone is going to give you bad news.

D 3.05 Complete the conversation with phrases from the chart. Listen and check.

- A** I just ¹ _____ thing! I'm so, so, so ² _____.
- B** What did you do?
- A** I can't ³ _____ I did this, but I just spilled coffee all over your new white rug.
- B** You what?
- A** I can't tell you ⁴ _____ !



2 Real-world strategy



- A  **3.06** Listen to two more apologies. What are the people apologizing for?

Respond to an apology

When you respond to an apology and you don't want the person to feel bad, you can use one of these phrases.

It's not the end of the world. It's really no big deal. Don't beat yourself up about it.



- B  **3.06** Read the information in the box above and listen again. Which response does the second person use in each conversation?
- C  **3.07** Complete the conversation with an expression in the box. Listen and check.
- A Hey, where were you last night? We missed you.
B Missed me? Why? Oh no! I forgot about the study group! I can't believe it! It's even on my calendar! And I'm the only one with notes from the workshop! You needed those.
A Don't _____. Just bring them tomorrow.
B I won't forget again. I swear!

3 Pronunciation focus: Saying /s/ at the beginning of a word

- A  **3.08** Listen and repeat. Focus on the /s/ sounds.

1 I can't tell you how sorry I am. 2 Don't tell me somebody stole it!

- B  **3.09** Listen. Who says the /s/ sound clearly? Write A or B.

1 sorry ___ 3 so ___ 5 stole ___
2 somebody ___ 4 spilled ___ 6 store ___

- C **Pair work** Say the words in exercise 3B to your partner. Does your partner say the /s/ sound clearly?

4 Speaking

- A **Pair work** Think of a time when you apologized to someone. What did you do wrong? How did the other person react?

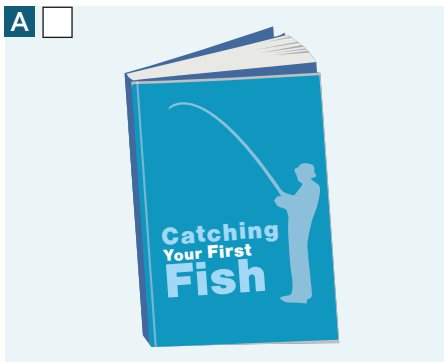
- B **Pair work** Act out the situation you described or one of the others below. Student A apologizes. Student B reacts to the apology and tries to make Student A not feel so bad. Then reverse roles: Student B apologizes, and Student A reacts.

- You drank the last of the milk.
- You broke a cup.
- You deleted something important from someone's phone or computer.



1 Reading

- A Look at the three photos. What problems might people have when they buy these things online? Read three stories about online shopping. Match them with the photos. What were the problems each time? Which story has a happy ending?

A B C 

What is your **best** or **worst** online shopping story?

1 I saw a photo of a rug that was perfect for my room. The price was amazing, too – about a quarter of the price of other rugs. So, I bought it. When it came, I was surprised. The box seemed really small for a rug. When I opened it, I saw why. It wasn't a rug at all – it was a mouse pad! I guess I got what I paid for! (Jensen, Texas)

2 I ordered a beautiful cake for my parents' anniversary – simple and elegant, just what I wanted. The website asked what I wanted written on the cake, and I wrote "nothing," because I wanted to do that myself. When it arrived, I opened the box and, you guessed it, **NOTHING** was written on top, in big black letters! I couldn't believe it! (Bella, Minnesota)

3 It was my grandfather's 75th birthday and I wanted to get him something special. When he was young, he wrote a book about fishing, but he lost his only copy in a fire years before. I tried to find another one at used bookstores and online book sites. One place claimed they could find it. They had no reviews, but I was desperate, so I took a chance. Three days later the book arrived! Grandpa was so happy. It's by far the best birthday present I've ever bought for anyone! (Harry, Chicago)

B **Read for details** Read the stories again. Answer the questions.

- 1 Why did Jensen want that particular rug?
- 2 What did Bella want to put on the cake?
- 3 Why was Harry unsure about the online bookstore?

C **Pair work** **Think critically** Discuss the questions.

- 1 Who is to blame for Jensen's and Bella's shopping fails? The store owners? Jensen and Bella themselves? Why?
- 2 What could Jensen and Bella do differently next time, so they don't repeat their shopping fails?

Insider English

You get what you pay for.


People use this phrase when they think they bought something of high quality at a low price, but in the end they were wrong. The quality is right for that price.

2 Writing


- A** Read the two product reviews. What products are they reviewing? How many stars do you think each reviewer will give their product?

Product reviews

Search

 I was very disappointed with this product. I bought the case for my summer vacation. I wanted to take photos when I was snorkeling. The case arrived on time and it looked good. I tested it without my phone and it seemed to be working fine. In fact, it was great for the first 3 times underwater, then suddenly it filled with water while I was filming fish and completely ruined my new phone! It's a complete waste of money! By far my worst purchase ever! DO NOT BUY IT!

★★★★★ Rate your purchase

 I was really pleased with this product. They're so comfortable to wear – much more comfortable than my last ones. And I love the little case – it's very convenient. They have great sound quality and are really simple to take phone calls on. They also really block out background noise. This is such a great set! They are small, portable with their own case, and very good at what they do! Great value for your money! I highly recommend them.

★★★★★ Rate your purchase

- B** **Writing skill** Read the reviews again. Find phrases that ...

- 1 describe the reviewers' feelings.
- 2 describe the positive features of the product.
- 3 describe the negative features of the product.
- 4 give a recommendation.

- C** **Pair work** Think of a product you have bought recently. Answer the questions and make notes.

- 1 Where did you buy it? _____
- 2 When did you buy it? _____
- 3 Were you happy with it? Why or why not? _____
- 4 Would you recommend this product? Why or why not? _____

Write it

- D** Write a short review for your product in about 100 words. Read the review to the class. Ask your classmates to guess how many stars you gave your purchase.



3.5

Time to speak Damage control

Lesson objective

- discuss ways to respond to a negative product review

A Prepare With a partner, look at the photo. What problem are the people having? Did something like this ever happen to you?

B Read the reviews. What problems did each customer have? How do they feel about their experiences? How many stars do you think each customer will give in their product review?



So disappointed! The photos on the website looked amazing: a peaceful campsite under some trees at the edge of a beautiful lake. It looked like paradise. It wasn't! The lake and the trees were there, but what we didn't see in the photos was the huge music festival on the other side of the lake. It was so loud! We hardly slept at all. We packed up and left in the morning. Never again!

☆☆☆☆☆



Great bike... if you can put it together. I got this bike for my son's birthday. I knew that I needed to put it together myself, but I didn't know it would be this hard! There's like 100 pieces and ONE page of instructions. It took me five hours to finish it, but now I'm afraid for him to ride it!

☆☆☆☆☆

C Decide Form a small group with another pair. Imagine you are the owners of the campsite or the do-it-yourself bicycle company. Come up with a plan of action. Discuss the actions in the box and think of others. What will you do? In what order? If the customer still isn't satisfied, what will you do next?

apologize offer a refund offer a replacement

D Present Form a new group with three new partners. Take turns and present your original group's solution to the new group. Ask and answer questions and offer advice for improvement. Then return to your original group and compare notes. Revise your plan of action.

E Agree Share your group's plan with the class. Discuss which one is best for each company and why. Do you think the customer in each case will be satisfied? Will they change their review? Why or why not?

Useful phrases

Prepare

- I had to put together a bookcase once, and it was ...
- I think the camper feels ...
- The parent didn't give more than ... stars.

Decide

- First, I think we should apologize to the camper because ...
- We could offer a replacement for the bike, but ...

Present

- We've decided to send them an email and apologize for ...
- Maybe call them instead of emailing. It's more personal.