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MODULE 2: Communication

6 On the phone

Key words
bin, disposable, pass on, reclaim, sibling

Reading

1 Before reading the table about mobile phones, answer these questions.

a What do people do with their old mobile phone when they buy a new one? Give two possibilities. Give their old phone to friend or family member.

1 Return it to the shop to get a discount on the new phone./ Throw the old phone away.

2 Recycle the phone./ Sell the phone to a specialist company.

b Why is it a good idea to recycle old mobile phones?

1 Phones can damage the environment if you throw them away.

2 In some part of the world, people use second-hand phones instead of buying new ones.

What happens to your mobile phone when you are finished with it?

Action	What happens?	Advantage	Disadvantage
Give to friend or younger sibling	Phone is passed on and used again. Easy and friendly way to dispose of unwanted items.	Phone is still used and recycled. Is a good gift.	Could be misused. 'People may call old phone expecting to talk to you.'
Return phone to shop	Phone is returned to company in exchange for discount on new phone model. Shops ask for old phones to be returned when purchasing new ones.	Reduces cost of purchasing upgrade.	Shops don't always have return policy. Phones need to be in full working order.
Throw phone away	Phone is simply binned as rubbish, can end up in landfill. Old phones, which appear broken, are often binned.	Easy and hassle free.	Disposable batteries can damage the environment. Phones can often be restored.
Recycle phone	Phone is handed in at recycling point. Is seen as a preferable alternative to simply binning phones. Phones are cleaned, repaired and recycled.	Prevents waste. Some charities can benefit from phone recycling.	Recycling facilities can be hard to find.
Sell phone to specialist company	Phone is mailed off to specialist companies who clean, repair and recycle all or parts of the phone. May see TV advert for companies who reclaim phones. Second-hand phones often sent to places like Eastern Europe.	Get money in exchange for something you no longer want.	Often don't receive much money for them.

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2 Now, read the table. Choose two of the rows in the table and rewrite the information contained therein as a paragraph of text. Use the example below as a guide.

Some people give their old phones to their friends or younger siblings to ensure their phone is not wasted and is still being used. This is a good idea as recycling the phone in this manner prevents waste and provides a good gift. However, problems may arise if people continue to call your old phone expecting to talk to you.

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3 Find words with these meanings in the text.

a a reduction of the usual cost of something
discount

b merely or just
simply

c a place where waste material is buried and covered with soil
landfill site

d intended to be used once and then thrown away
disposable

e an object that should be used more than once and not thrown away
recycled

f having had a previous owner; not new
second-hand

g an act of giving one thing and receiving another
exchange

h a particular design or version of a product
model

i to improve
upgrade

4 Complete the blanks in this extract with information taken from the table opposite.

What did you do with your last phone? Did you just throw it away? Many people do this, because it's easy and **(1)** hassle free. But, did you know that most of the phones that people simply discard can easily be **(2)** recycled, cleaned and **(3)** sold? Recycling phones in this manner is a great idea for two main reasons. Firstly, phones can damage the **(4)** environment. They can end up in **(5)** landfill sites where they can be dangerous, especially if the **(6)** disposable batteries are still in them.

Secondly, there is a huge demand for **(7)** second-hand phones, particularly in poorer countries in Eastern Europe. In these places up to a third of the phones in use are previously owned.

Over to you

5 Why do you think young people keep changing their mobiles?

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Language practice

1 Complete the phone conversations a–e with these phrases.

that's right *it's getting better*
I couldn't do without it
it wasn't my fault
it was like that when I got here
I'm not too keen on it

a **A** Do you like using your computer?
B Yes, I do.
I couldn't do without it now.

b **A** Were you here when the window was broken?
B No, I wasn't.
It was like that when I got here.
A Ok, but the other pupils said you broke it.
B It wasn't my fault, honest.

c **A** Do you like orange juice?
B Well, I drink it, but
I'm not too keen on it.

d **A** How's your headache?
B I still don't feel one hundred percent but it's getting better.

e **A** So you want your order delivered tomorrow?
B That's right.
No, sorry. I meant the next day.

2 Read the text about using mobiles whilst hiking and fill in the blanks with words from the box.

shock-resistant *weak signal* *mountainous*
security number *designed* *recharge*
hiking *break up* *notify* *delighted*



A mobile phone is a useful tool to take on expeditions because it can be used to (1) notify people of your whereabouts. However, when (2) hiking in (3) mountainous areas, it can sometimes be difficult to use your mobile phone. This is because such regions are often subject to a (4) weak signal. If you attempt to call someone in these places, your call will most likely (5) break up. The lack of electricity in such places also makes it difficult to (6) recharge, so you should definitely take extra batteries. I'd also recommend protecting your phone by using a 7)security number in case you lose your phone. If not, someone could be (8) delighted by the prospect of making free calls at your expense. Nowadays, you can even buy phones specifically (9) designed for outdoor activities. These phones are very durable and feature the latest in (10) shock-resistant technology.

3 Unscramble the sentences. Add punctuation and capital letters.

a running / call you / because / battery / ill have to / im / later / out of
I'll have to call you later, because I'm running out of battery.

b will she / wont / meeting / for our / aisha / be late
Aisha won't be late for our meeting, will she?

c well known / the novels / the Arab / like him / world / of Mahfouz / dont / throughout / are / but i
The novels of Mahfouz are well-known throughout the Arab world, but I don't like him.

d and / soup / is / too / chicken / isn't it / the / spicy / thick
The chicken soup is too thick and spicy, isn't it?

e because / upgraded / february / i / my phone / costs / havent / last / since / it / too much
I haven't upgraded my phone since last February because it costs too much.

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4 Write responses to these situations. The first is given as an example.

a You have gone to a shop to buy a new phone.
Hello, I'd like to look at your mobile phones please. I need a new one.

b Your mobile phone is broken and needs repairing. You're visiting a repair shop.
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c You lent your mobile phone to your brother and he lost it. He has come to apologise.
---

d Your service provider has incorrectly charged you for calls you didn't make. You are calling their help line to solve the problem.
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5 Add the correct question tags to A's statements in these conversations and the correct endings to B's replies.

a **A** You've just bought a new mobile, haven't you? ?
B Yes, I have.

b **A** Call me later, won't you? ?
B No, I won't.

c **A** Your phone's black and silver, isn't it? ?
B Yes, it is.

d **A** You don't always use a security number, do you? ?
B No, I don't.

e **A** You wouldn't use my phone without asking, would you? ?
B Yes, I would.

f **A** You couldn't e-mail me the information, could you? ?
B Yes, I could.

6 Complete the following table of questions, affirmative and negative responses. You should phrase questions by using question tags wherever possible.

Question	Affirmative	Negative
We're going shopping later, aren't we?	Yes, we are going shopping later.	No, we're not going shopping later.
You'll make me a cup of tea, won't you?	Yes, I'll make you a cup of tea.	No, I won't make you a cup of tea.
He's looking thinner than he used to, isn't he?	Yes, he is looking thinner than he used to.	No, he isn't looking thinner than he used to.
Your uncle works for your father, doesn't he?	Yes, my uncle does work for my father.	No, my uncle doesn't work for my father.
You can come to my house for dinner, can't you?	Yes, of course I can come to your house for dinner.	No, I can't come to your house for dinner.
You can give me a lift to the mall, can't you?	Yes, I can give you a lift to the mall.	No, I can't give you a lift to the mall.
You couldn't help me with my homework, could you?	Yes, I could help you with your homework.	No, I couldn't help you with your homework.

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A in favour of mobile phones
B unsure
C against mobile phones

Writing Arguing a case

1 Read the following conversation about the advantages and disadvantages of using a phone. Which speaker is in favour of mobile phones? Which is against? And which is unsure?





A: I'm so glad I got my new phone. It's got so many great features.
B: Like what?
A: Well, it records video, takes photos and it accesses the Internet. It's amazing.
C: That sounds like a waste of money to me.
B: What do you mean?
C: Well, who needs a phone like that? Honestly, I think mobile phones are pointless.
B: I wouldn't go that far, but I know what you mean. There are some negative things about mobile phones.
A: You're both wrong. Mobile phones are so useful. I can always call my friends, or surf the Internet wherever I am.
B: Yes, that's true, but they're quite expensive.
C: Too right! Mobile phones are a waste of cash. Who wants to be contactable all the time? I feel sorry for businessmen. I bet they don't get any time to themselves nowadays.
B: That's a good point, but being able to contact people is normally beneficial.
A: Exactly. Now businesspeople don't have to stay in the office all day. They can work wherever they want. Besides, there are other uses for mobile phones. What if there's an emergency or something? Then you'd be happy to have a mobile phone.
C: Maybe, but then people have always had accidents and only recently had mobile phones. Doesn't that show that they're unnecessary? I think mobile phones change your life, and not for the better. People spend more time chatting on the phone than talking to their own families. Mobile phones can even cause accidents.
B: What do you mean?
C: Have you never noticed the number of people who talk on their phones when driving? I'm sure that must cause loads of accidents.
A: Hmmm, I don't think they cause that many accidents. I'm sure the advantages outweigh any problems.
B: I'm not sure. Either way, I don't think you need such a flashy phone.

2 Now, complete the T-chart below with information from the text and your own ideas.

Mobile phones	
Advantages	**Disadvantages**

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3 Write an article for a magazine arguing for either the advantages or disadvantages of mobile phones. Use the notes you took in the previous exercise and your own ideas. Make sure you provide justifications for your argument.

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Progress test 2

Reading

1 Read the article about speech recognition programmes and complete the statements below.

A Last year, Fahd had a serious car accident, in which he nearly died. Although he survived, he lost the use of his hands in the accident. As a computer programmer, Fahd used to spend all day at work using a computer keyboard. But how has he managed since his accident? Amazingly, although injured, Fahd continues to work as a computer programmer. Using new speech recognition software, Fahd now talks to his computer, and no longer uses a traditional keyboard. However, you don't have to be injured like Fahd to use speech recognition technology. Talking to a computer is quicker than using a keyboard, and everybody would find speaking a more natural way of communicating than writing.

B The first speech recognition programmes could not change speech into written language but they could obey spoken commands, like 'Close' or 'Save document'. The most modern programmes can recognise continuous speech, but users must read a few test texts to train the programme to understand the sound of their voice. This type of speech recognition programme, which has a very large vocabulary, would only understand the person who had 'trained' it. There are simpler programmes which are able to understand anybody who uses them, but these have only a very small vocabulary. Systems like these are used in telephone information services, where users are given a small choice of words to say.

a Fahd was injured in in a serious car accident.

b Fahd does not use the computer keyboard now; he talks to the computer.

c To communicate with a computer using your voice, you need speech recognition technology.

d Users have to train the speech recognition programme to understand the sound of their voice.

2 What is the main idea in each paragraph of the article above?

Paragraph A: Fahd's story which led him to use a speech recognition programme

Paragraph B: development and types of speech recognition programmes

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Language practice

1 Complete the following dialogues using questions with question tags.

a **A** Fahd can work on the computer only through the speech recognition programme.
B He can't use his hands, can he? ?

b **A** I've been recently studying speech recognition programming.
B You are studying computer programming, aren't you?

c **A** I couldn't send Faisal an e-mail yesterday.
B You didn't have any Internet connection, did you?

d **A** We couldn't play our final football match.
B It was raining, wasn't it? ?

e **A** I haven't slept all night.
B You've been revising for the exam, haven't you?

2 Complete the sentences a-d with the appropriate adjectives and their opposites.

A	active	clear	useful	precious
B	useless	passive	worthless	vague

a His instructions on how to use the mobile phone were very vague, but I guess the manual will be clear enough.

b I think speech recognition programmes are very useful although some people believe that they are useless and impractical.

c Aisha thought that the ring she bought was precious, but a jewellery expert told her that it's fake and worthless.

d Our teacher was satisfied to see us very active today in his class, unlike yesterday when we were absolutely passive and bored.

3 Complete the e-mail that Omar sent to a man who uses the speech recognition programme at work. Use the present perfect simple or the present perfect continuous and *since* or *for*.

Dear Mr Bader,
I **(1)** have been working (work) on a project about the speech recognition programme **(2)** *since* / *for* more than two months. Your nephew Mohammed told me about you and I think your experience would be a great help to my project if you don't mind. I already know that you **(3)** have been (be) disabled **(4)** *since* / *for* your unfortunate accident. However, you **(5)** haven't stopped (not stop) working on your computer **(6)** *since* / *for* you started using the speech recognition programme. I praise your courage in the face of everything you **(7)** have gone (go) through. I would like you, if you don't mind, to write to me about your experience and your opinion of the speech recognition programme. How long **(8)** have you used (use) it? **(9)** Has it compensated (compensate) adequately for the keyboard? What kind of problems **(10)** has it been giving (give) you?
I would appreciate if you could reply to my e-mail as soon as you can. I'm looking forward to hearing from you.

Omar

4 Underline the incorrect words in these sentences and suggest alternatives.

a I'm so hungry I could eat a whole grain of chocolate.
bar

b Nawaf kicked a ball through our window and broke three slices.
panes

c There's no ink left in my pencil.
pen

d Don't forget to write a stamp on the envelope.
put

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