Following Instructions

Reading Labels

Making and Canceling Appointments
FOLLOWING INSTRUCTIONS — Part 1

Read the stories and answer the questions with complete sentences.

Business was slow one day at Marvin’s beauty shop. There were no customers. Mrs. Kenner had an appointment, but she called to cancel. There was nothing to do at all. Then, a young woman walked in without an appointment. Her name was Dulce. She wanted to have her hair done. She wanted a lot of curls. Soo didn’t agree with Dulce, but Dulce wanted Soo to do the treatment.

Dulce wanted to change her hair because her boyfriend was coming home from college to visit his mother. Dulce wanted to look her best. Soo was worried about Dulce’s hair, but she tried to do a good job.

1. Was the beauty shop busy?

____________________________________________________________________

2. What kind of woman entered the beauty shop?

____________________________________________________________________

3. Did she have an appointment?

____________________________________________________________________

4. Why did Dulce come in to get her hair done?

____________________________________________________________________

5. Was Soo worried about Dulce’s hair?

____________________________________________________________________
FOLLOWING INSTRUCTIONS — Part 2

When Soo finished with Dulce’s hair, she gave Dulce a mirror. Soo wanted her to look at her new hairstyle. Dulce was not happy with her hair. Her curls went in every direction. Her hair was a mess. She was worried about her boyfriend’s opinion of her hair.

Marvin was upset with Soo and asked her if she followed the instructions carefully. Soo admitted that she didn’t. Soo was worried that the hair solution was too strong. She mixed it with some water. The instructions said that it was not good to add water. Marvin told Soo that she had to follow instructions. Soo promised to do that from now on.

1. Did Soo follow the instructions for the hair treatment?

_____________________________________________________________________

2. How did Dulce feel about her hair?

_____________________________________________________________________

3. Was Dulce worried about her boyfriend’s opinion?

_____________________________________________________________________

4. Did Marvin like Soo’s work?

_____________________________________________________________________

5. Why did Soo mix the hair solution with water?

_____________________________________________________________________
VOCABULARY

Study the following definitions.

- add  put in
- appointment  a scheduled time to meet
- booked  busy with another appointment
- cancel  stop an appointment
- curls  a hairstyle
- delicate  easy to break
- dizzy  feel unbalanced
- hair solution  a product used to style hair
- instructions  directions on how to use something
- note  pay attention
- occasion  a time when something will happen
- schedule  a time plan
- useful  good to use
Fill in the blanks in the sentences below with the new vocabulary.

1. For a delicious cup of coffee, ____________some cream, sugar, and chocolate.
2. Be careful with the vase. It’s very old and ____________.
3. I have a three o’clock ____________ with Doctor Williams.
4. A wedding is a very special ____________ in a person’s life.
5. I have a problem and won’t be able to see the dentist today. I have to ____________ my appointment.
6. When you make an appointment, the secretary will write it down on the manager’s ____________.
7. A car is very ____________ because buses are too slow and taxis are too expensive.
8. Your hair looks beautiful with long ____________.
9. I’m sorry. Doctor Martinez won’t be able to see you today. He’s ____________ with other patients.
10. This ____________ will give your hair terrific curls.
11. You must follow the ____________ carefully when applying this hair solution. ____________ that you should wash your hair first.
12. I didn’t eat anything before I went to the park. After I played basketball for thirty minutes, I felt ____________ and had to sit down.
FOLLOWING INSTRUCTIONS — Part 3

Min and Gustavo had lunch together today. Min was feeling unhappy because her parents didn’t understand that she doesn’t want to work in the restaurant anymore. She wants to go to school. Gustavo was worried because Min was upset.

When Gustavo stood up to leave, he felt dizzy. Min asked Gustavo if he took his medicine before he ate lunch. The instructions on the bottle say that the medicine is too strong to take on an empty stomach. Gustavo took it before lunch. He didn’t follow the instructions.

Min saw paint on Gustavo’s hand. She got angry. His doctor told him that he shouldn’t work, but Gustavo went to work because he needed money. Again, he didn’t follow instructions. Gustavo needs to rest if he wants to get better. He promised to stay home and rest.

1. Why did Gustavo feel dizzy when he stood up?

_____________________________________________________________________

2. When should Gustavo take his medicine?

_____________________________________________________________________

3. Why should Gustavo take it then?

_____________________________________________________________________

4. Did Gustavo work before lunch?

_____________________________________________________________________

5. Is Gustavo ready to go back to work?

_____________________________________________________________________
FOLLOWING INSTRUCTIONS

Read the instructions.

MAXEL ASPIRIN
For minor aches and pains

CHILDREN
Take 1 tablet every 8 hours

ADULTS
Take 2 tablets every 4 hours
No more than 8 during any 24-hour period
Do not take on an empty stomach
If pain continues, consult a physician

Circle true or false.

1. Children can take more than 1 tablet at a time. T F
2. Adults mustn’t take more than 8 tablets in one day. T F
3. You can take the aspirin before breakfast. T F
4. If the pain continues after taking the medication, talk to your doctor. T F
5. You can use Maxel Aspirin for very serious pain. T F
Tatiana Visits Doctor Pak

Tatiana Riya is a professional ballet dancer. She hurt her back two weeks ago during a performance and had to stop dancing. Today, Doctor Pak is giving her exercise instructions to help her recover. Pay attention to what Doctor Pak tells her to do.

Tatiana: Doctor Pak, dancing is my life.
Dr. Pak: Tatiana, your injury is not serious, but you’re not ready to go back to work. You need to follow an exercise program to make your back strong enough so that you can dance again.

Tatiana: What do I have to do?
Dr. Pak: You need to exercise three times a week. Start with side-to-side twists to warm up.
Dr. Pak: After your muscles are warm, do back extensions to strengthen your back.

Tatiana: Can I start jumping and running?

Dr. Pak: No! Your back isn’t strong enough right now. After back extensions, do sit-ups for your stomach.

Tatiana: Why do I need to exercise my stomach?

Dr. Pak: A strong stomach will take pressure off your back. After sit-ups, do a stretching exercise: touch your toes to keep your back flexible.

Dr. Pak: Remember to follow this program three times a week. If at any time you begin to feel pain, stop immediately and try the routine again a day or two later.

Tatiana: I’ll start today when I get home. Thank you, doctor.

Here is a list of Dr. Pak’s exercise instructions for Tatiana. Number the exercises in the order that Tatiana has to do them. What does she have to do first, second, etc.?

1. _________________ Do sit-ups for the stomach.

2. _________________ Do back extensions to strengthen the lower back.

3. _________________ Touch the toes to stretch the back muscles.

4. _________________ Do side-to-side twists to warm up the muscles.
SOO AND ROSALBA GET BAD NEWS

Soo felt bad. She wasn’t doing a very good job, and she worried that Marvin was upset with her. Rosalba told Soo not to worry. Then Rosalba saw a pair of earrings. Soo made them. Soo’s grandmother taught her how to make jewelry. Rosalba loved the earrings. Soo gave them to her.

Then Marvin came over with some bad news. Because business was bad, he didn’t have enough money to pay two people. He was deciding if he needed to fire an employee, or let someone go. Soo thought that Marvin wanted to let her go, not Rosalba, because Soo wasn’t doing a very good job. Rosalba thought that Marvin wanted to let her go because she was a new employee. Both of them were worried.

1. Did Soo buy the earrings?

_____________________________________________________________________

2. Who taught Soo how to make jewelry?

_____________________________________________________________________

3. What did Soo do with the earrings?

_____________________________________________________________________

4. What was the bad news Marvin had for Soo and Rosalba?

_____________________________________________________________________

5. Were Soo and Rosalba worried about their jobs?

_____________________________________________________________________
Will be able to is a polite way to say can in the future.

Won’t be able to is the negative form.

We often use won’t be able to to cancel appointments.

Read the examples and fill in the blanks.

* I can work today. I will be able to work tomorrow, too.
* Jose can’t come today. He won’t be able to come next week, either.

1. Marta can shop today. She ______________________________ shop next week, too.
2. Soo and Rosalba can’t work today. They ______________________________ work next Thursday, either.
3. Ivan can’t fix your faucet now. He ______________________________ fix it tomorrow, either.
4. Min can take Gustavo to the lawyer today. She ______________________________ take him next Friday, too.
5. Amir can help Ivan get a job this week. He ______________________________ help him next week, too.
MAKING APPOINTMENTS

Study these dialogues.

Receptionist: Doctor Roberts’ office.
Patient: Hello. This is Gustavo Mendez. I’d like to make an appointment to see Doctor Roberts.
Receptionist: Can you come in on Friday at 2:00 pm?
Patient: Yes, that will be fine. Thank you.

Receptionist: Mia’s Hair Salon.
Client: Hello. This is Dulce Olivera. I’d like to make an appointment with Mia. Can I come in this afternoon?
Receptionist: I’m sorry. Mia is booked this afternoon. Can you come in tomorrow at 10:00 am?
Client: OK. That will be fine. Thank you.
**Make an appointment to see Dr. Brown.**

Receptionist: Doctor Brown’s office.

You: Hello. This is ______________________________.

        ______________ to make an appointment to see Doctor Brown.

Receptionist: Can you come in this afternoon at 4:00 pm?

You: Yes, that __________ __________ ___________. Thank you.

**Now, make an appointment to have your hair cut.**

Receptionist: The Beauty Shop.

You: Hello. This is ______________________________.

        I’d like __________ __________ __________ __________ with Joe.

        Can I come in today?

Receptionist: I’m sorry. Joe is booked today. Can you come in tomorrow at 10:30 am?

You: OK. That will be _____________. Thank you.
CANCELING APPOINTMENTS

Study these dialogues.

Receptionist: Doctor Roberts’ office.
Patient: Hello. This is Gustavo Mendez. I’m sorry. I won’t be able to keep my appointment Friday afternoon.
Receptionist: Would you like to make another appointment, Gustavo?
Patient: Yes, please.

Receptionist: Good afternoon. Mia’s Hair Salon
Client: Hello. This is Dulce Olivera. I’m sorry. I won’t be able to come in tomorrow. I have to cancel my appointment.
Receptionist: Would you like to make another appointment?
Client: No, thank you.
Complete these dialogues.

Receptionist: Doctor Brown’s office.
You: Hello. This ____________________. I’m sorry.
    I ____________ be able to keep my __________________ this afternoon.
Receptionist: OK. Would you like to make another appointment?
You: Yes, ________________.
Receptionist: Would Friday at 3:30 pm be a good time?
You: That would be fine, thanks.

Receptionist: The Beauty Shop.
You: Hello. This is ____________________. I’m sorry.
    I __________ _______ able to come in tomorrow. I have to ________________
    my appointment.
Receptionist: Would you like to make another appointment?
You: No, ______________ ________.
JOSE HAS NEW RESPONSIBILITIES

Jose comes home with three bags of groceries. Ivan sees him and helps him carry them. Ivan is excited because he is going back to school. He wants to learn to do something that he likes, just like Marta.

Now that Marta has a job, Jose has more responsibilities. He needs to help with laundry and the kids, and he must cook, too. When Jose comes home from his job, he wants to rest. He doesn’t like all these extra responsibilities. Jose really misses Marta. He especially misses how she cooks because he is a terrible cook.

1. What is Jose carrying when Ivan sees him?

_____________________________________________________________________

2. Why does Jose have new responsibilities?

_____________________________________________________________________

3. Does Jose cook well?

_____________________________________________________________________

4. Is Jose happy with his new responsibilities?

_____________________________________________________________________

5. Does Jose miss Marta?

_____________________________________________________________________
FOCUSED LISTENING

Watch the video section called “Focused Listening.”
Then circle the correct answer in each group.

SCENE 1
Why did Soo wait for Mrs. Rivers?
1. Rosalba told Soo to wait.
2. Nobody told Soo that the appointment was cancelled.
3. Marvin thought that Mrs. Rivers would show up.

SCENE 2
What did Soo add to the solution?
1. Soo added hair dye.
2. Soo added conditioner.
3. Soo added water.

SCENE 3
When should Gustavo take his medicine?
1. Gustavo should take his medicine whenever his back hurts.
2. Gustavo should take his medicine before he goes to work.
3. Gustavo should take his medicine when he eats.
UNIT 9 TEST

Circle the correct answers.

1. You need an ________________________________ before you can see a doctor.
   a. date
   b. time
   c. appointment

2. I’d like to ________________________________ an appointment to see Doctor Diaz.
   a. make
   b. call
   c. take

3. I’m sorry. I won’t be able to ______________________ my appointment this afternoon.
   a. work
   b. take
   c. keep

4. When you can’t keep an appointment, you have to ______________________ it.
   a. cancel
   b. make
   c. check

5. I’m sorry. I have to cancel my appointment. Can I make ________________ one?
   a. better
   b. more
   c. another

6. If you continue to study, you ______________________ be able to speak English very well.
   a. will
   b. are
   c. going to

7. If you don’t study, you ______________________ be able to speak English very well.
   a. will
   b. aren’t
   c. won’t

8. If Joseph saves his money, he ______________________ take a vacation next summer.
   a. going to
   b. will be able to
   c. won’t be able to
UNIT 9 TEST

9. If Joseph doesn’t save his money, he ___________ take a vacation next summer.
   a. not going to
   b. will be able to
   c. won’t be able to

10. ___________ tell you how to use a product correctly.
    a. Instructions
    b. Ingredients
    c. Names

11. ___________ the instructions carefully before you use this product.
    a. Take
    b. Read
    c. Write

12. If Tatiana wants to get better, she’ll have to ___________ Dr. Pak’s instructions.
    a. listen
    b. take
    c. follow

13. Instructions and ___________ have the same meaning.
    a. directions
    b. labels
    c. ingredients

14. Instructions are always on the ___________.
    a. front
    b. bottom
    c. labels

15. Before you use this product, ___________ that there are special instructions.
    a. note
    b. add
    c. watch

16. Doctor Diaz won’t be able to see you today. He’s ___________ all day.
    a. work
    b. booked
    c. schedule
UNIT 9 TEST

17. Soo didn’t read the instructions on the ________________ before doing Dulce’s hair.
   a. hair solution
   b. medicine
   c. recipe

18. This ________________ is a list of all our appointments.
   a. instructions
   b. booked
   c. schedule

19. A credit card is very ________________, especially when you don’t have any cash.
   a. cheap
   b. useful
   c. expensive

20. The instructions say, “______________________ water” before mixing the ingredients.
   a. Do not add
   b. take
   c. buy
UNIT 9
STUDENT ANSWER KEY

VOCABULARY (page 5)
1. add
2. delicate
3. appointment
4. occasion
5. cancel
6. schedule
7. useful
8. curls
9. booked
10. hair solution
11. instructions, Note
12. dizzy

FOLLOWING INSTRUCTIONS (page 7)
1. F
2. T
3. F
4. T
5. F

DOCTOR’S INSTRUCTIONS (page 9)
1. third (3rd)
2. second (2nd)
3. fourth (4th)
4. first (1st)

WILL/WON’T BE ABLE TO (page 11)
1. will be able to
2. won’t be able to
3. won’t be able to
4. will be able to
5. will be able to

FOCUSED LISTENING (page 17)
1. 2
2. 3
3. 3