Unit 17

♦ Solving Problems
♦ So / Neither
♦ Possessive Pronouns
SOLVING PROBLEMS — Part 1

Read the story and answer the questions with complete sentences.

After work at the garage one day, Ara was trying to balance his checkbook. He wanted to take Maria out, but he only had thirteen dollars in his account. He didn’t think that was correct, so he tried to balance his account again. Again it came out to $13.00.

Ara was confused. He wasn’t sure if he was doing it exactly the way Maria taught him to. He didn’t understand her instructions. Ara asked Ed for help. Ed was sympathetic because he had trouble with his checkbook, too. When Ara asked him politely to explain how to do it, Ed was glad to help.

1. What was Ara trying to do at the garage?

_______________________________________________________________________

2. Who taught Ara to balance his checkbook?

_______________________________________________________________________

3. Did Ara understand her instructions?

_______________________________________________________________________

4. Did Ara ask Ed for help?

_______________________________________________________________________

5. How did Ara ask him for help?

_______________________________________________________________________
At Latino Legal Services, Maria was very busy. She was working at the typewriter. Joaquin walked up and interrupted her without saying, “Excuse me.” He had to send a fax, but he didn’t know how to use a fax machine.

Joaquin told Maria he needed help right away. She asked him if it was an important fax. He explained that it was Mr. Novella’s lunch order. Mr. Novella wanted him to fax it to the restaurant. Maria was busy, but she decided to show Joaquin how to use the fax machine so that he could do it himself in the future.

1. Who did Joaquin ask for help?

______________________________________________________________________

2. What did Joaquin have to do?

______________________________________________________________________

3. Who wanted to order lunch by fax?

______________________________________________________________________

4. Did Joaquin ask Maria politely?

______________________________________________________________________

5. Was Maria busy when Joaquin asked for help?

______________________________________________________________________
Study these definitions.

- authorization: an approval
- distribute: to pass out
- document: a paper with important information: a birth certificate, a health record, etc.
- procedures: the steps necessary to do something
- purchase: something a person bought
- sympathize: to understand and feel for another person

Complete the sentences below with the new vocabulary.

1. When Anh accepts credit cards at the flower shop, she has to get an _________________ from the credit card company before she can let the customer buy flowers with it.

2. Latino Legal Services has many lawyers working there. When the mail comes in the morning, Joaquin has to _________________ them to all the different lawyers in each office.

3. Ara was confused and frustrated about how to balance a checkbook correctly. Ed can _________________ with Ara because there was a time when Ed couldn’t balance his checkbook very well. Ed understands how Ara feels.

4. The correct _________________ for opening the flower shop every day are as follows: first, unlock the front door; second, turn off the alarm; third, put the Open sign on the front door; and finally, put the fresh flowers out front so all the customers can see them.

5. This _________________ contains information about our company's monthly profits. File it in the cabinet right away.

6. I bought this television on sale for only $200. It’s an excellent _________________.

**ASKING FOR ASSISTANCE**

*Choose a word or phrase from the box to complete the following sentences.*

<table>
<thead>
<tr>
<th>help me clean it</th>
<th>arranging</th>
<th>help me type them</th>
<th>locating</th>
</tr>
</thead>
<tbody>
<tr>
<td>help me answer them</td>
<td>help me balance it</td>
<td>help me iron them</td>
<td></td>
</tr>
<tr>
<td>show me how to use it</td>
<td>filing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. I need help balancing my checkbook. Could you please _________________________?
2. I need help using this fax machine. Could you please _________________________?
3. I need help _________________________ these documents. Could you please help me file them?
4. I need help _________________________ this letter. Could you please tell me how to write it?
5. I need help answering the phones. Could you please _________________________?
6. I need help cleaning the stove. Could you please _________________________?
7. I need help _________________________ these flowers. Could you please help me arrange them?
8. I need help _________________________ the right part. Could you please help me locate it?
9. I need help typing these letters. Could you please _________________________?
10. I need help ironing these blouses. Could you please _________________________?
SO / NEITHER

- We use **so** to agree with an affirmative sentence.

*Examples:*

Sugar is sweet. **So** is honey.
Ara loves Maria. **So** does Joaquin.

- We use **neither** to agree with a negative sentence.

*Examples:*

Mr. Ito isn’t happy. **Neither** is Sonia.
Jack doesn’t like to get up early. **Neither** does Tom.

- After **so** and **neither**, we use the form of the verb **to be** or the auxiliary verb (do / does / did) that goes with the subject of the second sentence.

*Examples:*

I am strong. **So are** you and John.
We ate chicken last night. **So did** Mary.
Anh isn’t ready to go. **Neither am** I.
Maria doesn’t like to make copies. **Neither do** Jose and Joaquin.
Examples:

Carla never eats meat.  _______________ Alejandro.
This computer is expensive.  _______________ that one.
Rachel sleeps 10 hours a day.  _______________ Sally and Tom.

Fill in the blanks with so or neither and the correct auxiliary verb.

1. I’m very excited.  ____________________ my husband.
2. Sonia doesn’t want to cook.  ___________________ Teshome.
3. Ara knows how to fix cars.  ___________________ Marta.
4. We stayed up late last night.  ___________________ Anh.
5. You don’t eat chocolate.  ___________________ I.
6. Miguel isn’t here yet.  ___________________ Jose and Sonia.
7. Joan is tired.  ___________________ I.
8. Carlos didn’t study last night.  ___________________ Roberto.
9. I’m not hungry now.  ___________________ Julio.
SOLVING PROBLEMS — Part 3

Maria received a fax. It said, “Thanks for your help. Thinking of you, Joaquin.” Then Joaquin called her from the office next door. He wanted to make sure she got the fax. He asked her to show him how to close the office. Mr. Novella wanted him to know how to do it. However, Maria was too busy to help him.

Later, Joaquin stopped by Maria’s office. She had some time, so she explained the procedures to close the office. First, they turned off all the copy machines. Then they closed and locked all the windows and closed the shades. They made sure that the fax machine was on and had plenty of paper, and that everyone was out of the office. Finally, they locked the doors and set the alarm.

1. Did Joaquin ask Maria for a favor?

________________________________________________________________________

2. Was Maria able to help him right away?

________________________________________________________________________

3. Who wanted Joaquin to learn how to close the office?

________________________________________________________________________

4. Did they turn off the fax machine?

________________________________________________________________________

5. What was the last thing they did before they left?

________________________________________________________________________
SOLVING PROBLEMS — Part 4

At the flower shop, Mrs. Riley had to go out. She asked Anh to handle an order for Mr. Frederick. He wanted to charge his order on his company credit card. Anh didn’t know how to charge credit card sales, so she asked Mrs. Riley, “Would you please show me how to do this?”

Mrs. Riley said, “Sure. It’s not hard.” The first thing she did was check to see if the credit card was stolen. She looked in a book with the numbers of stolen credit cards. When she knew that card was OK, she put it face up in the machine. For purchases of $50 or more, she had to call the credit card company for authorization.

1. What did Mrs. Riley ask Anh to do?

________________________________________________________________________

2. Did Anh know how to handle a credit card sale?

________________________________________________________________________

3. Did Anh ask Mrs. Riley politely for help?

________________________________________________________________________

4. What kind of credit cards should Anh not accept?

________________________________________________________________________

5. How did she put the credit card in the machine?

________________________________________________________________________
POSSESSIVE PRONOUNS

- We use possessive pronouns instead of nouns.

Example:
Sally washed her car and John washed his car.
Sally washed her car and John washed his.

- The possessive pronouns are:

<table>
<thead>
<tr>
<th></th>
<th>mine</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td></td>
</tr>
<tr>
<td>You</td>
<td>yours</td>
</tr>
<tr>
<td>He</td>
<td>his</td>
</tr>
<tr>
<td>She</td>
<td>hers</td>
</tr>
<tr>
<td>We</td>
<td>ours</td>
</tr>
<tr>
<td>They</td>
<td>theirs</td>
</tr>
</tbody>
</table>

Example:

Our cat is big. **your cat** is small.
Our cat is big. **yours** is small.
Replace the underlined words with a possessive pronoun.

1. My sister is pretty. **His sister** is pretty too.
   My sister is pretty. __________________________ is pretty too.

2. Our car was expensive. **Your car** was too.
   Our car was expensive. __________________________ was too.

3. Julie’s exam was very difficult. **My exam** was easy.
   Julie’s exam was very difficult. __________________________ was easy.

4. Mr. and Mrs. Jones’ house needs painting. **Mr. and Mrs. Smith’s house** does too.
   Mr. and Mrs. Jones’ house needs painting. __________________________ does too.
5. Anh’s hair is short and straight. *Maria’s hair* is long and wavy.
   Anh’s hair is short and straight. ____________________ is long and wavy.

6. Their mother cooks very well. *Our mother* cooks very badly.
   Their mother cooks very well. ________________________ cooks very badly.

7. Mrs. Riley’s bouquets are very beautiful. *Anh’s bouquets* are beautiful too.
   Mrs. Riley’s bouquets are very beautiful. ____________________ are beautiful too.

8. Maria’s telephone is always ringing. *Ara’s telephone* never rings.
   Maria’s telephone is always ringing. ________________________ never rings.
THINK ABOUT IT

Choose one question. Think about it and then write your ideas.

1. Joaquin says $13.00 isn’t enough money for his date with Maria. Do you agree or disagree? Why?

2. Have you ever had to ask for help with the same problem more than once? What happened?

3. Do you think it’s a good idea to use credit cards? Why or why not?
FOCUSED LISTENING
(video - 20:50)

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

Anh
1. Anh needs help adding up the customer’s order.
2. Anh needs help doing a credit card authorization.
3. Anh needs help making a flower arrangement.

Ara
1. Ara needs help fixing a car.
2. Ara needs help using the adding machine.
3. Ara needs help balancing his checkbook.

Joaquin
1. Joaquin needs help with sending a fax.
2. Joaquin needs help with making a copy.
3. Joaquin needs help with closing the office.
UNIT 17 TEST

Circle the correct answers.

1. I need ____________ fixing my car.
   a. help
   b. wrench
   c. tire

2. _______________ you please help me?
   a. Are
   b. Do
   c. Could

3. I need help _______________ these dishes.
   a. wash
   b. washed
   c. washing

4. We need help _______________ these documents.
   a. filing
   b. filed
   c. file

5. Margaret is very intelligent. _______________ is George.
   a. He
   b. So
   c. Neither

6. We aren’t from Japan. ___________ are Rigoberto and Francisco.
   a. They
   b. So
   c. Neither

7. Frank and Louis like to eat Chinese food. _______________ do we.
   a. They
   b. So
   c. Neither

8. I don’t speak Russian. _______________ does my brother.
   a. He
   b. So
   c. Neither
UNIT 17 TEST

9. I’m very happy today. ______________ my girlfriend.
   a. So is  
   b. So does  
   c. So did

10. We didn’t go to the party last night. ______________ Mr. and Mrs. Robinson.
    a. Neither are  
    b. Neither do  
    c. Neither did

11. I went to Paris on my vacation. ______________ Timmy and Loraine.
    a. So did  
    b. So do  
    c. So were

12. My car isn’t fast. ______________ Jane’s car.
    a. Neither is  
    b. Neither do  
    c. Neither does

13. Larry loves Tina. ______________ I. We both think she’s absolutely beautiful.
    a. So am  
    b. So do  
    c. So did

14. I have a blue Ford. My father bought a Ford, too. ______________ is white.
    a. He  
    b. His  
    c. Hers

15. Jerry has a daughter named Sara. Mary has a daughter, too. ______________ is named Wynona.
    a. Hers  
    b. Her  
    c. His

16. Mary’s apartment is on First Avenue. I moved to a new apartment. ______________ is on Wilbury Road.
    a. Me  
    b. Mine  
    c. My
UNIT 17 TEST

17. Mr. and Mrs. Jones have a big house. My wife and I just bought a house last week. ____________ is small.
   a. Ours
   b. Our
   c. We

18. Our dog is a doberman. Mr. and Mrs. Jones just got a dog. ____________ is a poodle.
   a. Their
   b. Theirs
   c. They

19. Frank is unemployed. I can ____________ with Frank because I’ve been unemployed before. I know life is not easy when you don’t have work.
   a. sympathize
   b. understand
   c. believe

20. Before we send these notices to all our customers, we have to get our manager’s ____________.
   a. document
   b. authorization
   c. purchase
UNIT 17
STUDENT ANSWER KEY

VOCABULARY
(page 4)
1. authorization
2. distribute
3. sympathize
4. procedures
5. document
6. purchase

ASKING FOR ASSISTANCE
(page 5)
1. help me balance it
2. show me how to use it
3. filing
4. writing
5. help me answer them
6. help me clean it
7. arranging
8. locating
9. help me type them
10. help me iron them

SO / NEITHER
(page 7)
1. So is
2. Neither does
3. So does
4. So did
5. Neither do
6. Neither are
7. So am
8. Neither did
9. Neither is
10. So do

POSSESSIVE PRONOUNS
(pages 11 & 12)
1. His
2. Yours
3. Mine
4. Theirs
5. Hers
6. Ours
7. Hers
8. His

FOCUSED LISTENING
(page 14)
Anh: 2
Ara: 3
Joaquin: 1