

PHONE ENGLISH

BUSINESS B

ENGLISH CONVERSATION

SKY COMMUNITY BOOKS

Published by Sky Community Group

ISBN 978-89-962782-3-8

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1

Today's Class

일상에서의 평범한 대화를 통해 회화 표현을 익힐 수 있도록 구성되어 있습니다. 수업하기 전에 교재의 내용을 학습하면 좀 더 도움이 됩니다.

2

Reading Comprehension

본문의 내용을 얼마나 이해하고 있는지 확인하기 위한 질문으로 구성되어 있습니다. 질문에 대한 답을 생각해보며, 다시 한번 본문을 읽어보면, 중심내용을 파악하는 데 도움이 됩니다.

3

Free Talking Questions

본문의 내용을 바탕으로 자신의 견해와 경험을 이야기 할 수 있는 질문으로 구성되어 있습니다. 자신의 의견과 감정을 표현하는 데 도움이 됩니다.

4

Vocabulary/Expressions

본문에 나온 난해한 단어들의 영문 해석과 동의어로 구성되어 있습니다. 영문 그대로 해석하고, 동의어를 함께 암기하면 더 자유로운 표현을 할 수 있게 됩니다.

5

Review

본문의 내용과 문법에 관련된 문제로 구성되어 있습니다. 문제를 풀어보면서, 앞서 익혔던 표현들과 문법을 다시금 점검할 수 있습니다.

6

Today's Homework

본문에서 가장 중요한 단어, 숙어, 표현들로 구성됩니다. 배운 것을 기억하며, 단어와 숙어를 조합하여 회화표현을 스스로 구성해 볼 수 있습니다.

BUSINESS B

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Let me check my schedule.

* Today's Class

Drew : Hello, Miss Miller. This is Drew from ITC.

Lily : Hello, Drew. What can I do for you?

Drew : I'm calling on behalf of my boss, Anna White. She's expanding the product line, and she'd like to set up a meeting with you.

Lily : All right. Does Anna have anything specific in mind?

Drew : She'd really like to introduce some of the latest, yet affordable DVD players on the market.

Lily : We have a wide range of models right up that alley. When would she like to get together?

Drew : She was hoping to get together at the end of this week, if possible. She wants to get going on this right away.

Lily : Let me check my schedule. Yes, I'm available any time on Friday.

Drew : How about ten o'clock in the morning at your office?

Lily : Ten o'clock sounds fine. I'm looking forward to seeing her on Friday.

Drew : Thank you. Good-bye.

* Reading & Comprehension

1. Who is Drew calling on behalf?
 2. Why does Anna White want to set up a meeting for Lily?
 3. What kind of DVD players is Anna White looking for?
-

* Free Talking Questions

1. Do you have any experience calling on behalf of someone?
2. When you have a meeting at work, what's the aim of the meeting?

* Vocabulary / Expressions

on behalf of instead of someone, or as their representative	대신에
product line a particular kind of product or merchandise	제품라인
right up one's	~에 적합한, 전문에 속하는
expand (= <i>widen, extend</i>) become larger in size or volume or quantity	vt. 확장하다
set up begin, or enable someone else to begin, a venture by providing the means, logistics, etc.	시작하다, 설정하다
specific (= <i>particular, distinguishing</i>) applying to or characterized by or distinguishing something particular or special or unique	a. 구체적인, 특정한
affordable that you have the financial means for	a. 입수 가능한, 알맞은
range (= <i>reach</i>) the limits within which something can be effective	n. 범위
schedule (= <i>plan, agenda</i>) an ordered list of times at which things are planned to occur	n. 일정

* Review

affordable	expand	range
schedule	set up	specific

- The hotel wants to () its business by adding a swimming pool.
- The secretary has to () boss's schedule.
- Could you be more () about what you're looking for?
- It is hard to () housing.
- Your blood pressure's well within the normal ().
- How can he fit everything into his busy ()?

* Today's Homework

Construct your own sentences using the following words/expressions:

on behalf of, right up one's ~, set up, affordable, schedule

* Answers

1. expand	2. set up	3. specific
4. affordable	5. range	6. schedule

I'm afraid we have to cancel the meeting.

* Today's Class

Susan : Hello, Mr. Gleason. This is Drew of ITC. We spoke the other day.

Jack : Hello, Susan. I've prepared a nice range of samples for the meeting tomorrow morning. I think Holly will be really pleased with the selection.

Susan : Actually, that's the reason I called. Something urgent has come up. I'm afraid we have to cancel the meeting with Holly tomorrow.

Jack : I'm sorry to hear that. Is everything all right?

Susan : It's just that our general manager is flying from New York unexpectedly. He wants to meet with all management staff tomorrow.

Jack : I see.

Susan : She would like to postpone the meeting until Monday afternoon. Would that be convenient for you?

Jack : Well, I've got a pretty full schedule on Monday, but I'd be free after four-thirty.

Susan : Could we make it at five o'clock?

Jack : Five o'clock is good. I'll see Holly at five on Monday then.

Susan : Once again, I'm really sorry about canceling the meeting at the last minute.

Jack : It's no problem, really. Good-bye.

* Reading & Comprehension

1. When do they want to meet at first?
 2. Why does she have to change her meeting time?
 3. After all, when do they promise to meet?
-

* Free Talking Questions

1. Do you have any episodes on your modified appointment?
2. Have you ever been late at important situation?
3. Do you have a friend who is late frequently?
If yes, why he/she is late a lot?

* Vocabulary / Expressions

come up happen as a result	(일이) 일어나다, 생기다
make it	제 시간에 도착하다
at the last minute deadline	최종 시점
pleased (= happy, delighted) experiencing or manifesting pleasure	a. 기쁜
Selection (= collection, option) an assortment of things from which a choice can be made	n. 선별, 상품
unexpectedly (= suddenly, unusually) in a way that was not expected	adv. 뜻밖에
staff (= worker, employee) personnel who assist their superior in carrying out an assigned task	n. 직원
postpone (= put off, delay) hold back to a later time	vt. 연기하다

* Review

make it	pleased	at the last minute
postpone	unexpectedly	selection
		staffs

1. He decided to () the expedition until the following day.
2. Do you think you can () there in time?
3. He always studies ().
4. I think he's going to be () that we identified the real problems.
5. It offers the widest () of antiques of every description in a one day mark.
6. Many employers seek diversity in their ().
7. I met him ().

* Today's Homework

Construct your own sentences using the following words/expressions:

make it, at the last minute, would~, I'm afraid ~

* Answers

1. postpone	2. make it	3. at the last minute	4. pleased
5. selection	6. staffs	7. unexpectedly	

These are a hit.

* Today's Class

Susan : I can't believe it! Your display needs to be restocked, and it's only ten o'clock.
These are a hit.

Jessica : These things are selling like hotcakes. But actually, Susan, these are the last of our stock. We placed an order in last week, but it still hasn't arrived yet. And this isn't the first time we've found ourselves waiting for a shipment to arrive.

Susan : Seriously?! I'm sorry. I'll need to get the details from you, so I can get to the root of this. Don't worry, I'll get this ironed out.

Jessica : Thanks. Other than that, your promotion has been great. Our sales have increased dramatically since we brought these in.

Susan : I believe your numbers are the highest in the region.

Jessica : Does that mean we get a special deal?

Susan : I wish! You know, I'd love to give you a better price, but I already ran it by the boss and he said this is the best we can do. And you have to admit, this is a pretty good deal.

Jessica : You know I had to try.

Susan : You're a shrewd businessman, Jessica. I think that's why we get along so well.

* Reading & Comprehension

1. What is the main theme of this paragraph?
 2. What is the relation between Susan and Jessica?
 3. How does Susan think of Jessica?
-

* Free Talking Questions

1. Have you ever bought some hit? If yes, what was it?
2. When you bought something, did you feel that would be a hit product?
3. If you have to sell something in Korea, what product will you choose?

* Vocabulary / Expressions

sell like hotcakes to be sold very fast	날개 돋친 듯이 팔리다
get to the root of something	~의 핵심을 파악하다
iron (something) out resolve them and bring them to an end	해결하다
run by (someone) (= explain, describe) tell something about it or mention it	설명하다
restock to bring in more supplies to replace those that have been used	vt. 재고를 다시 채우다
shipment a load of goods sent by sea, road, or air, or the act of sending them	n. 운송
dramatically (= spectacularly) in a dramatic manner	adv. 극적으로
shrewd (= clever, smart) marked by practical hardheaded intelligence	a. 영리한

* Review

get to the root of	ironing out	run by	restock
sold like hotcakes	shipment	dramatically	shrewd

- The hair apparent to () drugs problem.
- The delicious candy ().
- It was in the beginning, when we were still () problems.
- () that () me again.
- the play was () interesting, but the direction was bad.
- I have to () the freezer.
- The goods are ready for ().
- She's a () business woman.

* Today's Homework

Construct your own sentences using the following words/expressions:

sell like hotcakes, get to the root of, iron out, get along ~

* Answers

- | | | | |
|-----------------------|-----------------------|----------------|-----------|
| 1. get to the root of | 2. sold like hotcakes | 3. ironing out | 4. run by |
| 5. dramatically | 6. restock | 7. shipment | 8. shrewd |

They want a full refund.

* Today's Class

Thomson : Michael! This fax just came in from ZPX. Half their order arrived defective, and they want a full refund.

Michael : Oh, no! I'll get on the phone and call them right away. Do me a favor, will you? Call shipping and find out what went wrong.

Thomson : I'll get right on it, and I'll make photocopies of this and send one to Jake.

Michael : Not yet. Let's find out what happened first and put it in a report.

Thomson : Good idea. But we better act quick. He should hear about it from us first.

(Later)

Thomson : Did you contact ZPX?

Michael : Yeah. They weren't very happy about that. But I managed to convince them not to cancel the entire order.

Thomson : Good for you! Shipping admitted that it was their fault. Forms got mixed up and the shipment went out lightly packaged.

Michael : Jake's going to be furious about that. We lost a lot of money on this deal.

Thomson : Not to mention our reputation. Jake's going to hit the roof!

* Reading & Comprehension

1. What is the problem of this company?
2. What is the indirect cause of this situation?
3. After they received fax, what did they do?

* Free Talking Questions

1. Do you have any experience that received what had defect?
What is it?
2. Have you ever used door-to-door delivery service in Korea?
What are uncomfortable points of it?
3. If you want to send some parcels abroad, how can you send that?

* Vocabulary / Expressions

get right on	당장 처리하다
hit the roof to suddenly become very angry	굉장히 화를 내다
disturbing (= <i>upsetting, alarming</i>) causing distress or worry or anxiety	a. 당황스러운
refund (= <i>repayment, return</i>) the act of returning money received previously	n. 환불
manage to to succeed in doing something difficult, especially after trying very hard	간신히 ~ 하다
furious (= <i>angry, raging</i>) very angry	a. 성난
reputation (= <i>name, standing</i>) the state of being held in high esteem and honor	n. 명성

* Review

get right on	hit the roof	disturbing	refund
managed	furious	reputation	

- Judge Kelso has a () for being strict but fair.
- When she broke his favorite watch, he ().
- I have omitted calling on you for fear of () you.
- I'm sorry but I have to () it first.
- They refused to give me a ().
- I finally () to push the huge animal away.
- Residents in the area are () at the decision.

* Today's Homework

Construct your own sentences using the following words/expressions:

hit the roof , will you ~?, not to mention~, manage to

* Answers

- | | | | |
|---------------|-----------------|---------------|--------------------|
| 1. reputation | 2. hit the roof | 3. disturbing | 4. get right on it |
| 5. refund | 6. managed | 7. furious | |

Let's see how we can get things started.

* Today's Class

Sarah : Considering the design of the product and the high quality of materials you require, the lowest I'd go is three US dollars a piece.

Youngho : That seems a little high to me. We need a target price of two dollars and forty cents each to be able to meet our budget requirements.

Sarah : If you would consider using cheaper materials, I think we could go down to a price of two dollars and twenty cents a piece.

Youngho : Two seventy is still pretty high. I've talked to some other manufacturers and they're able to offer me a better deal.

Sarah : Our competition may be able to meet your target price, but I doubt they can meet your quality expectations and delivery requirements. We can.

Youngho : Well, we're not willing to compromise on quality, so if you're willing to come down to two seventy, using materials that meet our quality standards, I think we'd have a deal.

Sarah : OK. You've got a deal.

Youngho : Great! Let's see how we can get things started.

* Reading & Comprehension

1. How much did Sarah suggest at first?
 2. How much does Youngho want?
 3. What does 'deal' mean in the dialog?
-

* Free Talking Questions

1. Have you ever done business with merchant?
2. What is the most important factor, when you buy something?
3. When you are worried about deal, can you give up your request?

* Vocabulary / Expressions

target (= goal, aim)	<i>n.</i> 목표
the goal intended to be attained (and which is believed to be attainable)	
manufacturer (= producer, creator)	<i>n.</i> 제조업체
a business engaged in manufacturing some product	
competition (= rivals, challengers)	<i>n.</i> 경쟁자
a business relation in which two parties compete to gain customers	
doubt (= be uncertain, be dubious)	<i>vt.</i> 의심하다
consider unlikely or have doubts about	
compromise (= concede, make concessions)	<i>vt.</i> 타협하다
to reach an agreement in which everyone involved accepts less than what they wanted at first	

* Review

target	manufacturer	competition
doubt	compromise	

1. A () is a business or company which makes goods in large quantities to sell.
 2. No one () his ability.
 3. Israel had originally wanted \$1 billion in aid, but () on the \$650 million.
 4. He's won back his place too late to achieve his () of 20 goals this season.
 5. I have to change my approach, the () is too good now.
-

* Today's Homework

Construct your own sentences using the following words/expressions:

let's~, we need~, better deal, standard, considering, be willing to~

* Answers

1.manufacturer	2.doubted	3. compromised
4.target	5.competition	

This room is filled with potential clients.

* Today's Class

Jim : I've been waiting for this reception all week. I can't wait to get some of my own leads.

Janet : Smart thinking. But why do you have all those brochures?

Jim : The party ends at tow. I figure I can have them all distributed by one-thirty.

Janet : No, no, no, no. Let me clue you in. These brochures will make you look like the new kid on the block.

Jim : What should I do, then?

Janet : Hand out business cards. That's it. This room is filled with potential clients, but the unwritten law is, you leave your work at the door.

Jim : But how am I supposed to get anything out of this if we can't talk business?

Janet : You have business cards. Just get a card for a card.

Jim : Then follow up on Monday?

Janet : You catch on quick. Let's split up so we can cover more ground.

Jim : Great idea. This is going to be a walk in the park. I'll meet you back here at two.

* Reading & Comprehension

1. When will Jim meet Janet again?
2. What do they do to make their work quick?
3. What does Jim wait for a week?

* Free Talking Questions

1. Have you ever waited something for a long time?
2. If you are place in above situation, what will you do?
3. What kind of unwritten laws does your country have?

* Vocabulary / Expressions

clue (someone) in to give someone information about something	제시하다
cover ground to deal with a particular subject or group of things	영역을 다루다
a walk in the park something that we can do easily	간단한 일, 쉬운 일
reception (= welcome Event) a formal party of people	n. 환영회
distribute (= hand out, pass round) administer or bestow, as in small portions	vt. 분배하다
written law (= the common law) something that is understood and accepted by everyone, although it may not have been formally or officially established	불문율
split up to divide people into different groups, or to be divided into groups	나누다
business card (= a name card, a calling card) a card that shows a business person's name, position, company, address etc.	n. 명함

* Review

clue in	distributed	reception
split up	unwritten law	

1. () as United hammer the trotters
2. He () the police in the accident.
3. Alice is accused of sinning against this ().
4. At the () they served smoked salmon.
5. Students shouted slogans and () leaflets.

* Today's Homework

Construct your own sentences using the following words/expressions:

I can't wait~, I'll~, reception, business card

* Answers

1. Split up	2. clued in	3. unwritten law
4. reception	5. distributed	

Thank you for your hospitality

* Today's Class

Messi : Thank you for your hospitality these past few days.

Zidane: It's been our pleasure. I feel our time has been well spent.

Tiffany: As soon as we get back to Los Angeles, we'll write up the new contracts, and send them to you express.

Zidane : Sounds great.

Tiffany : Oh, and we got a little something for your staff. Could you see that they get it?

Messi : And please thank them for their hard work and extra effort they have shown in making this week go so smoothly.

Zidane : My pleasure. This is very thoughtful of you.

Tiffany : We would also like to give you a token of our gratitude.

Zidane : You didn't need to go to such trouble!

Messi : You are very modest. That is one of the reasons why we enjoy doing business with you.

Zidane : The feeling is mutual. I look forward to your next visit. Have a good flight back.

Messi : Thank you.

* Reading & Comprehension

1. How do you feel the atmosphere of this paragraph?
 2. What is the main topic of this paragraph?
 3. Where will Zidane and Tiffany go back?
-

* Free Talking Questions

1. Have you ever contracted with someone?
2. Did you give someone a token of gratitude?
3. What are the important things to contract?

* Vocabulary / Expressions

token (= <i>indication, sign</i>) something serving as a sign of something else	<i>n.</i> 표시
hospitality (= <i>kindness, favor</i>) kindness in welcoming guests or strangers	<i>n.</i> 호의, 환대
express (= <i>rush</i>) mail that is distributed by a rapid and efficient system	<i>n.</i> 속달
thoughtful (= <i>considerate, polite</i>) considerate of the feelings or well-being of others	<i>a.</i> 사려 깊은
modest (= <i>humble, meek</i>) having a humble opinion of yourself	<i>a.</i> 겸손한
mutual (= <i>common, joint</i>) common to or shared by two or more parties	<i>a.</i> 상호적인

* Review

modest	thoughtful	hospitality
mutual	express	token

1. He was always () about his role in the Everest expedition.
 2. He aims to encourage () understanding.
 3. He was a () fellow, gentle and encouraging.
 4. Please send the parcel ().
 5. I'm sure I won't. I really appreciate all of your ().
 6. His actions were a () of his loyalty to the king.
-

* Today's Homework

Construct your own sentences using the following words/expressions:

thank you for~, I feel~, as soon as~, thoughtful, hospitality, token

* Answers

1. modest	2. mutual	3. thoughtful
4. express	5. hospitality	6. token

Could we meet Friday evening?

* Today's Class

Tom : Hello, Sam. Tom Evans, here. I got your message about the grand opening.

Sam : Hi there, Tom. Do you think you'll be able to make it?

Tom : It just so happens that I have a conference in Chicago that week.

Sam : What a coincidence! Do you think you'll have time to break away from your meetings?

Tom : Your message said that the doors open on Thursday... Listen, the conference will end on Wednesday afternoon. Could we meet Wednesday evening?

Sam: That would be great. Then I can fill you in on Thursday's activities. Tom, are your accommodations all set, or can I help?

Tom : Oh, that's already covered. But would you mind arranging transportation for me to the airport on Thursday evening?

Sam : Not a problem.

Tom : Thanks, I appreciate it. Right now I've got a ten P.M. flight. Will that leave enough time for us to get through what we need to?

Sam : It's perfect.

Tom : Great! OK, see you then.

* Reading & Comprehension

1. What is the main topic of their conversation?
2. When will Tom and Sam meet?
3. Does Tom have to go airport alone?

* Free Talking Questions

1. Have you ever been to grand opening of somewhere?
2. If you have any memory of coincidence, please tell me about it.
3. Please tell me all the transportations that you know.

* Vocabulary / Expressions

grand opening	개점
official opening of their new location	
it just so happens	우연히도 ~ 하다
break away (= escape, get away from)	탈출하다
move away or escape suddenly	
conference (= assembly, meeting)	n. 회의
a prearranged meeting for consultation or exchange of information or discussion (especially one with a formal agenda)	
coincidence (= concurrence)	n. 우연
an event that might have been arranged although it was really accidental	
accommodations (= lodging, staying)	n. 숙박
living quarters provided for public convenience	
transportation (= conveyance, transport)	n. 교통편
a facility consisting of the means and equipment necessary for the movement of passengers or goods	

* Review

grand opening	it just so happens	break away	conference
coincidence	accommodation	transportation	

- After the interview they held a press () together.
- You must () from such bad habits.
- The art festival mainly includes a () ceremony and closing ceremony.
- Can you provide () for thirty people?
- It was a () that he was born on his mother's birthday.
- The American simply regards a car as a means of ().
- () that my company has gone bankrupt and I was wondering if you are hiring.

* Today's Homework

Construct your own sentences using the following words/expressions:

It just so happens ~, coincidence, break away, accommodations, would you mind ~

* Answers

- | | | | |
|----------------|-------------------|-----------------------|------------------|
| 1. conference | 2. break away | 3. grand opening | 4. accommodation |
| 5. coincidence | 6. transportation | 7. it just so happens | |

I'd like to book hotel and airline reservations.

* Today's Class

Max : Sunshine Travel, may I help you ?

Ann : Hello. This is Ann Stuart. I'd like to book hotel and airline reservations for my boss. He will attend an electronics trade show in Los Angeles at the end of the month.

Max : Can I get his full name, please? And will he be traveling alone?

Ann : His surname is Palmer, P-A-L-M-E-R, and his first name is Tom.
Yes, he'll be traveling alone.

Max : Will that be a one-way or a round-trip ticket?

Ann : Round-trip.

Max : And what are his travel date?

Ann : He plans to leave on the tenth and return on the sixteenth. Concerning the hotel, if there is a four-star hotel located downtown available, that would be great.

Max : OK, let me check the computer . . . I can book his flight reservation right now, but I need to check on the hotel reservation and call you back later.

Ann : No problem. My number is 368-0561, extension 4-1-2.
And I'll be expecting your call.

* Reading & Comprehension

1. Who will use the hotel and airline?
2. What is travel date of Ann's boss?
3. Can Ann book both hotel and flight?

* Free Talking Questions

1. Do you have any experience of booking a hotel or flight?
2. What's your English full name? If you don't have one, let's make one.
3. Have you ever stayed in four-star or five-star hotel?

* Vocabulary / Expressions

book a reservation	예약하다
surname (= last name, family name) the name used to identify the members of a family (as distinguished from each member's given name)	n. 성
one-way ticket a ticket granting permission to travel to a place but not back	편도표
round-trip ticket a ticket to a place and back (usually over the same route)	왕복표
electronics the branch of physics that deals with the emission and effects of electrons and with the use of electronic devices	n. 전자학
extension (= telephone extension, extension phone) an additional telephone set that is connected to the same telephone line	n. 내선, 구내 전화
four-star a four-star hotel, restaurant etc has been judged to be of a high standard	4성의, 별 네 개의

* Review

book a reservation	surname	round-trip ticket
electronics	extension	four-star

- I need to () of room in Seoul hotel.
- Bionics is a kind of marriage between biology and ().
- Do you want a one-way or ()?
- In Athens we stayed in the () President Hotel.
- Can I have () 316, please?
- Smith is a very common English ().

* Today's Homework

Construct your own sentences using the following words/expressions:

I'd like to ~, book a reservation, one-way/round-trip ticket, Concerning ~, extension

* Answers

- | | | |
|-----------------------|----------------|----------------------|
| 1. book a reservation | 2. electronics | 3. round-trip ticket |
| 4. four-star | 5. extension | 6. surname |

Can you cover for me this afternoon?

* Today's Class

Linda : I've been trying to see my dentist all week, but he's completely booked up.

James : What's wrong?

Linda : I think I have an abscessed tooth.

James : You shouldn't mess around with that. You should see my dentist.
Her schedule's pretty flexible. Here, try her number.

(Later)

Linda : James, she'll see me first thing after lunch. It could be an in-and-out procedure, but if it isn't, can you cover for me this afternoon?

James : Sure. I'll cash out and close up shop. Anything else?

Linda : Yes. I'm expecting a call from Ms. Wilson. If she does call, go ahead and schedule our second appointment for tomorrow. My appointment book is on my desk.

James : Do you really think you'll be able to make it tomorrow?
Maybe you should shoot for Tuesday, just to be safe.

Linda : Yeah, good thinking. OK, I'd better go. I don't want to be late!
Thanks for your help, James!

James : It's no big deal. Hope it goes well!

* Reading & Comprehension

1. Why does Linda want to see a dentist?
 2. What time does Linda have an appointment with a dentist?
 3. What time did Linda decide to have a schedule with Ms. Wilson?
-

* Free Talking Questions

1. Have you ever gone to the dentist? Why?
2. Talk about experiences you helped your friends.
3. What do you usually do at first when you wake up in the morning?

* Vocabulary / Expressions

mess around	머뭇거리다
to spend time lazily, doing things slowly and in a way that is not planned	
shoot for	(목표)를 정하다
to try to achieve a particular aim, especially one that is very difficult	
abscessed	a. 종기가 난
infected and filled with pus	
flexible (=adaptable, pliable)	a. 융통성이 있는
capable of being changed	
first thing	가장 먼저
as soon as you get up in the morning, or as soon as you start work	
in-and-out	들쭉 날쭉의
cover (= backup, auxiliary)	vt. 대신하다
help out by taking someone's place and temporarily assuming his responsibilities	
cash out	일일 결산을 하다

* Review

first thing	covering	cash out	flexible
messing	shooting for	abscessed	in-and-out

- The government needs a more () approach to education.
- In this shop, only boss can ().
- We are () a 50% increase in sales in the next financial.
- Please wait here. It is just () process.
- Who's () for you while you're away?
- Doctor said that my lung is ().
- He drinks coffee () in the morning.
- He spent his vacation () around on the farm.

* Today's Homework

Construct your own sentences using the following words/expressions:

You shouldn't ~ , in-and-out, mess around, Can you cover for me ~?

* Answers

- | | | | |
|-------------|--------------|-----------------|---------------|
| 1. flexible | 2. cash out | 3. shooting for | 4. in-and-out |
| 5. covering | 6. abscessed | 7. first thing | 8. messing |

I was wondering if I could have Thursday off.

* Today's Class

Torres : Mr. Lionel, do you have a minute?

Messi : Certainly. What's up?

Torres : I have some personal business I need to take care of, and I was wondering if I could have Thursday off.

Messi : Is it important? Because, you know, we are very busy.

Torres : Well, I'm moving this weekend, and I need to arrange for utilities at the new apartment.

Messi : But the deadline for your marketing report is Thursday. Management is having a big meeting to go over it.

Torres : Yes, I know. And I've been working really hard to complete it.

Messi : But, will it be ready in time for the meeting?

Torres : I'll be more than happy to work overtime this week to see that the report is ready and on your desk-before Wednesday.

Messi : Well, if you can guarantee that the report will be ready in time for the meeting, you can have Thursday off.

Torres : Thanks a lot, Mr. Lionel.

Messi : You're welcome, and good luck with your move.

* Reading & Comprehension

1. What will Torres do this weekend?
 2. When is the deadline for marketing reports?
 3. What is Torres guaranteeing for Thursday off ?
-

* Free Talking Questions

1. When was the last time you moved?
2. How would you do it two important things coincided?
3. What is your priority between the personal work and the public work?

* Vocabulary / Expressions

personal business matters of personal concern	개인적인 일
utility (= <i>equipment, facilities</i>) the service (electric power or water or transportation) provided by a public utility	n. 공용설비
report (= <i>account, statement</i>) a written document describing the findings of some individual or group	n. 보고서
complete (= <i>conclude, terminate</i>) come or bring to a finish or an end	vt. 완료하다
overtime (= <i>extra time, beyond the regular time</i>) work done in addition to regular working hours	n. 시간외 근무
guarantee (= <i>assurance, promise</i>) give surety or assume responsibility	vt. 보장하다

* Review

utility	complete	report
overtime	guarantee	personal business

1. He developed a () legal system.
2. Short for binder (), an operating-system program that performs binding.
3. Will you () us regular employment?
4. Don't question me about my ()!
5. His () contained only secondhand information.
6. He's late because he's on () tonight.

* Today's Homework

Construct your own sentences using the following words/expressions:

Do you have~?, I have some~, If you can~?, personal business, guarantee

* Answers

1. complete	2. utility	3. guarantee
4. personal business	5. report	6. overtime

Is anything wrong?

* Today's Class

Jessica : You seem upset, Charlse. Is anything wrong?

Charlse : I'm getting concerned because so many staff have been showing up late for work.

Jessica : It's true. A lot of people have been coming in late. They probably think you don't mind.

Charlse : Maybe it's because I hang out with a lot of them outside the office.

Jessica : They must see you more as a buddy than a boss. It's because you're so friendly.

Charlse : You're right. They don't view me as an authority figure anymore. And I'm afraid they don't respect me as a boss.

Jessica : Starting today, I'm going to lay down the law. From now on, everyone in the company must follow regulations to a tee.

Jessica : I'll post a notice ASAP. What should it say?

Charlse : No more punching in late. No more clocking out early. No more calling in sick without a good reason or without a doctor's excuse.

Jessica : Anything else?

Charlse : No more personal phone calls e-mails on company time!

Jessica : All right. I'll get right on it!

* Reading & Comprehension

1. Why Charlse looks upset?
 2. How does Jessica think about the reason many staff late for work?
 3. What's the solution Jessica thinks?
-

* Free Talking Questions

1. Have you ever showed up late? why?
2. Do you get along well with your subordinates?
3. What do you think about following the rules exactly?

* Vocabulary / Expressions

lay down the law	명령을 하다
to tell other people what to do, how they should think etc, in a very strong or impolite way	
to a tee	정확하게
perfectly or exactly	
subordinate (= inferior, secondary)	n. 부하 직원
an assistant subject to the authority or control of another	
show up	나타나다, 출석하다
to arrive, especially at the place where someone is waiting for you	
hang out	시간을 보내다
to spend a lot of time in a particular place or with particular people	
authority figure	권위적인 사람
someone who has a position of power, especially because of their job	
doctor's excuse	의사 진단서

* Review

tee	show up	hangs	lay
subordinate	law	excuse	authority figures

1. Teenage rebellion against ().
2. Eighty of his () officers followed his example.
3. We had 300 peoples () for our seminar.
4. I don't really know who she () out with.
5. You shouldn't () down the () to me about that.
6. That dress suits you to a ().
7. To confirm your absence of last class, you should show me doctor's ().

* Today's Homework

Construct your own sentences using the following words/expressions:

no more~, lay down the law, to a tee

* Answers

1. authority figures	2. subordinate	3. show up	4. hangs
5. lay, law	6. tee	7. excuse	

We have approved your first salary increase.

* Today's Class

Henry : Mr. Gerrard, it's been brought to my attention that your three-month probationary period is up.

Gerrard : Yes, it is. I started work here on July first. I hope my work has been satisfactory.

Henry : Well, you know, there's a lot to learn when you begin working with a new organization.

Gerrard : There certainly is. There are so many rules and regulations.

Henry : I know you've been working late almost every night and coming in on Saturdays to get familiar with things. The company is very happy with your progress.

Gerrard : That's good to know. I was beginning to think that I would never get the hang of it.

Henry : You're doing just fine. I wanted to let you know that we have approved your first salary increase.

Gerrard : That's great! Thank you!

Henry : Don't get too excited. It's only a three-percent raise.
But keep up the good work, and you'll get another raise in six months.

Gerrard : Terrific! Thank you for the incentive!

Henry : You're welcome.

* Reading & Comprehension

1. What does 'probationary period' mean in this dialog?
 2. Is Gerrard feeling the satisfaction of working?
 3. How does the company think Gerrard?
-

* Free Talking Questions

1. Have you ever listened the praise from the senior? If not, why?
2. How do you think the probationary period? Is it necessary?
3. How often does your salary raise?

* Vocabulary / Expressions

probationary (= trial, junior) under terms not final or fully worked out or agreed upon	a. 수습의
accountant (= comptroller, controller) someone who maintains and audits business accounts	n. 경리
progress (= advancement, progression) gradual improvement or growth or development	n. 진보
approve (= adopt, confirm) give sanction to	vt. 승인하다
raise (= arouse, kindle) raise the level or amount of something	vt. 인상하다
incentive (= encouragement, inducement) an additional payment (or other remuneration) to employees as a means of increasing output	n. 인센티브

* Review

progress	accountant	probationary
approve	incentive	raise

1. A good () can analyze an unprofitable operation quickly.
2. After a six-month () period, she was confirmed in her post.
3. I'm afraid we're not making much ().
4. Her father will never () of her marriage to Tom.
5. Their action tends to () the future price to more reasonable level.
6. Awards provide an () for young people to improve their skills.

* Today's Homework

Construct your own sentences using the following words/expressions:

There are so many~, I know~, That's good to~, probationary, approve, incentive

* Answers

1. accountant	2. probationary	3. progress
4. approve	5. raise	6. incentive

I'd like to personally present you with your annual bonus.

* Today's Class

Ferguson : Peter, I called you into my office to talk to you about something.

Peter : I hope everything's OK.

Ferguson : Actually, I'd like to personally present you with your annual bonus.

Peter : Thank you so much.

Ferguson : I would like to also take this opportunity to tell you what a fine job you've been doing in this company.

Peter : Thank you. I've been working very hard to stay on top of my work.

Ferguson : And you've been doing a very good job. I've noticed over the past year that you've had a lot of improvement in your work.

Peter : Those training courses that you asked me to attend have really paid off.

Ferguson : I'm glad they have. There is one thing, though. I'd like you to keep this bonus confidential.

Peter : OK. I understand.

Ferguson : Good. Bonuses are based on work performance, and not everyone performed as well as you did. I wouldn't want anyone to find out that their bonus wasn't as much as yours.

Peter : I understand. I won't say a word.

* Reading & Comprehension

1. What is the relationship between Ferguson and Peter?
 2. What is the "personal present" mean in this dialog?
 3. Why should Peter keep this bonus confidential?
-

* Free Talking Questions

1. Have you ever given personal present to someone?
2. How do you think the bonuses are based on work performance?
3. Do you like the training courses for the presents?

* Vocabulary / Expressions

base on	~ 를 기반으로
to use something as the thing from which something else is developed	
personally	<i>adv.</i> 개인적으로
as a person	
present (= bestow, give)	<i>vt.</i> 선물하다, 주다
bring forward and present to the mind	
annual (= every year, yearly)	<i>a.</i> 해마다의
occurring or payable every year	
improvement (= betterment)	<i>n.</i> 향상
a change for the better; progress in development	
confidential (= auricular, secret)	<i>a.</i> 기밀의
entrusted with private information and the confidence of another	

* Review

personally	improvements	presented
annual	base	confidential

1. We need to carry out some () to the system.
2. She was () with an award .
3. She () started a training school.
4. He asked me questions in a quite () tone.
5. The school trip has become an () event.
6. The runner went to second () on a wild pitch.

* Today's Homework

Construct your own sentences using the following words/expressions:

I hope~, I would like to~, I'm glad~, improvements, confidential, annual

* Answers

1. improvements	2. presented	3. personally
4. confidential	5. annual	6. base

I'm sad that you'll be leaving us.

* Today's Class

Carrick : Good morning, Mike.

Mike : Carrick, good morning! How are you doing this morning?

Carrick : Good. But, uh... do you have a minute to talk?

Mike : That question always carries some weight, Carrick. What's up?

Carrick : Well, uh... Here it goes... My wife has been promoted to manager in her company.

Mike : That's great! I'm so happy for you!

Carrick : Yeah, it's great for us. But... we have to move to Chelsea.
We have to be there by the first of next month.

Mike : Oh? This is quite a surprise, Carrick. I'm sad that you'll be leaving us.
You run this place with clockwork efficiency, you know.

Carrick : But these three weeks will give us time to hire and train a replacement.

Mike : Well, thanks for the notice, Carrick.

Assistants like you are one in a million I guess we'd better start looking as soon as possible.

Carrick : With your approval, I'll put out notices today and screen the applicants for you.

Mike : That would be great. Schedule them as you see fit.

Carrick, things certainly won't be the same without you around here.

* Reading & Comprehension

1. Why will Carrick move to Chelsea?
 2. What is the relationship between Mike and Carrick?
 3. When will Carrick go to Chelsea?
-

* Free Talking Questions

1. Are you married? If not, do you want to live alone until you die?
2. Have you ever transferred from hometown to another?
3. If you quit the job, what will you have to do for the company?

* Vocabulary / Expressions

carry weight have influence to a specified degree	중요하다
clockwork (= precise, accurate) to happen in exactly the way you had planned	a. 정확한
promote (= advance, forward) give a promotion to or assign to a higher position	vt. 승진시키다
replacement the act of furnishing an equivalent person or thing in the place of another	n. 대체
approval (= affirmation, confirmation) acceptance as satisfactory	n. 승인, 허가
notice (= announcement, declaration) a public statement	n. 공고
screen (= bowdlerize, censor) examine in order to test suitability	vt. 검토하다

* Review

promoted	screen	replacement	notice
approval	carry	clockwork	

1. You can use an answerphone to () your phone calls before you answer them.
2. Helen was () to senior manager.
3. They didn't give me sufficient ().
4. It was difficult to find a () for Ted.
5. The president has already given his () to the plan.
6. The concert went like ().
7. His opinion is certain to () weight.

* Today's Homework

Construct your own sentences using the following words/expressions:

How are you doing~?, Do you have~?, We have to~, clockwork, replacement

* Answers

1. screen	2. promoted	3. notice	4. replacement
5. approval	6. clockwork	7. carry	

I'm sorry to hear that you'll be leaving.

* Today's Class

Frank : Oh! Tom, you wanted to see me?

Tom : Yes. But before I start, I want to thank you for the support you've given me over the past twelve years.

Frank : Ah-But I sense what you're going to tell me is something I don't want to hear.

Tom : Well, I've been offered a position at Super Flight Airlines. It's a small company, but I plan to accept the offer.

Frank : So what you're telling me is you wish to resign?

Tom : That's correct. I have valued my experience here at Power Tech, but I feel that it's time for me to move on to a position that still be bit more challenging.

Frank : Tom, I'm sorry to hear that you'll be leaving. We're going to miss you around here, but I do understand your position.

Tom : I want to give you my notice today. Here's my letter of resignation. It will be effective on the fifteenth.

Frank : Tom, if necessary, could you stay on a little longer to train someone to take over your position?

Tom : Of course, Frank. It's the least I can do.

Frank : Well, I do appreciate it. Thanks, Tom.

* Reading & Comprehension

1. Why did Tom want to see Frank?
 2. How long have Tom worked at Power Tech?
 3. What does Tom plan after resignation?
-

* Free Talking Questions

1. How long have you worked at your job?
2. Have you ever thought after retiring?
3. Do you have any plan about change of occupation?

* Vocabulary / Expressions

position (= location, situation)	<i>n.</i> 위치
the relative position or standing of things or especially persons in a society	
senior (= elder)	<i>a.</i> 선임의
older; higher in rank; longer in length of tenure or service	
resign (= leave, quit)	<i>vt.</i> 사직하다
leave (a job, post, or position) voluntarily	
support (= advocate, uphold)	<i>vt.</i> 지원하다
give moral or psychological support, aid, or courage to	
sense (= understand)	<i>vt.</i> 알아차리다
become aware of not through the senses but instinctively	
value (= cherish, esteem)	<i>vi.</i> 가치가 있다
hold dear	
take over	이어 받다
hand over	

* Review

position	senior	resign	support
sense	value	take over	

- I could () that something was wrong.
- He () your friendship.
- The bill was () by a large majority in the Senate.
- She () from the government last week.
- White men hold most of the jobs in () management.
- Next week we will be in a much better () to comment.
- Peter will () as managing director when Bill retires.

* Today's Homework

Construct your own sentences using the following words/expressions:

I want to thank you for~, I have~, I'm sorry to hear that~, resign, senior

* Answers

1. sense	2. values	3. supported	4. resigned
5. senior	6. position	7. take over	

It's time for me to retire.

* Today's Class

Frank : Well, Tom, I've enjoyed working for the company these past twenty-five years, but I do feel it's time for me to retire.

Tom : Has it been twenty-five years already?

Frank : Well, amazingly, yes. It's funny how time really does seem to fly when you're busy working and raising a family.

Tom : It sure does. I guess your children have all grown up and moved away by now.

Frank : Oh, Yes. They, they have. And I want the chance to get out and enjoy life before I get too old.

Tom : Well, your service and dedication to the company over the years has certainly been appreciated. We'll definitely miss you.

Frank : Oh, and I'll miss everyone here as well.

But I must say I am looking forward to doing just a little relaxing, and maybe doing a little traveling as well.

Tom : That sounds like an excellent plan. You've certainly deserved it.

Frank : Oh, thank you, thank you. I do plan to leave at the end of next month.

Tom : Well. That gives us plenty of time to find a replacement. Listen, if there's anything I can do for you, just let me know.

Frank : Oh, thank you, thank you. I'll certainly do that.

* Reading & Comprehension

1. How long has Frank been worked?
2. What is Frank's plan after retiring?
3. When does Frank leave?

* Free Talking Questions

1. What is your plan after retiring?
2. For achieving that plan, how much do you save the money?
3. What is your life plan?

* Vocabulary / Expressions

retire (= stop working, give up work)	<i>vt.</i> 은퇴하다
go into retirement; stop performing one's work or withdraw from one's position	
raise a family	가족을 부양하다
to look after your children and help them grow	
move away (= leave)	떠나다
dedication (= loyalty, devotion)	<i>n.</i> 헌신
complete and wholehearted fidelity	
definitely (= certainly, surely)	<i>adv.</i> 분명히
without question and beyond doubt	
deserve (= merit, warrant)	<i>vt.</i> 가치가 있다
be worthy or deserving	

* Review

dedication	raised	moved
definitely	deserve	retire

1. These people () to make more than the minimum wage.
2. To reach a high level of skill requires talent, (), and a lot of hard work.
3. At the age when most people (), he is ready to face a new career.
4. My mother was an amazing woman. She () four of us kids virtually singlehandedly.
5. He () away and broke off relations with the family.
6. I'm () going to get in touch with these people.

* Today's Homework

Construct your own sentences using the following words/expressions:

Has it been~?, It's funny~, That sounds like~, I'll certainly~, dedication, definitely

* Answers

- | | | |
|------------|---------------|---------------|
| 1. deserve | 2. dedication | 3. retire |
| 4. raised | 5. moved | 6. definitely |

I'm not very satisfied with your job performance.

* Today's Class

Peter : Joe, the reason I called you into my office is about your work.

Joe : Yes?

Peter : The truth is... I'm not very satisfied with your job performance.

Joe : I thought I was doing a good job.

Peter : Joe, you've been reprimanded a number of times for Lateness and for using company time for personal matters.

Joe : I know I've been late a couple of times; my motorcycle has been breaking down. I'm sorry. I promise to do better in the future.

Peter : I'm afraid it's too late. Right now, your tardiness is the least of my problems.

Joe : What do you mean?

Peter : My secretary has proof that you have misappropriated company funds on several occasions. We won't be prosecuting, but this simply can't be allowed.

Joe : I didn't steal any money! Your secretary is lying!

Peter : I'm sorry. It's too late. We have to let you go.

Joe : You're firing me?! Giving me my pink slip?!

Peter : I'm sorry it had to turn out this way.
Your termination is effective immediately.

* Reading & Comprehension

1. Why is Joe fired?
 2. Why have Joe been late a couple of times?
 3. Who is Peter?
-

* Free Talking Questions

1. Have you ever been fired from your job?
2. What are the important things in working?
3. If you are a chief, will you dismiss Joe from firm?

* Vocabulary / Expressions

reprimand (= punish, discipline) censure severely or angrily	<i>vt.</i> 징계하다
misappropriate (= abuse, misuse) appropriate (as property entrusted to one's care) fraudulently to one's own use	<i>vt.</i> 악용하다
pink slip a dismissal notice	해고 통지
lateness (= being late, tardiness) quality of coming late or later in time	<i>n.</i> 지각
proof (= evidence, testimony) any factual evidence that helps to establish the truth of something	<i>n.</i> 증거
prosecute (= sue, arraign) conduct a prosecution in a court of law	<i>vt.</i> 소송하다
termination (= close, closure) a coming to an end of a contract period	<i>n.</i> 중지

* Review

pink slip	proof	misappropriated	prosecute
termination	reprimand	lateness	

1. Her attempts to () him were quickly shouted down.
2. I took no money for personal use and have not () any funds whatsoever.
3. This is not necessarily () that he is wrong.
4. The police have decided not to () because the evidence is not strong enough.
5. He apologized for his ().
6. A dispute which led to the abrupt () of trade.
7. Honey, I'm really sorry. I got a ().

* Today's Homework

Construct your own sentences using the following words/expressions:

I thought~, I know~, I'm afraid~, reprimand, misappropriated, proof, prosecute

* Answers

1. reprimand	2. misappropriated	3. proof	4. prosecute
5. lateness	6. termination	7. pink slip	

You must be new here.

* Today's Class

Frank : Good morning. You must be new here.

Mark: It is that obvious?

Frank : You're arriving with the early birds. We're part of an elite few.

Mark : My name's Mark. Today is my first day.

Frank : I'm Frank. Pleased to meet you. You must be filling Brian's shoes.

Mark : That's right. Brian is training me all week, and then I'm on my own.

Frank : I'm just down the hall from you guys. There's a staff lounge down there at the end of the hall.

Mark : Great.

Frank : There's a microwave and a coffee machine there. It's good to hang out in when the pressure gets to be too much.

Mark : Thanks for the tip!

Frank : Well, see you later. Welcome aboard and good luck on your first day.

Mark : Thanks! I just might need it!

* Reading & Comprehension

1. What's the relationship between Frank and Mark?
 2. What is the tip that Frank tell Mark to?
 3. Where is the staff lounge?
-

* Free Talking Questions

1. Have you ever been heard to "the early bird"?
2. When do you get up in every morning?
3. Are you a businessman or a student? If you are a businessman, how was your first day for the work?

* Vocabulary / Expressions

early bird	일찍 출근하는 사람
someone who does something or goes somewhere very early, especially very early in the morning	
obvious (= clear, plain)	a. 명백한
easily perceived by the senses or grasped by the mind	
lounge (= sitting room, drawing room)	n. 휴게실
a room (as in a hotel or airport) with seating where people can wait	
pressure (= force, compression)	n. 압박감
an oppressive condition of physical or mental or social or economic distress	
microwave (= an electronic oven)	n. 전자레인지
kitchen appliance that cooks food by passing an electromagnetic wave through it	
tip (= advice, counsel)	n. 조언, 권고
an indication of potential opportunity	
fill one's shoes	대신하다
to do the work that someone else normally does	

* Review

microwave	obvious	pressure
lounge	early birds	tips

- Determining how the Democratic challenger would conduct his presidency isn't quite so ().
- It shows how to prepare a resume, and gives () on applying for jobs.
- When your () oven has finished cooking, a buzzer will go off.
- The best way to treat such bleeding is to apply firm ().
- I spoke to her in the () of a big Johannesburg hotel where she was attending a union meeting.
- We've always been (), getting up at 5.30 or 6am.

* Today's Homework

Construct your own sentences using the following words/expressions:

It is that~, It's good to~, obvious, elite, lounge, early birds

* Answers

1. obvious	2. tips	3. microwave
4. pressure	5. lounge	6. early birds

Are you ready to be my shadow?

* Today's Class

Smith : Good morning, Jack! I'm glad you're early.

So, are you ready to be my shadow?

Jack : You bet. You call the shots. I'm right behind you.

Smith : OK. Here's the drill. First, you'll check Bob's box in the mail room, his voice mail, his E-mail, and his schedule for the day.

Jack : So I've really got to be on top of his schedule.

Smith : More than that, you've got to know his schedule inside out because he'll call by nine A.M for the lowdown.

Jack : Call me?

Smith : Yes, he's usually out the door and on the way to his first appointment by eight-thirty A.M.

Jack : Wow. How does he handle it?

Smith : You. You're his home base. Stay on your toes because sometimes Bob might have a surprise that he needs you to handle.

Jack : Well, like they say, variety is the spice of life.

Smith : That's a good attitude to have. There's never a dull moment on the job. Before you know it, Friday will be here.

Jack : Great! Well, this sounds like it's going to be an exciting challenge.

* Reading & Comprehension

1. What's the 'drill' meaning in this dialogue?
 2. What does Jack do?
 3. What's the relationship between Smith and Jack?
-

* Free Talking Questions

1. Have you ever called the shots other?
2. What is your spice of life?
3. Do you want to be someone's shadow?

* Vocabulary / Expressions

shadow (= <i>silhouette, outline</i>)	<i>n.</i> 그림자
shade within clear boundaries	
drill (= <i>training, discipline</i>)	<i>n.</i> 교육
systematic training by multiple repetitions	
lowdown (= <i>gen</i>)	<i>n.</i> 내막
the most important facts about something	
variety (= <i>diversity, variation</i>)	<i>n.</i> 다양성
a collection containing a variety of sorts of things	
attitude (= <i>opinion, view</i>)	<i>n.</i> 태도
a complex mental state involving beliefs and feelings and values and dispositions to act in certain ways	
dull (= <i>boring, tedious</i>)	<i>a.</i> 무료한
so lacking in interest as to cause mental weariness	

* Review

variety	attitude	lowdown
drill	shadow	dull

- I felt she found me boring and ().
- His () made me angry.
- Susan's idea of freedom was to have () in her life style.
- We want you to give us the () on your team-mates.
- The teacher runs them through a () the days of the week, the weather and some counting.
- An oak tree cast its () over a tiny round pool.

* Today's Homework

Construct your own sentences using the following words/expressions:

I'm glad~, How does~? variety, lowdown, drill, attitude

* Answers

1. dull	2. attitude	3. variety
4. lowdown	5. drill	6. shadow