

4B Modern manners?

1 VOCABULARY & SPEAKING

phone language

a 2 41))) Listen and match the phone sentences with the sounds.

- A ☐ He's **dialling** a number.
- B ☐ She's **texting / messaging** a friend.
- C ☐ He's just **hung up**.
- D ☐ She's choosing a new **ringtone**.
- E ☐ He's **calling back**.
- F ☐ She **left a message** on his voicemail.
- G ☐ The line's **engaged / busy**.

b Can you explain what these are?

Skype a screensaver silent / vibrate mode
quiet zones instant messaging

c Use the questionnaire to interview another student. Ask for more information.



2 GRAMMAR

modals of obligation: *must, have to, should*

- a Read the extract from Debrett's guide to mobile phone etiquette. Then talk to a partner about questions 1–4.
- 1 Do you agree with what Debrett's says?
 - 2 Do you ever do any of these things?
 - 3 Are they a problem where you live?
 - 4 Are there any other things people do with their phones that annoy you?

Debrett's, a well-known British publisher, has been producing guides on how people should behave since the 1900s, including *Debrett's Etiquette and Modern Manners* and *The English Gentleman*. Nowadays it still offers advice on what (and what not) to do in social situations.

YOU AND YOUR PHONE

-  What make is your phone? How long have you had it?
-  Would you like to get a new one? Why (not)?
-  What ringtone do you have?
-  What do you use your phone for (apart from talking)?
-  Where and when do you normally switch off your mobile?
-  Have you ever...?
 - lost your phone
 - sent a message to the wrong person
 - forgotten to turn your phone off (with embarrassing consequences)

DEBRETT'S guide to mobile phone etiquette

- 1 *Think what your ringtone says about you*
If you're sometimes embarrassed by your ringtone, it's almost certainly the wrong one and **you should change it**.
- 2 *When in doubt, use silent or vibrate mode*
It may surprise your companions when you suddenly answer an invisible, silent phone, but at least they won't have to listen to your ringtone.
- 3 *Take notice of who is around you*
Make sure your conversation is not disturbing other people. Intimate conversations are never appropriate in front of others.



- b Read the text again. Match the **highlighted** phrases with their meaning. Two of the phrases match the same meaning.

A You don't need to do this. It isn't necessary.

B Don't do this. It isn't allowed / permitted.

C It's necessary or compulsory to do this.

D It's a good idea to do this.

- c ➤ **p.139 Grammar Bank 4B.** Learn more about *must*, *have to*, and *should*, and practise them.

4 *Respect quiet zones*

You must not use your phone in 'quiet zones' on trains or in hotels. That is the reason why they exist.

5 *Never shout*

Your phone is not a megaphone. **You don't have to shout.** And don't shout because you think reception is poor. It won't make any difference.

6 *People with you deserve more attention than those at the end of a phone*

Wherever possible, turn off your phone in social situations and at mealtimes, or put it on vibrate. If **you have to keep your phone on** because you are expecting an important call, apologize in advance.

7 *Don't carry on phone conversations when you are in the middle of something else*

This is especially true if you are in banks, shops, etc. It is insulting not to give the people who are serving you your full attention.

8 *Think about where you are calling from*

Don't make (or receive) calls in inappropriate places. Put your phone on vibrate in meetings, cinemas, etc. If you **must take a call** in the car, use a hands-free set.

Adapted from Debrett's Modern Manners



3 PRONUNCIATION & SPEAKING

silent consonants, linking

- a Each of the words in the list has a silent consonant or consonants. With a partner, cross out the silent letters.

should ought mustn't talk wrong listen
half dishonest knowledge design whole
rhythm doubt foreign calm island

- b (2 46) Listen and check.

- c (2 47) Listen and repeat the sentences. Try to copy the rhythm and to link the marked words.

- 1 You must **switch off** your phone on a plane.
- 2 You should only call him in an emergency.
- 3 We **have to** leave at eleven.
- 4 You **mustn't** open other people's emails.
- 5 You **shouldn't** talk loudly on a mobile phone.

- d Read the definition of *manners*. Then make sentences using *should* / *shouldn't* for something which you think is a question of manners, and with *must* / *mustn't* / *have to* for something which is a law or rule.

manners /ˈmænəz/ *pl noun* a way of behaving that is considered acceptable in your country or culture

- switch off your phone in a theatre
- talk loudly on your phone in public
- send text messages when you are driving
- reply to a message on your phone while you are talking to somebody face-to-face
- play noisy games on a phone in public
- use your phone at a petrol station
- video people on your phone without their permission
- set your phone to silent mode on a train
- send or receive texts in the cinema
- turn off your phone on a plane during take-off and landing

4 READING

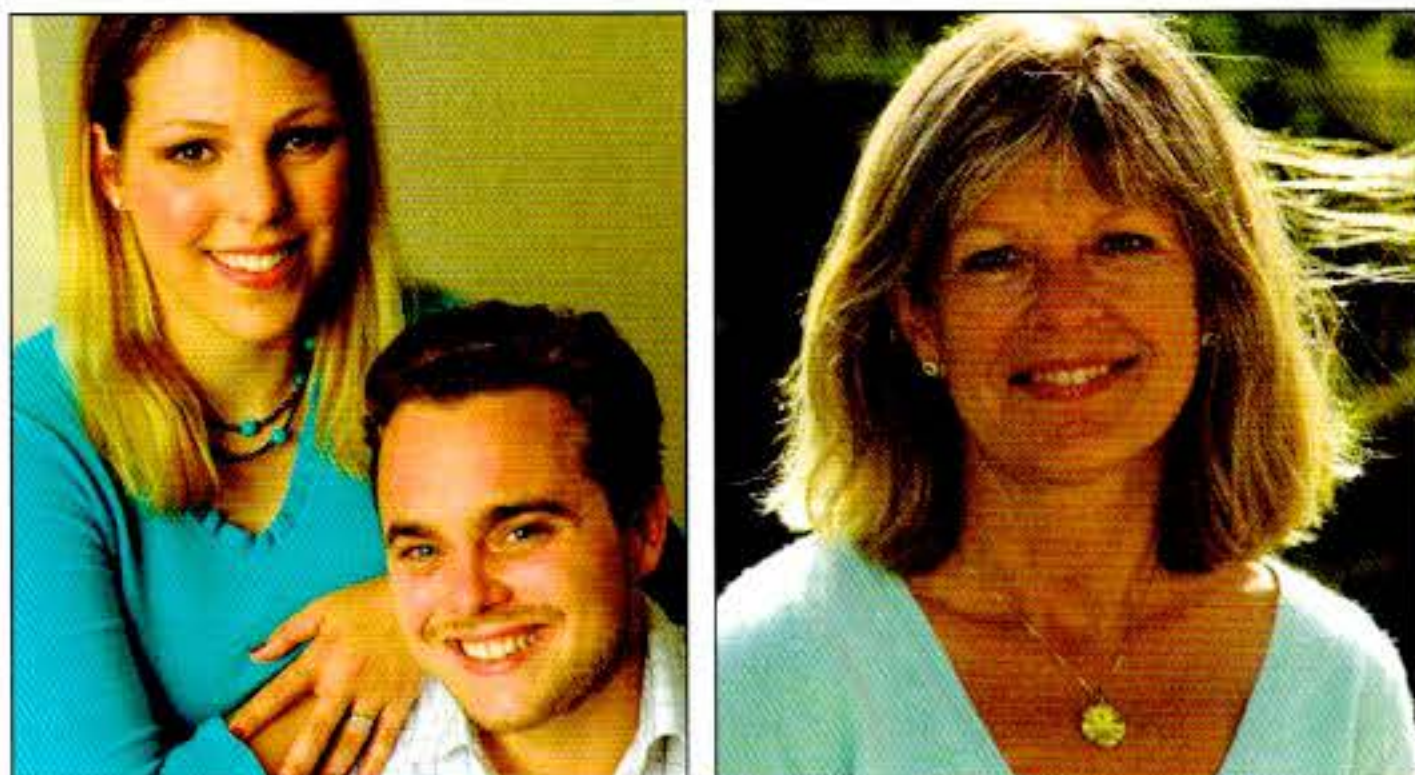
- a Imagine that you have been invited to stay for a weekend with your partner's family. Think of three things that you think it would be bad manners to do.
- b Read the article. Did Heidi do any of those things? What did she do wrong (according to Mrs Bourne)? Now look at the title of the article. What do you think 'from hell' means in this context?

News online

Mother-in-law from hell... or daughter-in-law from hell?

By NEWS ONLINE Reporter

Everyone knows it can be difficult to get on with your in-laws, but for 29-year-old **Heidi Withers**, it may now be impossible. Heidi was invited to spend the weekend with her fiancé Freddie's family at their house in Devon, in south-west England. But soon after they returned to London, Heidi received a very nasty email from Carolyn Bourne, Freddie's stepmother, criticizing her manners.



Here are a few examples of your lack of manners:

- When you are a guest in another's house, you should not declare what you will and will not eat – unless you are allergic to something.
- You should not say that you do not have enough food.
- You should not start before everyone else.
- You should not take additional helpings without being invited to by your host.
- You should not lie in bed until late morning.
- You should have sent a handwritten card after the visit. You have never written to thank me when you have stayed.

Heidi was shocked, and immediately sent the email on to some of her close friends. Surprised and amused, the friends forwarded it to other people, and soon the email had been posted on several websites, with thousands of people writing comments about 'the mother-in-law from hell'.

Adapted from a news website

- c Find words or phrases in the article which mean...

- 1 _____ *noun* a man to whom you are going to be married
- 2 _____ *adj* unpleasant
- 3 _____ *verb* saying what is bad or wrong with sb or sth
- 4 _____ *noun* not having enough of sth
- 5 _____ *noun* a person who you invite to your house
- 6 _____ *noun* a person who receives a visitor
- 7 _____ *verb* sent an email or message you received to another person



should have

We use *should have* to talk about something that happened in the past that you think was wrong, e.g. *You should have written me a thank-you letter.* = you didn't write to me. I think this was wrong.

- d Now read some of the comments that were posted on the internet. Write **H** next to the ones that support Heidi, and **C** next to the ones that support Carolyn.

- 1 Mrs Bourne says Heidi should have sent a handwritten thank-you note... however, she sends this letter by email! We are in the 21st century. Nobody sends handwritten letters any more. 13/07/2011 18:52
- 2 Why do we hear nothing about Freddie's role in all this? Why didn't he prepare Heidi? He must know what his stepmother is like. He could also have prepared his family by telling them about any eating problems his girlfriend has. 13/07/2011 16:25
- 3 The email was a private communication. I don't think Heidi should have sent it on to her friends. It makes me think that Mrs Bourne might be right about her bad manners. 13/07/2011 12:40
- 4 The stepmother seems to be extremely jealous of Heidi, perhaps she wants to keep Freddie all to herself. If I were Heidi, I would leave him. 12/07/2011 10:15
- 5 The mother-in-law may have a few good points but she should have spoken to Heidi face-to-face, not sent her an email. 11/07/2011 18:50
- 6 I think that the one with the extremely bad manners is Mrs Bourne. 11/07/2011 14:10
- 7 Mrs Bourne, I agree with every word you say. Young people just don't have any manners nowadays. I hope Freddie sees sense and finds someone better. 11/07/2011 09:48

- e Write your own comment. Then compare with a partner. Do you agree?
- f ► **Communication** *The big day p.105*. Read about what Heidi and Freddie did next.

5 LISTENING

- a (2 48)) Listen to Miranda Ingram, who is married to Alexander Anichkin, talking about the difference between Russian manners and British manners. What was their problem? How have they managed to solve their differences?
- b Listen again and mark the sentences **T** (true) or **F** (false).
- 1 In Russia you should say please (in Russian) when you ask someone to do something.
 - 2 Before Miranda took Alexander to meet her parents she taught him about English manners.
 - 3 When Alexander smiled at people in the UK, he felt ridiculous.
 - 4 When Miranda went to Russia the first time Alexander's friends were delighted because she smiled all the time.
 - 5 Alexander thinks that the English sometimes use very polite expressions unnecessarily.
 - 6 Alexander thinks the English are too direct.
 - 7 Miranda doesn't think her dinner guests should criticize her cooking.
- c What would people from your country do in these situations?

WHEN GREETING PEOPLE...

- ☐ use more formal language when speaking to an older person
- ☐ kiss a woman on both cheeks when you meet her for the first time
- ☐ use your partner's parents' first names



MEN AND WOMEN – A MAN'S ROLE...

- ☐ pay for the meal on a first date
- ☐ wait for a woman to go through the door first
- ☐ accompany a woman home



6 SPEAKING

In groups, talk about each thing in the *Good Manners?* questionnaire. Do you think it's good manners, bad manners, or not important / not necessary. Why?

I think it is very rude to criticize the food if you are in somebody's house.

I think it depends. It's OK if you know the person very well or if it's a member of your family...

7 (2 49)) SONG You Can't Hurry Love 🎵

GOOD MANNERS? BAD MANNERS? NOT IMPORTANT?

WHEN YOU ARE INVITED TO SOMEBODY'S HOUSE...

- ☐ criticize the food (e.g. if it is too cold, salty, etc.)
- ☐ take a present
- ☐ write an email to say thank you
- ☐ arrive more than ten minutes late for lunch or dinner



WHEN YOU ARE HAVING A MEAL WITH FRIENDS IN A RESTAURANT...

- ☐ leave your mobile on silent on the table in front of you
- ☐ answer or send a text or message
- ☐ make a phone call
- ☐ kiss your partner



ON SOCIAL NETWORKING SITES...

- ☐ post a private message or conversation on an internet site
- ☐ post an embarrassing photo or video clip of a friend without asking their permission
- ☐ post all the details of your break-up with a partner

