

Where
are those
community
services?

Student Book

1

2

3

4

5

1

Activities

THEMATIC ILLUSTRATION

- 1 Asking for and Giving Locations in a Building
- 2 Services in the Neighbourhood
- 3 Locating Places in the Neighbourhood
- 4 Asking for Locations Around Town
- 5 Giving Locations
- 6 Asking for and Giving Locations of Services (Map)
- 7 Mystery Locations
- 8 Using *Need, Want, Have*
- 9 Vocabulary Associations: Services
- 10 Requests for Services
- 11 Making Requests for Services
- 12 Directions with Symbols
- 13 Asking for Directions in a Building
- 14 Asking for and Giving Directions in a Building
- 15 Asking for and Giving Directions (Airport Floor Plan)
- 16 Giving Directions in the Street
- 17 Asking for Directions in the Street
- 18 Asking for and Giving Directions in the Street
- 19 Role play – Asking for and Giving Directions (using a map)
- 20 Directions Around You
- 21 Directions to Mystery Places
- 22 I need something. Where can I get it?

THEMATIC ILLUSTRATION

A Listen to the four scenarios on audio. **What** does this person need, and **where** can this person obtain the service?



Scenario 1

What does the person need? _____

Where can the person obtain this? _____



Scenario 2

What does the person need? _____

Where can the person obtain this? _____



Scenario 3

What does the person need? _____

Where can the person obtain this? _____



Scenario 4

What does the person need? _____

Where can the person obtain this? _____

B Listen to the four scenarios again. Write the questions where the person asks for directions.

Scenario 1 _____

Scenario 2 _____

Scenario 3 _____

Scenario 4 _____



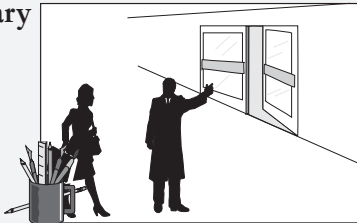
1 WRITING/SPEAKING Asking for and Giving Locations in a Building

A Study.

Asking for location	Giving a location (more expressions)	
Where is/are ...?	on your left	on your right
Is there a ... around here?	just next to	just past
	across from/opposite	around the corner from
	at the end of the hall	the first (middle, last) door
	just through	
	the first (second, third, fourth, fifth, etc.) door	

- B** 1. Write questions asking for the locations indicated.
 2. Write the answers.

Example: library



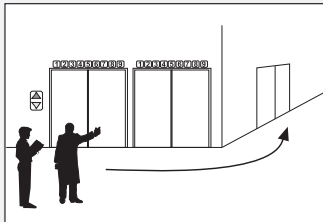
Q: Where is the library?
 A: It's just through those doors.

1. washrooms



Q: _____
 A: _____

2. fax service



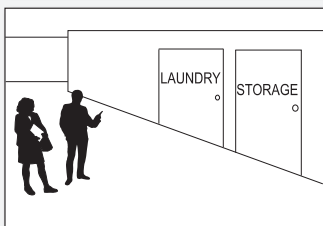
Q: _____
 A: _____

3. barber shop



Q: _____
 A: _____

4. storage room

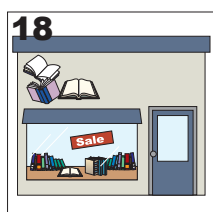
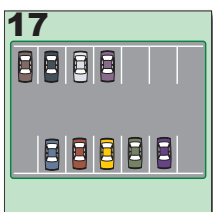
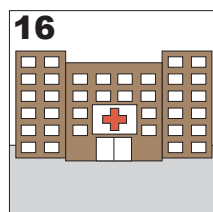
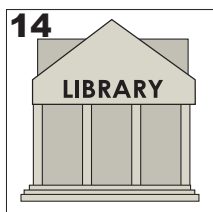
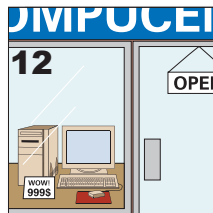
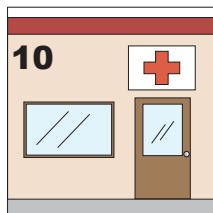
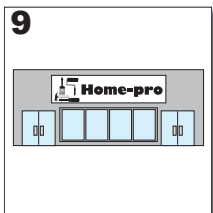
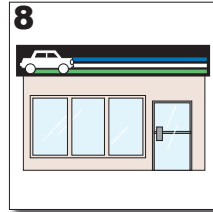
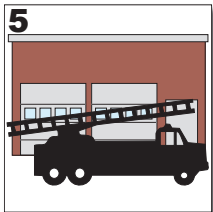
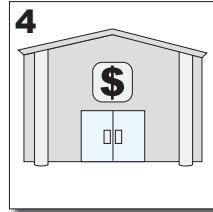
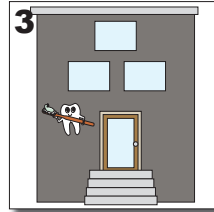
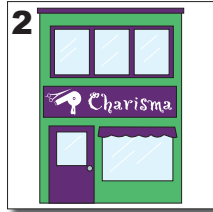
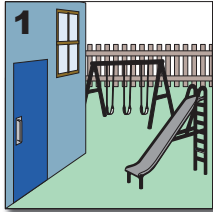


Q: _____
 A: _____

C ROLE PLAY. Take turns asking and answering where locations are in your school.

2 VOCABULARY Services in the Neighbourhood

Match each picture with the name of the appropriate service.



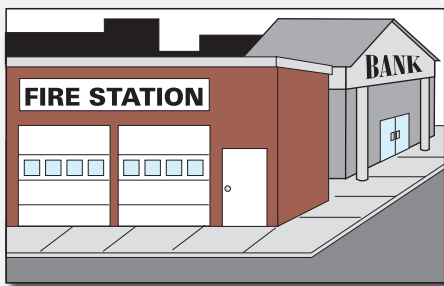
- a. Library
- b. Daycare centre
- c. Grocery store
- d. Dental clinic
- e. Bank
- f. Hospital
- g. High school
- h. Car rental agency
- i. Parking lot
- j. Bookstore
- k. Garage
- l. Hairdresser/Hair salon
- m. Hardware store
- n. Clothing store
- o. Medical clinic
- p. Fire station
- q. Shoe store
- r. Computer store

3 VOCABULARY Locating Places in the Neighbourhood

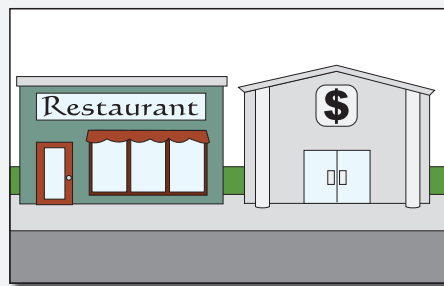
A Expressions of location.

- around the corner from _____
- next to/beside the _____
- between _____ and _____
- behind _____
- on _____ Street
- across from _____
- on the corner of _____ Street and _____

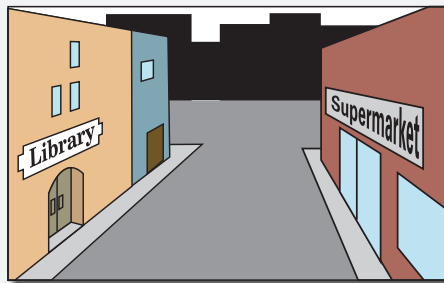
B Fill in the blanks with the appropriate expression of location.



a. Where's the bank?
It's _____
the fire station.



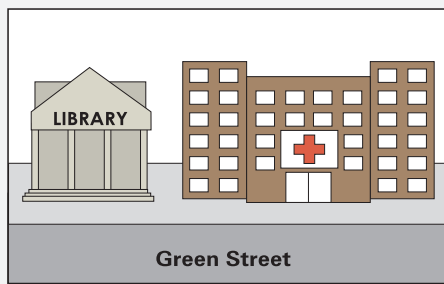
b. Where's the restaurant?
It's _____ the bank.



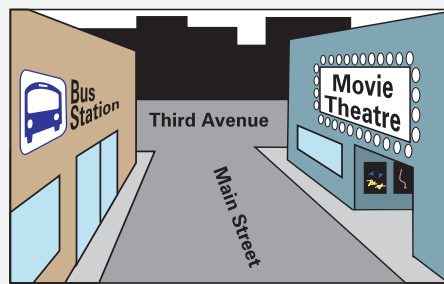
c. Is there a supermarket in the picture?
Yes. It's _____ the library.



d. Is there a park in the picture?
Yes. It's _____ the post office
and the school.



e. Where's the hospital?
It's _____ Green St.,
_____ the library.



f. Where's the movie theatre?
It's _____ Third Avenue
and Main St., _____ the bus station.

4

LISTENING



Asking for Locations Around Town

A Look at the ways of asking for locations below.

Asking for location

- Excuse me. Is there a _____ near/around here?
- Excuse me. Is the _____ around/near here?
- Where is the _____, please?
- Can you help me? I'm/We're looking for the/a _____.
- The _____. Is it on this street or the next one?

B Listen to the dialogues and complete the audio script below.

- 1- a. _____ the bank, please?
b. It's around the corner from the fire station.
- 2- a. _____ a restaurant near here?
b. Sure, there's one right next to the bank.
- 3- a. Excuse me. _____ the supermarket.
b. It's not far. It's just across from the library.
- 4- a. _____ help me? _____ the park.
b. That's easy. It's between the Post Office and the school.
- 5- a. The hospital.. _____ this street or the next one?
b. The next. It's on Green Street, beside the library.
- 6- a. Excuse me. Is the movie theatre _____?
b. Yes, it is. It's on the corner of Green Street and First Avenue, across from the bus station.



5 READING/SPEAKING  Giving Locations

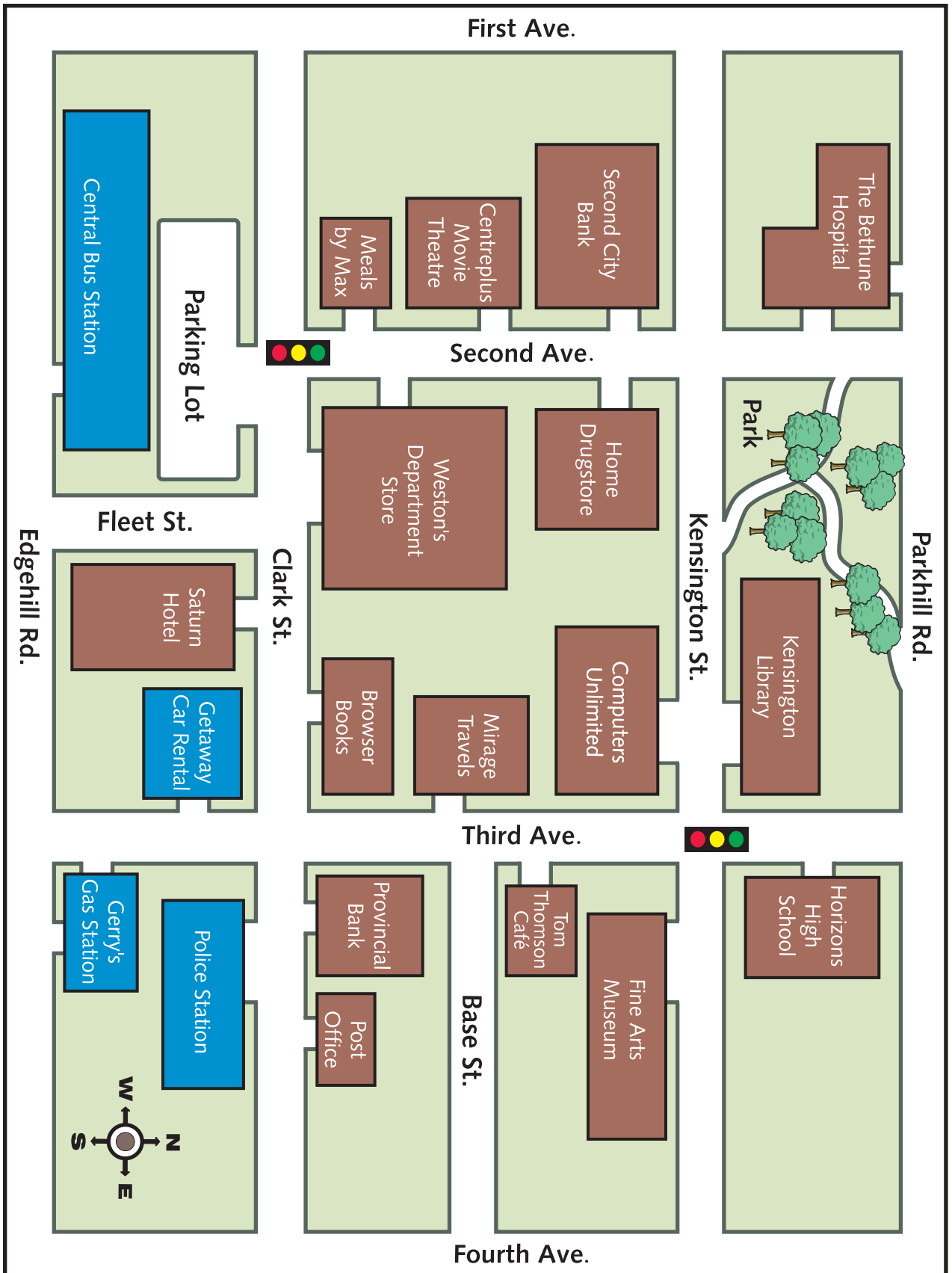
A Match each place listed below with its location.
Use the map on the next page to find the answer.

Where's the...	It's ...
bus station? (___)	a. on Third Avenue, between Parkhill and Kensington.
library? (___)	b. on Kensington St., at the corner of Third Ave.
police station? (___)	c. on Clark St. next to the department store.
travel agency? (___)	d. on Third Ave., around the corner from the book store on Clark.
high school? (___)	e. between First Ave. and Fleet St., on Edgehill.
book store? (___)	f. across from the Post Office.

B Look at the map on the next page and complete the sentences.

- The Saturn Hotel is _____ Street,
_____ from the Getaway Car Rental.
- Weston's Department Store is _____ Second Ave. and Clark St.,
_____ the parking lot on Clark.
- The Post Office is _____ Street,
_____ the police station,
and _____ the Provincial Bank.
- The Centreplex Movie Theatre is _____ Avenue,
_____ the restaurant and Second City Bank.
- The gas station is _____ the police station.



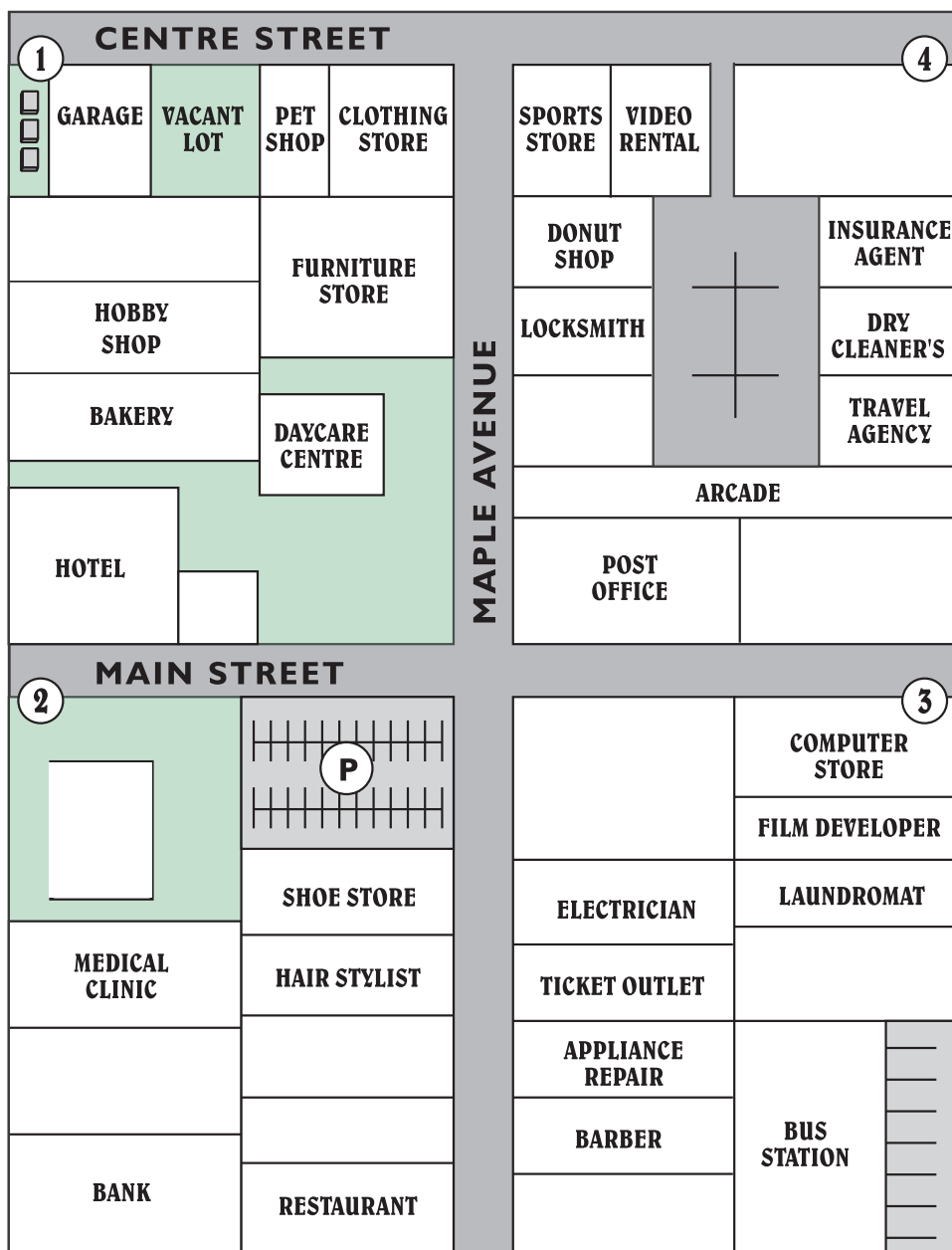


6 SPEAKING Asking for and Giving Locations of Services (Map)

PAIR WORK

1. Take turns asking for the location of the services listed below. Write each service name in its correct place on your map.
2. Complete one city block at a time.

	First block	Second block	Third block	Fourth block
STUDENT A	florist park gift shop	church drugstore tailor	auto parts place car rental agency movie theatre	grocery store bicycle repair shop library

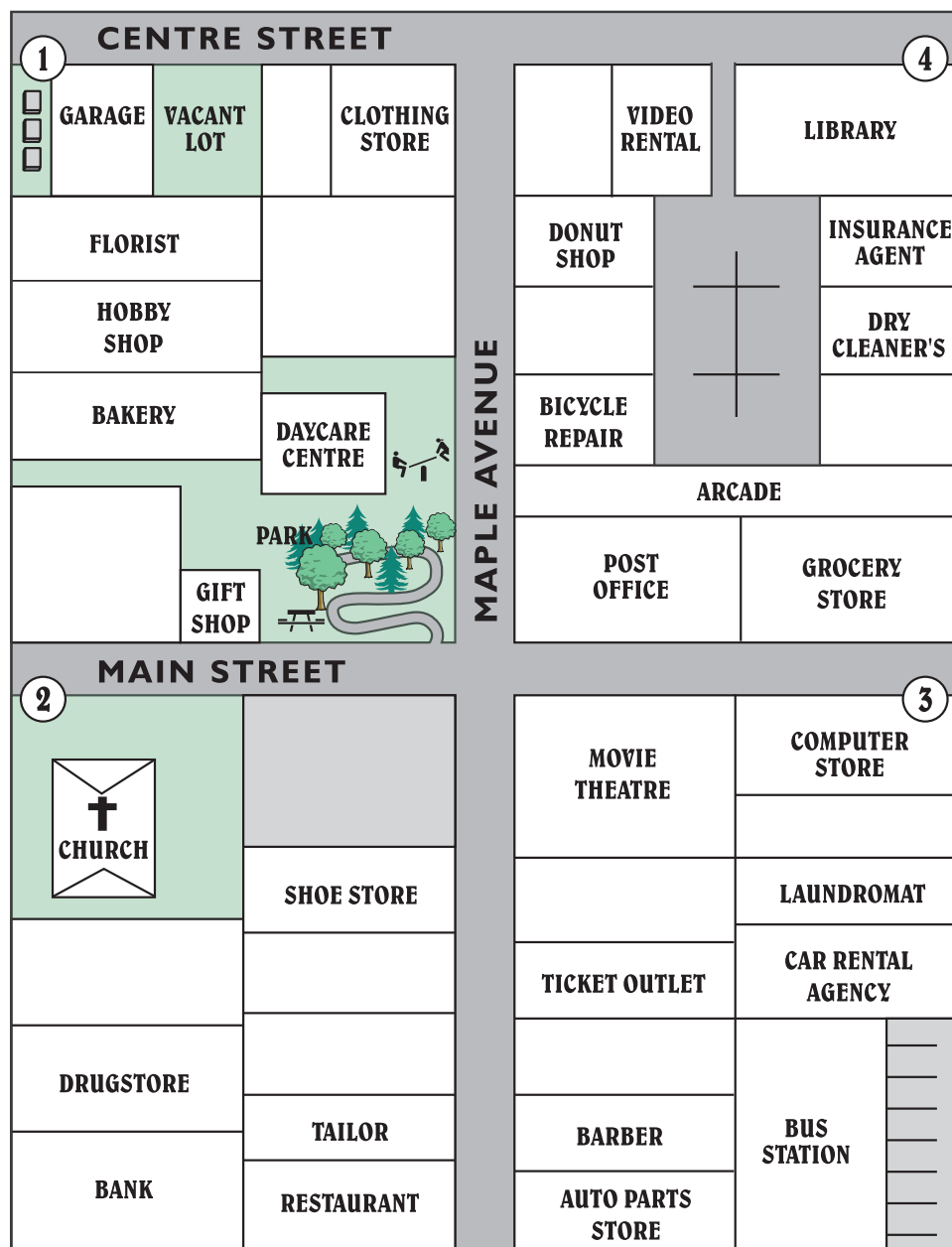


6 SPEAKING Asking for and Giving Locations of Services (Map)

PAIR WORK

1. Take turns asking for the location of the services listed below. Write each service name in its correct place on your map.
2. Complete one city block at a time.

	First block	Second block	Third block	Fourth block
STUDENT B	pet shop furniture store hotel	parking lot medical clinic hair stylist	electrician appliance repair shop film developing place	locksmith sports store travel agency



7 WRITING/SPEAKING Mystery Locations

PAIR WORK.

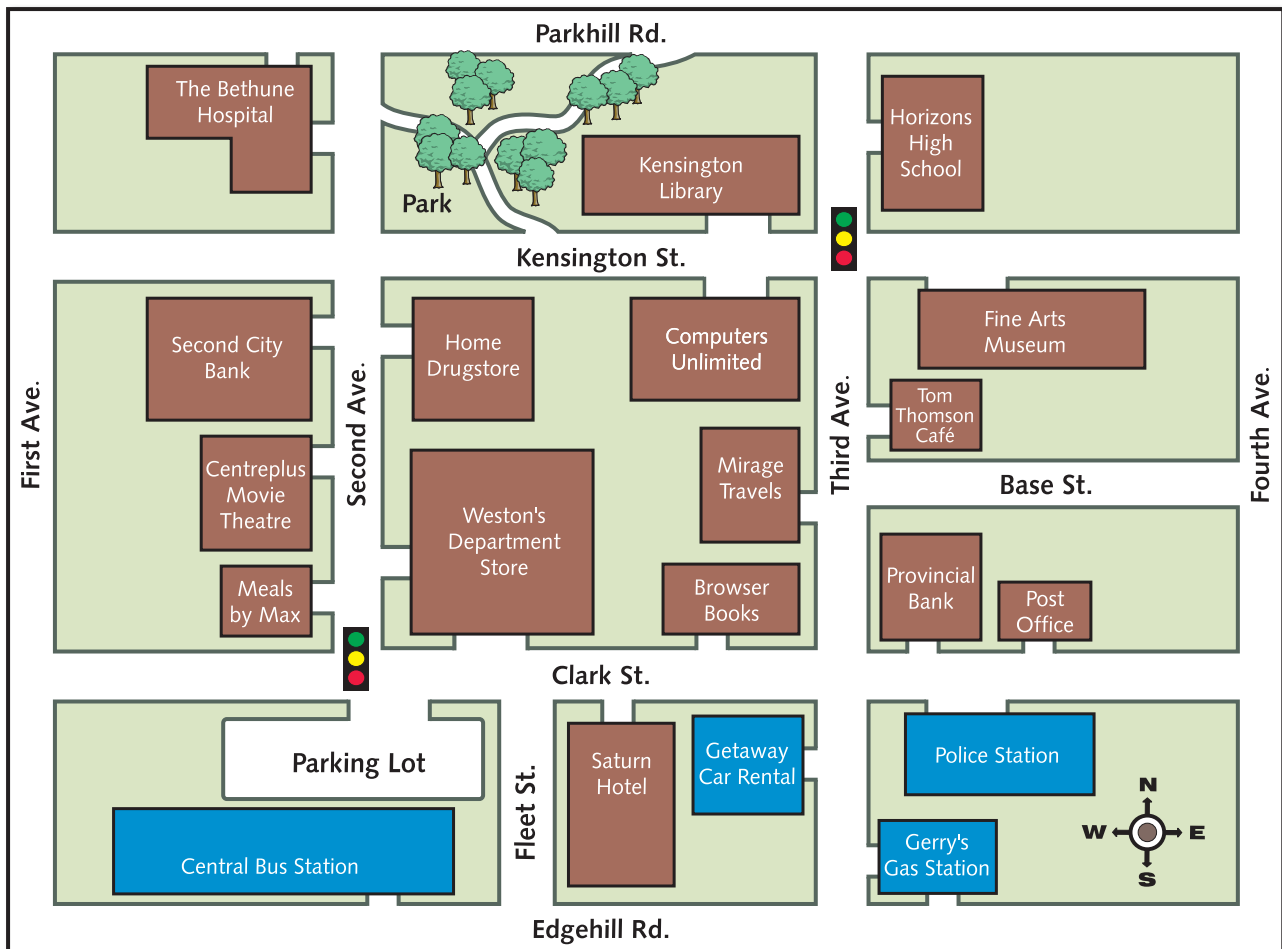
1. Choose three "mystery" locations on the map. Write their exact locations below, e.g. *It's on Third Avenue, across from the park.*
2. For the speaking part of this activity, follow the example below and work with a partner.
3. Switch roles.

Example:

Student A: It's on Third Avenue, across from the park.

Student B: Is it the high school?

Student A: Yes, it is. /No, it isn't.



8

READING/SPEAKING

Using *Need, Want, Have*

A Study.

You have needs because:

1. You have a migraine headache.
2. You want to borrow a book.
3. You need a haircut.

Where do you go to obtain the service?

- to the medical clinic
- to the library
- to the barber/hair salon

B PAIR WORK.

1. Imagine you have the 10 needs or problems listed below. Work with your partner and write the appropriate service where you can obtain what you need.
2. Then, follow the example and practise variations of the ten items orally with your partner.

Example:

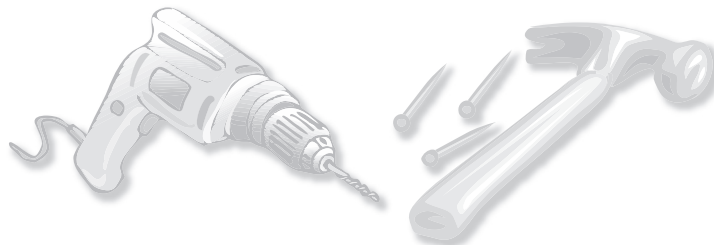
Student A: I need a new pair of pants and a jacket.

Where do I go?

Student B: You go to a clothing store.



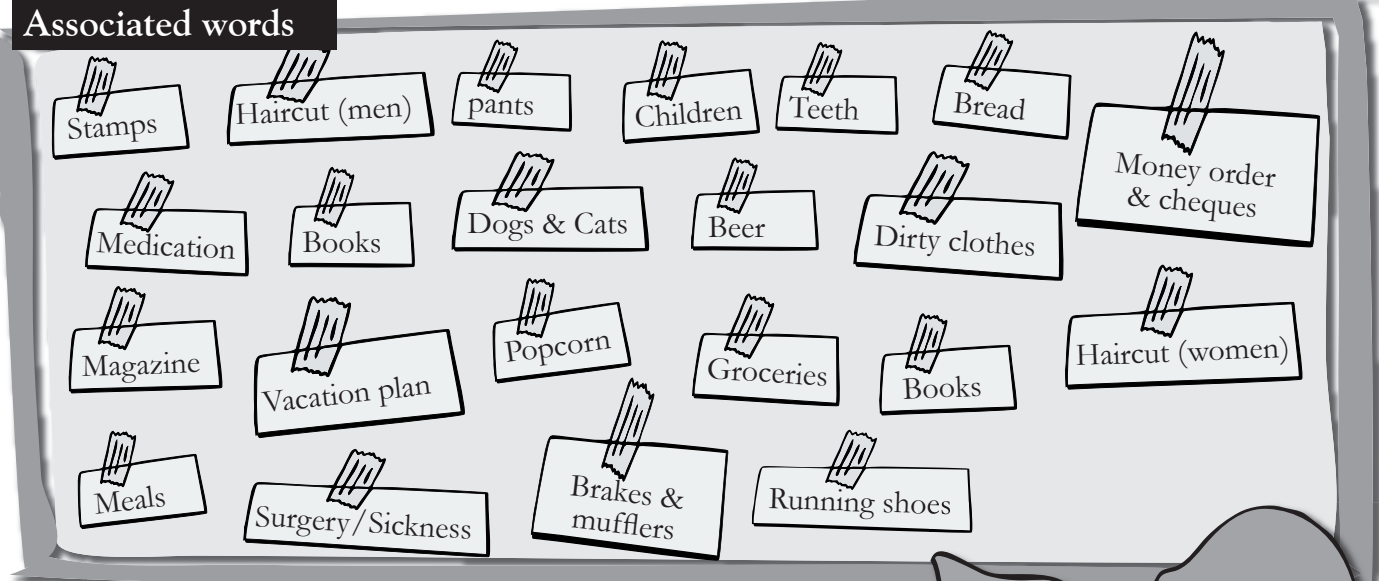
1. You need some milk and some bread. _____
2. You want to buy a new book. _____
3. You have a bad toothache. _____
4. You need a van to move some furniture. _____
5. You need a loan to renovate your house. _____
6. You want to buy a pair of winter boots. _____
7. You have a problem with your car battery. _____
8. You want a new hairstyle. _____
9. You need childcare for your three-year-old son. _____
10. You want to repair an old table.
You need a hammer and an electric drill. _____



9 ALL SKILLS Vocabulary Associations: Services

- A** 1. Look at the words in the box. Look up words you don't know in the dictionary.
 2. What words do you associate with each of the services listed below?
 Write them beside the appropriate services.

Associated words



Services	Associated Words
1. Dental clinic	_____
2. Hospital.	_____
3. Post office.	_____
4. Garage.	_____
5. Library.	_____
6. Veterinary clinic	_____
7. Drugstore	_____
8. Super market.	_____
9. Movie theatre	_____
10. Travel agency	_____
11. Bank	_____
12. Bakery.	_____
13. Restaurant.	_____
14. Barber shop	_____
15. Day care centre.	_____
16. Hairdresser/Hair salon	_____
17. Pub	_____
18. Laundromat	_____
19. Sports store.	_____
20. Clothing store.	_____



B Use the sentence samples and the vocabulary below . Write an answer to the question, **What do you do at a ...?**

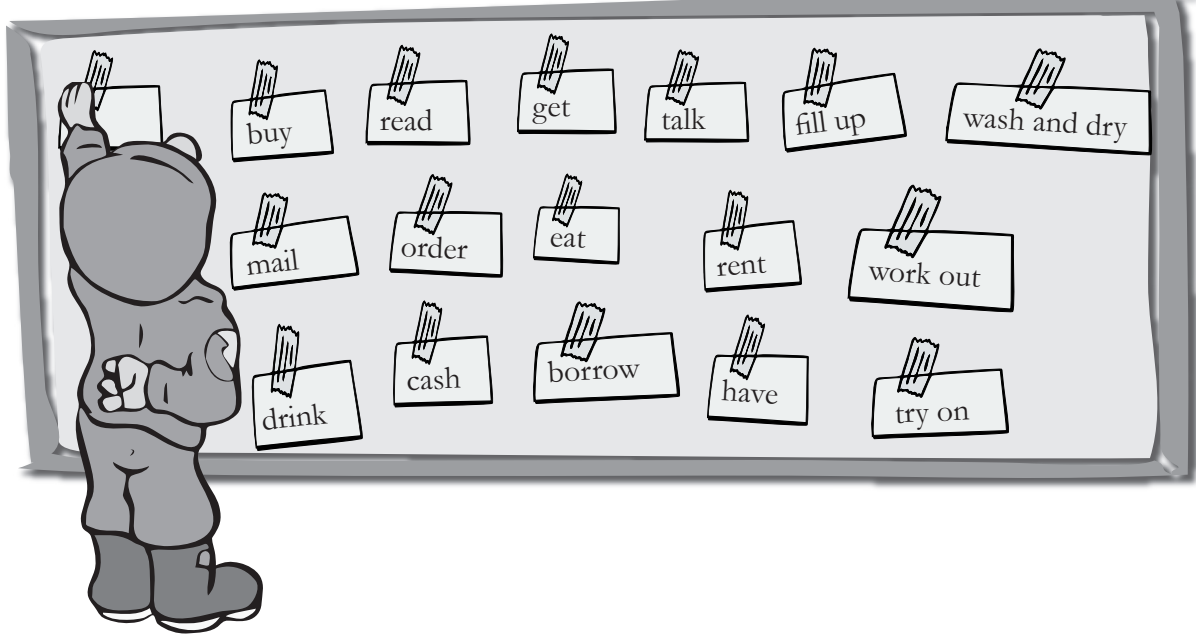
Samples

What do you do at a supermarket?

You / I buy groceries at a supermarket.

What do you do at a drugstore?

You / I get medicines and vitamins at a drugstore.



1. ... a bookstore? _____
2. ... a coffee shop? _____
3. ... a clothing store? _____
4. ... a bank? _____
5. ... a gym? _____
6. ... a bakery? _____
7. ... a restaurant? _____
8. ... a laundromat? _____
9. ... a video store? _____
10. ... the Post Office? _____
11. ... the hardware store? _____
12. ... a gas station? _____

Now, compare your answers with a partner.

C PAIR WORK. Practise the Part B activity orally.

Example:

Student A: What do you do at the laundromat?

Student B: I wash clothes at the laundromat.

10 GRAMMAR FOCUS Requests for Services

A Study.

Grammar

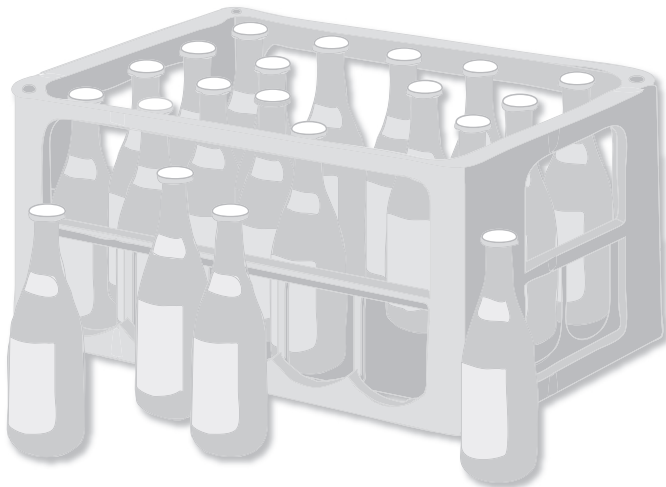
Requests for Services:

In English, we can make requests for things in different ways:

- **I’d like** a coffee, please. (a contraction of **I would like**)
- **Can I** have a coffee, please?
- **Could I** have a coffee, please? (**Could** is more formal than **can**.)
- **May I** have a coffee, please? (polite request)
- **I need** six coffees to go, please.

B Match the request with the appropriate service or place.

Service	Request
1. Barber shop _____	a. Can I have a case of 24 beers, please?
2. Garage _____	b. I’d like a beer, please.
3. Grocery store _____	c. Could I borrow the book, <i>The New Earth</i> , please?
4. Library _____	d. May I have a book of blank cheques, please?
5. Bar _____	e. I’d like the new action DVD, <i>Escape</i> , please.
6. Canex _____	f. Can you repair my car, please?
7. Hardware store _____	g. Could I buy this TV, please?
8. Video/DVD store _____	h. Can I have a short military haircut, please?
9. Bank _____	i. Could I have a reservation on the next Travel Tour to France, please?
10. Travel agency _____	j. I’d like a new electric drill, please.



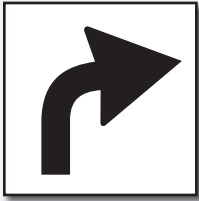
12 WRITING Directions with Symbols

1. Study the direction symbols below.
2. Beside each symbol, write down different ways of expressing the directions.

Example:

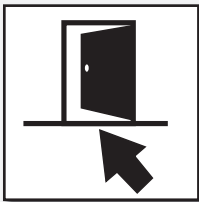


Go straight ahead. _____
Walk straight ahead. _____











13 LISTENING Asking for Directions in a Building

A Listen to the audio and write down what kind of service the customer needs in each situations.

Situation 1: _____

Situation 2: _____

Situation 3: _____

B Listen to the audio again and write down all sentences (questions or statements) that ask for directions.

Situation 1: _____

Situation 2: _____

Situation 3: _____

14 WRITING Asking for and Giving Directions in a Building

A Study the language in the box below.

Give directions

- Go along the corridor/hall.
- Turn right at the end of the hall.
- Take the stairs down to the basement
- Go through the door.
- It's just through/past/after the door.
- Take the elevator up to the top floor.
- Go up to the fifth floor.
- Go straight ahead.

Ask for directions

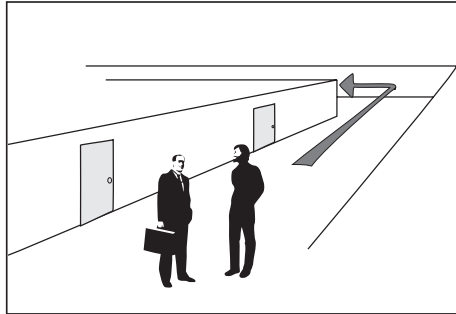
- Please tell me the directions to ...
- What are the directions to ...?
- What is the way to ...?
- I'm looking for the ...
- How do I go/get to ...?
- How can I get to...?

also:

- Where is the ...?
- Are the washrooms near here?

B PAIR WORK. Practise asking for and giving directions orally. Then write down an appropriate conversation.

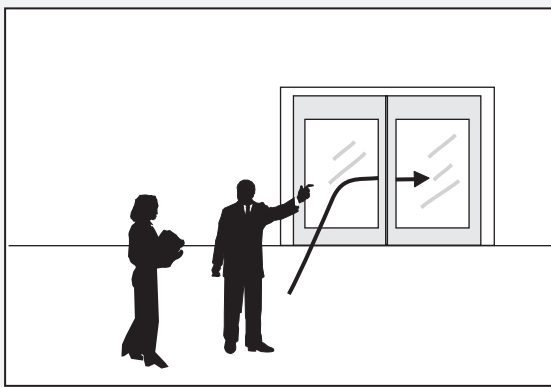
Example:
Washrooms



Q: *Excuse me. Are the washrooms near here?*

A: *Yes. Just turn left at the end of the corridor.*

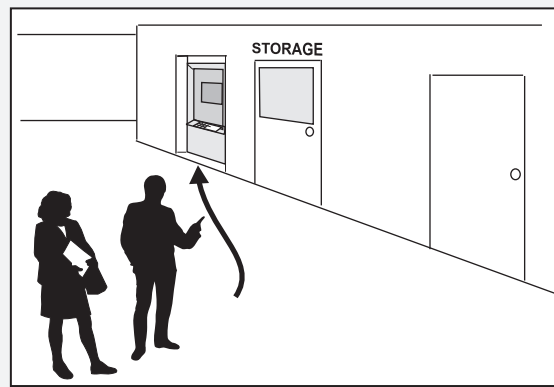
1. Sports Centre



Q: _____

A: _____

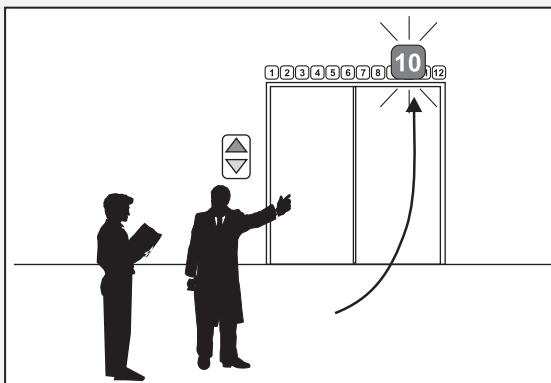
3. Instant Teller



Q: _____

A: _____

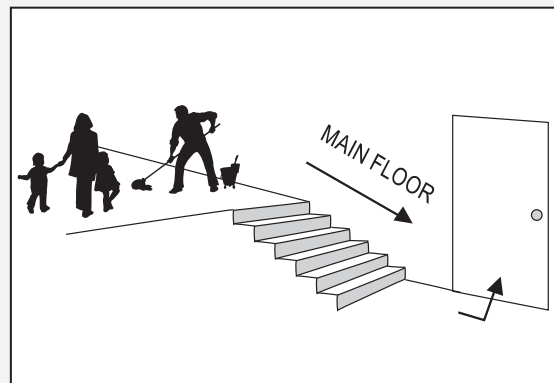
2. Quarters for Op SLAM



Q: _____

A: _____

4. Orderly Room



Q: _____

A: _____

15 SPEAKING Asking for and Giving Directions (Airport Floor Plan)

PAIR WORK. Use the Airport Floor Plan and create dialogues such as the following:

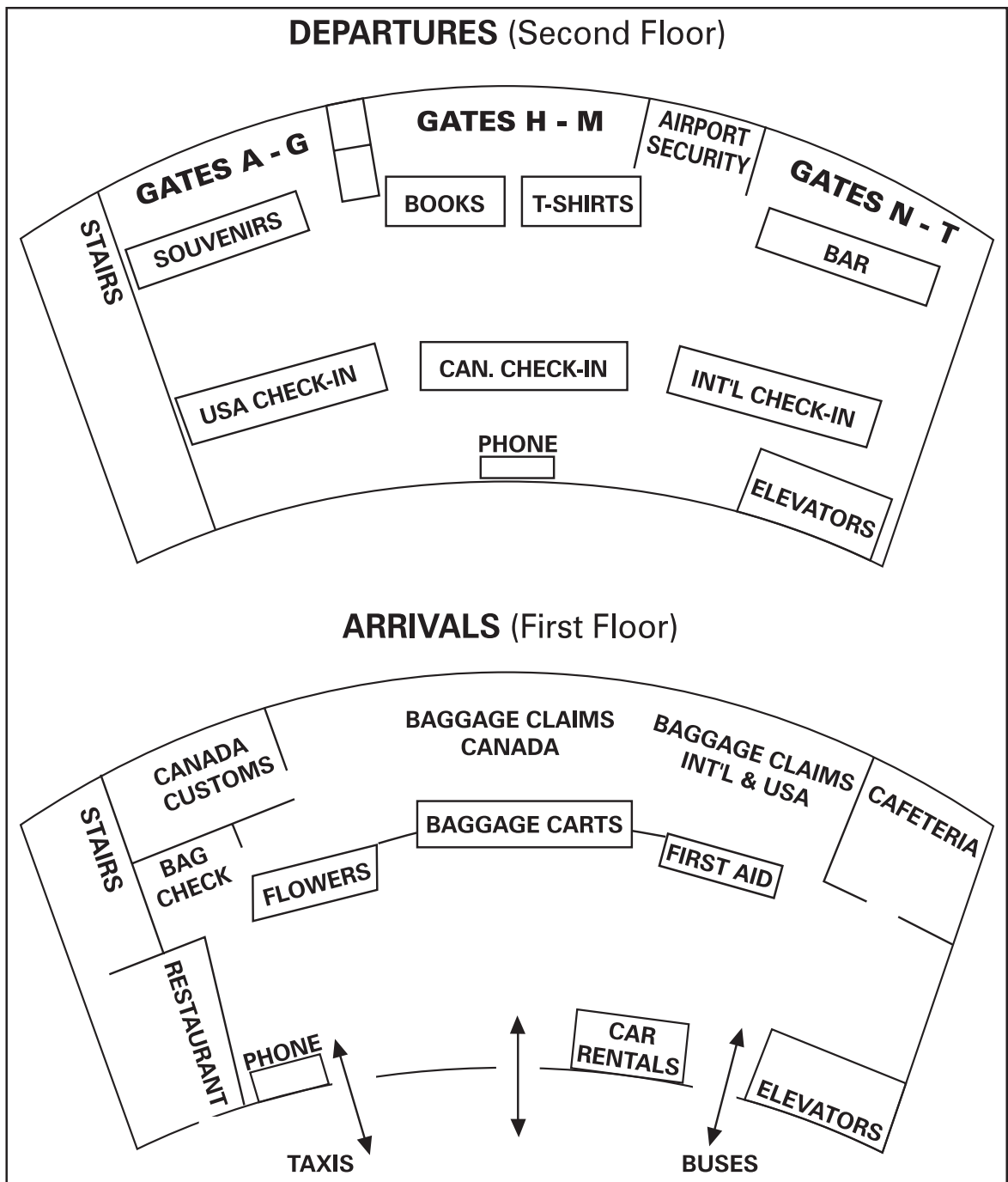
Student A: I'm in the Souvenir Shop. How do I go to Gates H-M?

Or

How do I get to Gates H-M from the Souvenir Shop?

Student B: Go out of the Souvenir Shop. Turn left. Go down the corridor.

It's on your left, just after the... It's behind the ... etc.



17 LISTENING/Writing Asking for Directions in the Street

A Study

Asking for Directions

- Where is the ... from here?
- Excuse me sir. I am looking for ...
How do/can I get there?
- Do you know the directions to ...?
- Pardon me. What are the directions to?
- What is the way to ...?
- How do I go/get to ...?
- Please tell/give me the way to ...
- Can/could you help me? I want to go to ...
- Can you give me directions to ...?
- Could you tell me the way to ...?
- * Can/could you tell me how to get to ...?
* Advanced

B Listen to the dialogues and write in the expressions that you hear. Refer to the expressions above as necessary.

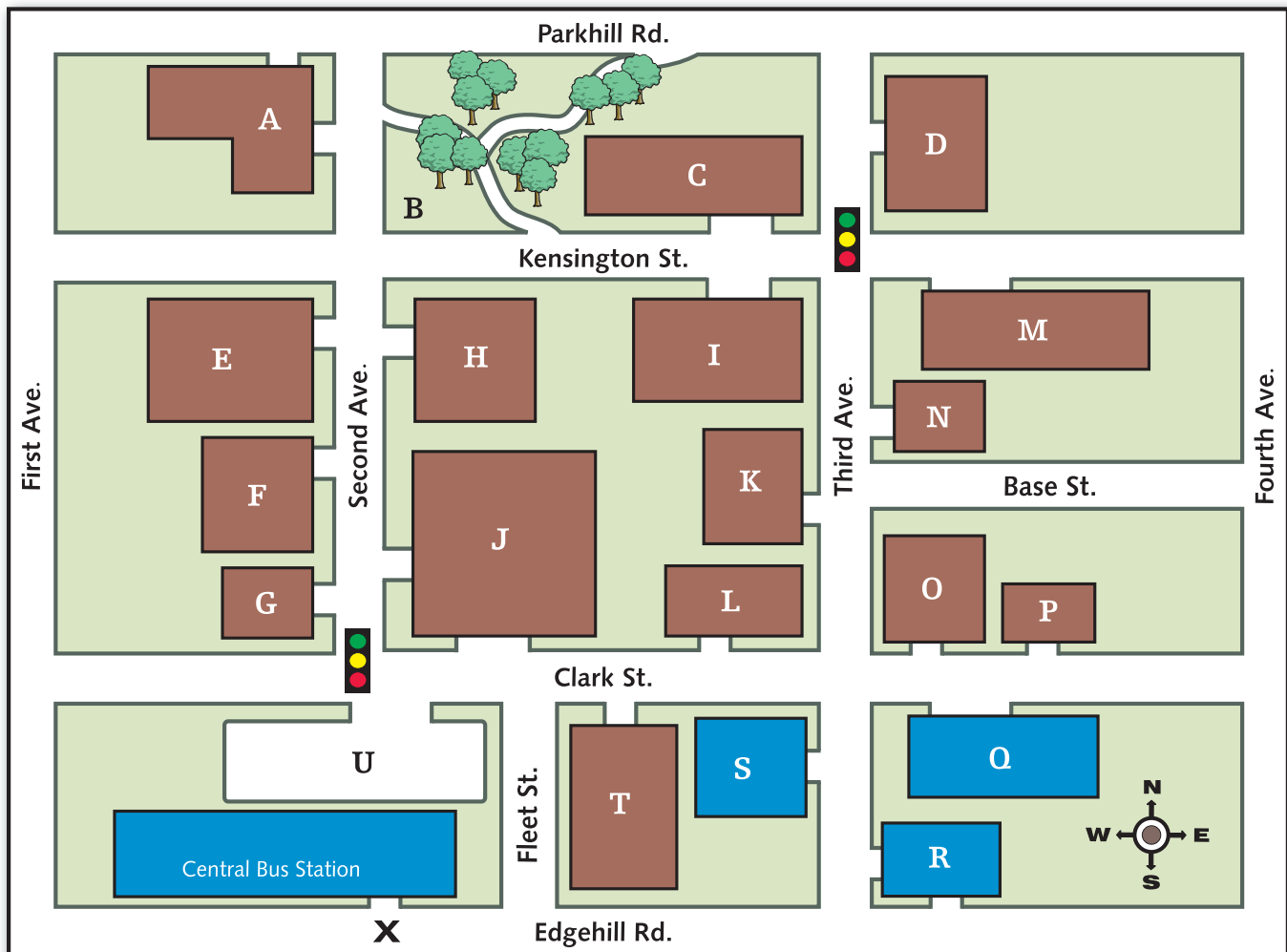
1. a. We're looking for Building D-100. _____ from here?
b. Stay on Dieppe Street. Go down Dieppe Street for three blocks. Turn right there.
It's at the next intersection on your left.
2. a. Excuse me, Sergeant. _____ to the Canex?
b. Yes, Captain. Go straight down this corridor. It's on your left.
3. a. _____ the Officers' Mess, please?
b. Yes, Captain. You are going in the wrong direction. Go to the second stop sign in that direction. Turn left on First Avenue. Go down First for one block. On the corner of First and Remy you have the Officers' Mess.
4. a. Corporal. _____ to the Base Sports Centre, please?
b. Sure. Go down the corridor - to the end. Then, go out the front door. The sports centre is in the big building across the street. Go in the main door.
5. a. _____ the Base Cinema? Is it near here?
b. Yes, it is. Go to the stop sign. Don't turn there. Continue straight ahead. Turn right at the next corner. It is in the building after the Recreation Centre. You can't miss it.
6. a. Can you help me, Private? _____ HQ from here?
b. Yes, sir. Go straight ahead and turn left at the intersection. Drive to the end of the street and the HQ is there, in front of you.
7. a. Excuse me, madam. _____ room number E-202?
b. Take the stairs to the second floor. Turn left. It's on your right.
8. a. Excuse me. _____ the delivery depot, please.
b. Continue on this road and turn right. It's on the other side of this building.

18 LISTENING Asking for and Giving Directions in the Street

A HOW DO I GET TO THE LIBRARY?

Four people at the bus station ask for directions to one of the places listed below. Listen to the conversations and follow the directions on the map. Write the letter corresponding to each place/destination on the appropriate line.

1. The Saturn Hotel _____
2. Computers Unlimited _____
3. The Bethune Hospital _____
4. Mirage Travels _____



B Listen again to the conversations and fill in the missing words and expressions.

1. a. (1)_____ help me? I (2)_____ to go to the Saturn Hotel.
 b. Oh, that's close to the bus station. Just (3)_____ east on Edgehill to the corner. That's Fleet Street. (4)_____ left at the intersection and (5)_____ one block to Clark Street. Turn right (6)_____ Clark. The main entrance of the hotel is there (7)_____, (8)_____ the corner.
2. a. Excuse me. (9)_____ is the (10)_____ to the computer store, uh ... Computers Unlimited?
 b. Sure. (11)_____ Edgehill to Third Avenue. (12)_____ Third, turn left and (13)_____ north (14)_____ three blocks. At the traffic light, turn left onto Kensington. The computer store is (15)_____, on the corner.
3. a. Excuse me. (16)_____ is the Bethune Hospital (17)_____ here?
 b. Well, it's on Second Avenue, near the park.
 a. (18)_____ do I (19)_____ there?
 b. Well, go (20)_____ the corner of the block and turn left onto Fleet Street. Then turn left onto Clark. (21)_____ the first light, turn right onto Second Avenue. Go down Second. (22)_____ Kensington. Go (23)_____. The hospital is on the left, on the corner of Second and Parkhill.
4. a. (24)_____ you (25)_____ me directions to Mirage Travels?
 b. No problem. Go down Edgehill to the corner. (26)_____ the street. Continue down Edgehill to the (27)_____ street. That's Third Avenue. Turn left there. Go (28)_____ Third and (29)_____ Clark Street. Mirage Travels is (30)_____ the block, (31)_____ the Base Street intersection.

19 SPEAKING Role play – Asking for and Giving Directions (using a map)

A Review different ways of asking for and giving directions.

Asking for Directions

- Where is the... from here?
- Excuse me sir. I am looking for...
How do/can I get there?
- Do you know the directions to...?
- Pardon me. What are the directions to...?
- What is the way to...?
- How do I go/get to...?
- Please tell/give me the way to ...
- Can/could you help me? I want to go to...
- Can you give me directions to...?
- Could you tell me the way to...?
- * • Can/could you tell me how to get to...?

* Advanced

Expressions for Giving Directions

- Go up/down... for... blocks.
- Go up/down... to... .
- Go straight ahead to... .
- You go along... to... .
- Walk/drive (that way) until you see Benson Ave.
- Continue in the same direction until (you get to) the stop sign.
- Turn right/left at/on... .
- Don't turn there.
- At the intersection/traffic lights, turn right/left.
- At the corner of... and..., you turn right/left.
- It's on your left/right.
- It's the second building on the/your right/left.

B PAIR WORK. Use a map such as in Activity 5 to practise asking for and giving directions. Role play with a partner and follow the two examples below.

In each example:

Student 1 begins by stating where the directions will start from.

Then **Student 1** asks how to get to a certain place.

Student 2 responds by giving the directions orally.

Example 1:

Student 1: I am at the Second City Bank.
How do I get to the
Tom Thompson Café?

Student 2: First you go down ... etc.

Example 2:

Student 1: I am at the Home Drugstore.
I'm looking for a gas station.
Is there one near this place?

Student 2: There is one on the corner
of Edgehill and Third.

Student 1: What are the directions
(to this gas station), please?

Student 2: You go down Second Avenue
to Clark Street. Then...



20 SPEAKING/WRITING Directions Around You

A How many of the places below are in town or on the base near your school?

bookstore	gymnasium	hospital	coffee shop
music store	arena	sports centre	clothing store
discotheque/bar	club	mess	Canex
movie theatre	shopping mall	maintenance section	swimming pool
drugstore	restaurant	bank	post office
grocery store or supermarket	sports store	park	etc.
	music store	video arcade	

1. Make a list of two places in the (school) building, two places on the base, and two places in town.

Example list:

PLACE
1. the cafeteria
2. Room 201
3. Building HD4
4. base arena.
5. extreme sports store . .
6. Java Dance Bar

- Exchange lists with a partner.
- Circulate among your classmates. (Note that you are new on the base.) Ask for *directions* to the places on your partner's list. Use a variety of expressions you have learned in previous activities. Your classmates will give you the directions orally.
- To confirm that you understand the directions, demonstrate that you understand where the place is. Repeat as much as you are able.

Examples: a) *So, it's on the corner of Main and Morton, right?*
 b) *It's beside the Mega Cinema, am I right?*
 c) *You go down Dunn Street and turn left on Blair. It's in the middle of the block on the right. Am I correct?*

5. Thank partner for the directions.



B Choose any three places (in town or on the base) and write directions FROM each place TO the school/classroom.

21

WRITING



Directions to Mystery Places

A Choose a *mystery* place in your building. Write down clear directions to this location on the lines below. Then give these directions to a partner. Your partner writes the location in the provided space.

Directions: _____

Mystery location: _____
 You need more space to write directions? Use a piece of scrap paper.

B Write down the directions to a mystery place in another building on the base. Let your partner read them and attempt to write down the location.

Directions: _____

Mystery location: _____
 You need more space to write directions? Use a piece of scrap paper.

C Write down the directions to a mystery place off the base. Let your partner read them and attempt to write down the location.

Directions: _____

Mystery location: _____
 You need more space to write directions? Use a piece of scrap paper.

22 LISTENING/SPEAKING I need something. Where can I get it?

- A** Listen to the four dialogues you heard at the beginning of the lesson in the Thematic Illustration.
- B** **ROLE PLAY.** Follow the dialogue guide below. Role-play with a partner. Exchange roles (A/B) with your partner, then move on to another partner and another scenario.

Dialogue Guide

Student A: Open the conversation./Make contact.

State a need/want/problem.

- I need a new car battery.
- I want some tickets for the Oscar Peterson show.
- I have a headache.
- etc.

Ask for the location of a place of service (in your area).

- Where is the?
- Is there a?
- etc.

Student B: Give the location.

Student A: Ask for the directions.

Student B: Give the directions.

Student A: Close the conversation. Thank.

