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ИМ. Н. А. ДОБРОЛЮБОВА

Учебно-методические материалы
по теме «БЫТОВЫЕ УСЛУГИ»
для студентов II курса отделения английского языка
переводческого факультета

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Составитель: Э.Г. Курятникова канд. филол. наук, доцент кафедры
английского языка переводческого факультета

Рецензенты: Г.Е. Юрченко, доцент, канд. филол. наук
Н.Н. Соловьева, доцент, канд. филол. наук

TABLE OF CONTENTS

I.	Vocabulary	4
II.	Reading Comprehension	10
	Text 1. One Efficient Person	10
	Comprehension Practice	12
	Vocabulary Practice	14
III.	Supplementary texts	19
	Text 2. Yesterday's Luxury is Today's Necessity	19
	Guided Conversation	20
	Text 3. At the Hairdresser's	24
	Guided Conversation	25
	Text 4. At the Tailor's	27
	Guided Conversation	29
	Text 5. Do it Yourself	31
	Comprehension Practice	31
IV.	Additional Material on the Topic	33
	Text 6. Should Men be able to Cook and Women to	
	Use Tools?	33
	Guided Conversation	34
V.	Role play	35
VI.	Follow up Discussion	43

Vocabulary

1. **labour-saving device** – appliance that reduces the amount of labour needed; labour-saving appliances (e.g. gas-fires, washing-machines, electric vacuum cleaners, etc.)

appliance – apparatus, instrument or tool for a particular purpose

Note: machines, appliances, tools, and gadgets are all instruments for doing work. A machine performs work by using power, which is provided by an engine or motor: a lot of work on farms is now done by machines. Electrical machines used in the home (such as washing machines, fridges, floor-polishers, etc.) are often called appliances. A tool is a simple form of machine, usually worked by hand, and a gadget is a small useful tool for doing a particular job: a shop selling spades and other garden tools / a clever little gadget for opening wine bottles, tins, etc.

2. **washing-machine** (washer) – a machine for washing clothes
3. **washing-up** – BrE (infml) (the act of washing) dirty dishes, plates, etc. left after a meal:
I'll do the washing up!
4. **refrigerator** (fml) (fridge – infml), also ice-box (AmE) (n) – a large box or cupboard, used esp. in the home, in which food or drink can be stored for a short time at a low temperature, but without being, frozen – compare freezer (n) , also deep freeze – (n) a type of fridge in which supplies of food can be stored at a very low temperature for a long time
5. **vacuum-cleaner**, also hoover (infml) – n. apparatus which cleans floor coverings by drawing up the dirt from them in air.

Jim hoovered the carpet.

6. **sewing-machine** – n. a machine with a mechanically (or electrically) driven needle used for sewing and stitching
7. **mixer** – n. a machine by or in which substances are mixed: a food mixer, a dough-mixer
8. **indispensable** – adj. [to] that is too important to live or be without: She's become quite indispensable in the company. Labour-saving devices have become indispensable in every home.
9. **model** – n. a particular type of vehicle, machine, instrument or garment, as made by a particular maker: The company has just produced a new fridge model.
10. **moderate** – adj. of middle degree; neither large nor small, high nor low, fast nor slow, etc.

This vacuum-cleaner is the latest model and the price is quite moderate.

11. **housekeeping** – n. 1) work done in looking after a house and the people who live in it; 2) also housekeeping money - an amount of money set aside to pay for food and other things needed in the home.

12. **house-work** – n. work done to the inside of a house to make it clean and tidy

13. **keep house** – v. be responsible for the cleaning, shopping, cooking, etc.

His sister keeps house for him.

14. **keep sb busy** – v. occupy (oneself): The housework keeps me busy all the time.

15. **do one's share** – do one's part or division in smth

I always do my share in house cleaning.

16. **lend a hand** – help (with smth)

I never refuse to lend a hand if you ask me first.

17. **mend** – v. remake, repair, set right (smth broken, worn out or torn); restore to good condition or working order mend shoes, electrical equipment, anything that gets broken

I'm always ready to mend anything that gets broken in the house.

18.**luxury** – n. state of life in which one has and uses things that please the senses (good food and drink, clothes, comfort, beautiful surrounding);
luxurious – adj. [l 'gzjuqrɪ s]

Electricity nowadays is never thought to be luxury.

19.**necessity** – n. urgent need; circumstances that compel sb to do smth; natural laws that direct human life and action:

Radio and television have become a necessity in everybody's life today.

20.**rent** – n. regular payment for the use of land, a building, a room, etc.; sum of money paid in this way: pay a high rent;
v.t. occupy or use (land, buildings, etc.) for rent; allow (land, buildings, etc.) to be used or occupied in return for rent:

We don't own our house, we rent it.

rental office – office where you go to arrange to hire things; office where the act of renting is signed:

The city is full of rental offices that can rent you anything in the way of household utensils.

21.**utensil** [j 'tɛnsɪl] – n. fml an object for use in a particular way, esp. a tool:
kitchen utensils

22.**make a complaint** – make a statement expressing annoyance, (about sb, sth) unhappiness, pain, dissatisfaction, grief, etc.

If your purchase dissatisfies you, you can make a complaint about it to the manager.

23.**hairdresser** – n. person who shapes the hair (esp. of women) into a style by cutting, setting, etc. or who changes its colour:

My hair hangs in strands, I'd better go to the hairdresser's to have it washed and set.

24.**have one's hair done (set, dyed, shampooed, fixed, trimmed)** - use the services of a hairdresser or a barber

If you want to look nice, go to the hairdresser's before the party.

25. **colour rinse** – n. liquid for colouring the hair: a bottle of blue rinse
 tint – n. a pale or delicate shade of a colour – tint v.
 She tinted her hair blue. (= gave her hair a slight blue colour)
26. **vogue** – n. the fashion or custom at a certain time:
 High boots were the vogue for women last year.
 in vogue/ out of vogue (=fashionable / not fashionable):
 Dyed hair is not in vogue now.
27. **hot towel massage** – n. (an example of) treatment of the face by putting a hot
 towel and pressing and rubbing the face with it (after shaving)
 My skin is very tender, so I'd like a hot towel massage after the shave.
28. **take much hair off** (on the top, at the back, at the front, etc.) – remove, cut
 off much hair: Don't take too much hair off on the top:
29. **'close'-cropped** (-'cut) – adj. (of hair, grass, etc.) cut very short:
 Don't make my hair too close at the back!
30. **bald** [b ɪd] – adj. (of men) having no or not much hair on the scalp:
 I wish I could get rid of that bald patch on my top.
31. **get thin** (about the hair) – widely separated, not dense:
 Your hair is getting very thin at the back.
32. **mop** (infml) – n. a thick, usu. untidy mass of (hair):
 I used to have a real mop of hair some 5 years ago.
33. **regular** (beauty) (colloq.) – adj. thorough, complete:
 With that new hair-do she looks a regular beauty.
34. **becoming** (to sb) – adj. fml. apprec. (of colour, clothes, etc.) looking very
 well on the wearer: Blue always looks awfully becoming on her.
 This hair style is becoming to her. (opposite – unbecoming)
35. **tailor** – n. a person who makes outer garments, esp. for men:
 I want to go to a good tailor to get a decent suit.
36. **dressmaker** – n. a person who makes outer garments for women:
 She is a well-known dressmaker but a very expensive one.

37.**fray** – v. to cause (rope, cloth, etc.) to become thin or worn by rubbing, so that loose threads develop:

This old shirt of mine is frayed at the collar.

38.**threadbare** – adj. (of cloth, clothes) worn thin, very worn and old:

My suit is just about threadbare in parts.

39.**shiny** – adj. polished, rubbed bright: a shiny coat, one with the nap rubbed off (so that the surface shines):

I've been wearing this skirt for years and it's all shiny.

40.**wear** – n. 1) wearing or being worn; use as clothing: a suit for everyday wear; a coat that has been in constant wear. These shoes show signs of wear, no longer look new. This coat is beginning to look the worse for wear, shows signs of having been worn for a long time, so that it is no longer in a good or useful condition.

2) capacity to endure: This material will stand any amount of wear, is very strong. There's not much wear left in these shoes, they cannot be worn much longer.

3) in compounds: sports wear, autumn wear, winter wear, summer wear, spring wear, etc.

41.**suiting** – n. (shop term for) material for clothing:

We have some very good new gentlemen's suitings.

42.**ready-made** – adj. ready to wear or use; ready-made clothes, made in standard sizes, not to measurements of customers: I'm in the habit of buying my clothes ready-made. – Syn. **ready-to-wear**

43.**single-breasted** – adj. (of a coat) having only one row of buttons down the front, ant. – double-breasted (of a coat) having two rows of buttons down the front: Double-breasted suits are in vogue this season.

44.**pocket** – n. small bag forming part of an article of clothing, for carrying things in: trouser (waistcoat, etc.) pocket: I'd like several pockets in

my suit. – compounds: breast pocket, inside pocket, outside pocket, hip pocket, buttoned pocket, side pocket.

45.**turn-up** – BrE//cuff AmE – n. a narrow band of cloth turned upwards at the bottom of a trouser leg: I'd like a pair of trousers with permanent turn-ups.

46.**try smth on** – v. put on (a garment, shoe, etc.) to see whether it fits, looks well, etc.: go to the tailor's to have a suit tried on.

47.**get fixed up with** (sth, sb) – v. determine, decide:

Did you get fixed up with your suit?

48.**fit** – v. put on (esp. clothing) to see that it is the right size, shape, etc.: have a new coat fitted (on);

fitter – n. (tailoring and dressmaking) person who cuts out, fits, and alters garments;

cutter – n. (tailoring and dressmaking) person who cuts out cloth;

fitting – n. – occasion of putting on clothes that are being made for one, to see if they fit: I'm going to a final fitting on Tuesday.

49.**on the short side** – rather short: This sleeve is rather on the short side.

50.**let out** – v. make a garment looser, larger, etc.: He's getting so fat that his trousers need to be let out round the waist.

51.**efficient** [ɪ'fɪlɪ nt] adj. – (of persons) capable, able to perform duties well: an efficient secretary, staff of teachers, hotel staff, etc.. ant. inefficient

52.**dry-clean** – v. clean (clothes, etc.) by using spirits (e.g. petrol) instead of water (hence dry-cleaner, dry-cleaning)

53.**laundry** – n. 1) laundering business: place where clothes, sheets, etc. are sent to be laundered.

2) (Sing. with def. article) clothes (to be) laundered: Has the laundry come back yet?

Reading Comprehension

Text 1: One Efficient Person

Hadley was in a bad temper as he joined his friends in the bar of the Palace Hotel. “A large whisky and soda,” he said to the waiter who approached him as he sat down. He put his head in his hands. “Oh, dear, oh, dear!”

“What’s the matter?” asked Chalkley.

Hadley breathed heavily a couple of times before replying. “The inefficiency of this country,” he began, and breathed again. “Never, never in all my life have I met anything to equal it.”

“What’s happened?”

“What HASN’T happened! I’ve been here for only five days and everything – literally everything – seems to have gone wrong.”

“You get used to it,” said Blake. “I’ve been here for twenty years and things have been going wrong all the time. But they’re charming people.”

“Oh yes,” said Hadley. “They’re very charming, I’ll grant you that. But how the country has survived is something beyond my comprehension. And how you’ve put up with it for so long is something else I can’t understand. The sooner I finish my job of work and get away the better. I’ll go off my head otherwise.”

“What exactly HAS happened?”

“I’ve just come from a dry-cleaner,” said Hadley. “The porter here said it is the best in the town. So I took a pair of grey trousers to be cleaned. That was four days ago. They promised them for the following day, at a certain time. I went at the time. Of course, they weren’t ready. They were promised for the next day – and so on. They were finally ready half an hour ago. And do you know what has happened to them?”

“I can think of a good many things,” said Chalkley. “But what?”

“They have been dyed navy-blue.” Hadley took a long drink from his glass.

When the laughter had died down, Blake said: “What was their excuse?”

“They didn’t make one,” said Hadley. “They all talked excitedly to one another in their own language for about five minutes, and then the senior chap smiled at me and apologized very charmingly and said he was sure that navy-blue will suit me much better than grey.” He lit a cigarette with shaking hands. “I’m happy that you find it so funny.”

“I’m sorry,” said Chalkley, doing his best to stop laughing. “But –“

“And this hotel” Hadley broke in, “this luxurious hotel: Do you know what happened last night? I went up to my room at about eleven and telephoned the room-service for a sandwich and a bottle of beer. I waited and waited, and then got into bed and went to sleep. I’d been asleep for about two hours when the sandwich finally arrived. And yesterday the embassy phoned me. I was out. Do you know what the telephone girl said? She said that I had left the country – that I had gone to America.”

“Yes,” said Blake seriously, “the telephone people here are not as efficient as they should be. That sort of things is always happening.”

“It’s better”, said Chalkley, “to have all your messages given to the hall-porter. At least HE is efficient.”

“That is a consolation,” said Hadley, getting up from his chair. “Every time this sort of thing happens, it shortens my life I’m glad to know there is ONE efficient person in the country. I’ll go and get my mail from him.”

He walked out of the bar and crossed the foyer. He went up to the hall-porter’s desk, determined to speak only to the hall-porter himself and not to any of his assistants.

“Yes, sir?” said the hall-porter. “Can I do anything for you?”

“Have I any letters, please?”

“No, sir.”

Hadley hesitated for a moment. “Perhaps you would have a look to make absolutely sure?”

“Certainly, sir. What is your name, please?”

Hadley drew a deep breath. “My name is Hadley,” he said quietly, “and my room number is 203.”

“Thank you, sir. One moment, please.” The hall-porter turned and looked in the pigeon-holes behind him. Then he turned again.

“No, sir. Mr. Hadley is not at the hotel at the moment.”

Comprehension Practice

Exercise 1. Comment on the statements based on the text you have read. While doing the task you should, first, say which of the statements are true, which are partly true and which are false, and then elaborate on them.

1. Hadley was a newcomer in the country and the efficiency of all its services pleased him very much.
2. Hadley, Chalkley and Blake had a talk one day in a small café in the centre of London.
3. Blake was also a newcomer and he wanted his friends’ advice about the best hotel to put up at.
4. Hadley complained to his friends that everything had been going wrong since the time he put up at the Palace Hotel.
5. Blake remembered an episode from his experience in the country proving that the dry-cleaner’s service in the city was very efficient.
6. Hadley was upset because the dry-cleaner’s he had been recommended to take his trousers to had failed to clean them.
7. Blake and Chalkley were surprised to hear that the dry-cleaner’s had kept Hadley’s trousers for four days.
8. Blake got indignant at hearing what had happened to Hadley’s trousers.
9. The people at the dry-cleaner’s did not bother to apologize for what they had done with the trousers.
10. The episode at the dry-cleaner’s was the only one to have upset Hadley.

11. The hotel the friends were staying at was one of the cheapest hotels and the service there was not very good.
12. According to Hadley the telephone people at the hotel were the only efficient ones.
13. Hadley also complained to his friends about the inefficiency of the room-service of the Palace Hotel.
14. Blake disagreed with Hadley about the work of the telephone people.
15. According to Blake the only efficient person at the hotel was the hall-porter.
16. The hall-porter proved to be a really efficient person, so Hadley decided to have all his messages given to him.
17. After the incident with the hall-porter Hadley made up his mind to move to another hotel.
18. Hadley and his friends had come to the country on business.
19. The inefficiency of the country, according to Hadley, could drive any civilized man mad.

Exercise 2. Answer the following questions about the text.

1. What can you say about the place and time of the events described?
2. Why was Hadley very upset? Find proofs that he was really upset.
3. What did Hadley come to the country for?
4. What happened at the dry-cleaner's?
5. What made Hadley complain of the inefficiency of the country?
6. What was his friends' reaction to his story about the trousers?
7. Why did Hadley think that the telephone service at the Palace Hotel was not efficient?
8. What did he tell his friends about the room service at the Palace Hotel?
9. What was Chalkley's advice about messages?

10. What did Hadley think of the hall-porter's efficiency?
11. Why did Hadley's friends react to the situation in a different way from his?
12. What is your impression of the Palace Hotel services?

Exercise 3. Find the following words in the text and paraphrase sentences in which they are used:

inefficiency

comprehension

put up (with)

go off one's head

dry-cleaner's

excuse

to have been dyed

apologize

room-service

suit

hall-porter

pigeon-hole

draw a deep breath

message

Vocabulary Practice

Exercise 1. Fill the gaps in the following sentences with the words from the list.

1. Hadley was in ... as he joined his friends in the bar of the Palace Hotel.
2. Hadley complaint to his friends about the ... country and people.

3. Everything seemed ... during the five days Hadley had been in the country.
4. How the country had survived was something beyond his
5. Hadley could not understand either how his friends could with the inefficiency of the country.
6. Hadley said he would ... if he stayed in the country for a long time.
7. Chalkley said he could ... a good many things that might have happened to Hadley's trousers.
8. The trousers had been ... navy-blue and the senior chap said that the colour would suit Hadley much better than grey.
9. The night before Hadley telephoned ... for a sandwich and a bottle of beer.
10. Chalkley advised Hadley to have all his ... given to the hall-porter.
11. The hall-porter proved to be as ... as the other staff of the hotel.
12. The hall-porter did not ... to ask Hadley his name when the latter asked if there were any letter for him.
13. When the hall-porter looked in the ... behind him, he turned to Hadley and said that Mr. Hadley was not at the hotel.
14. The inefficiency of the porter made Hadley ... yet he spoke quietly.
15. Hadley was defemined to speak only to the hall-porter himself and not to any of his

assistants

think of

pigeon-holes

put up

go off one's head

messages

draw a deep breath

the room-service

inefficient

comprehension

bother

to have been going wrong

dyed

a bad temper

Exercise 2. Supply words and expressions which fit the following definitions and make sentences with them.

1. of life in which one has and uses things that please the senses;
2. make a statement expressing annoyance, dissatisfaction, etc;
3. capable, able to perform duties well;
4. clean by using spirits instead of water;
5. all the extra services provided in one's room at the hotel;
6. in low spirits;
7. beyond one's understanding;
8. excuse;
9. apologize;
10. message;
11. hall-porter.

Exercise 3. Translate the following sentences into English.

1. Хэдли был в плохом настроении, когда присоединился к своим друзьям в баре Палас Отеля.
2. Он тяжело вздохнул пару раз, прежде чем начать жаловаться своим друзьям на свои беды и несчастья в этой стране, где царило неумение работать.
3. Как страна выжила, было выше его понимания.
4. Он также не мог понять, как его друзья могли так долго мириться с этим.
5. Он только что вернулся из химчистки, которую ему порекомендовали как лучшую в городе.

6. Он отнес в химчистку брюки серого цвета, но на следующий день брюки не были готовы, и так продолжалось четыре дня.
7. Когда наконец брюки были готовы, Хэдли с ужасом обнаружил, что их перекрасили в другой цвет.
8. Приемщик химчистки очень вежливо извинился, но сказал, что новый цвет более подходит Хэдли.
9. Хэдли был раздражен тем, что и телефонная служба отеля не была эффективной. Многие сообщения просто терялись.
10. Блейк согласился с Хэдли по поводу неэффективной работы телефонной службы, по вине которой вечно происходили недоразумения.
11. Хэдли с нетерпением ожидал, когда закончит свою работу в этой стране, где у людей полностью отсутствует умение работать.
12. Когда портье ответил отрицательно на вопрос Хэдли о том, есть ли письма на его имя, но при этом не поинтересовался именем клиента, у Хэдли упало сердце – ведь его уверили, что портье-то знал свои обязанности.
13. Когда портье заглянул в ячейки для писем и, повернувшись к Хэдли, сказал ему, что мистера Хэдли в настоящий момент нет в отеле, Хэдли понял, что и портье также бесполезен, как и все остальные служащие отеля.
14. Единственный знающий человек из штата отеля оказался совершенно неумелый работником.
15. Вам когда-нибудь приходилось встречаться с таким полным отсутствием умения работать? Не понимаю, как люди могут с этим мириться и как страна вообще существует.

Exercise 4. Act as an interpreter.

Mr. B. Excuse me, is there a dry-cleaner's somewhere near here. I'd like to have a pair of trousers and a sweater dry-cleaned.

A. Конечно, сэр. Химчистка за углом, и я уверяю Вас, что это лучшая химчистка в городе. Ваш заказ будет выполнен во время и качественно.

Mr. B. Thank you . I'm staying here for another three months, and I'd better know where a good dry-cleaner's is.

A. Простите, мне кажется, вы говорите как человек, столкнувшийся с некачественной химчисткой?

Mr. B. Oh, yes. I've once had an unforgettable experience of the kind. I took my overcoat to the dry-cleaner's in the centre of the city. I was told it was one of the best. And what do think happened to it?

A. Ну, я могу предположить множество недостатков. Так что же?

Mr. B. To begin with, they promised the overcoat for the next day but when I came to collect it, it was not ready. It was finally ready three days later. But I could not recognize my over coat. They had dyed it brown. Can you imagine that?

A. Да, представляю, как Вы себя чувствовали в тот момент. Как же они объяснили свою ошибку?

Mr. B. The senior chap apologized charmingly and said brown would match my eyes better!

A. Да, невероятная ситуация. К сожалению, такое встречается. Но химчистка, о которой говорю я, действительно хорошая. У них новое надежное оборудование, и все клиенты довольны их работой.

Mr. B. I'd be awfully glad to get back my sweater and trousers without any changes. Thank you again for the information and advice.

A. Пожалуйста. Я уверен, что химчистка окажется надежной.

Supplementary Texts

Text 2. Yesterday's Luxury is Today's Necessity

(John and Mary Brown; Helen – Mary's friend)

Helen: How do you manage to do all the work by yourself, Mary, with a family of four?

Mary: Well, the housework keeps me busy, you know. As soon as one job is finished there is another waiting to be done. The children are too small to help.

John: Don't forget to say that I do my share. I'm always willing to lend a hand.

Helen: Oh, John, I haven't seen you doing much housework.

John: Oh, haven't you? Who helps with the washing up? Who mends anything that gets broken? And when the electric lights go out, who changes the bulbs or mends the fuses? I think I do my share.

Mary: Yes, he's very useful, Helen. Besides, he helps with the children.

John: And I must admit that housekeeping is much easier than it used to be. Times have changed. Now we don't think what a blessing electricity is. We soon become accustomed to new things and take them for granted. Nobody thinks of electricity as a luxury now. Yesterday's luxury is today's necessity.

Mary: I don't know what I should do without my vacuum-cleaner, washing machine or refrigerator, to say nothing of the radio, television and the telephone.

Helen: Will you show me your TV set, John? I haven't seen it yet.

John: It's a new colour set. But we don't actually own it. We rent it. Our city is full of rental offices that seem to be prepared to go to inordinate self-sacrificial lengths on our behalf. Besides, Mary pressed me into renting a telly. This does not mean I have anything against the box.

Mary: We have no reason for regret. These colour sets are new and tricky to adjust. Now a mere phone call is enough to bring a repairman from the rental office.

Helen: And you will save a lot of money besides.

Mary: That's true. And now let me show you my washing machine. You want to buy one for yourself, don't you?

Helen: Yes, and I'd like to know how it works.

Mary: It's quite easy. You put in the clothes you want to wash, run in some water, switch on the current and Bob's your uncle, as my dear husband John would say. Of course, you have to put some soap powder or detergent in the water. After a time you let the water run out, take out the clothes and hang them up to dry.

Helen: But you still have to iron the clothes, I suppose?

Mary: Yes, it's a pity that no one has invented an ironing machine yet.

Vocabulary Notes

1. go to inordinate self-sacrificial lengths on our behalf - do anything or everything possible for us, sacrificing their own interests;
2. and Bob's your uncle – and that's all;
3. detergent – n. substance that removes dirt, generally a washing powder.

Guided Conversation

Exercise 1. Answer the following questions about the dialogue.

1. Who are the participants of the conversation?
2. What is the topic of the conversation?
3. What did Mary say about the housework?
4. Who did most of the work about the house?

5. What was John's share in the housework? What do you think of it? What did Mary think of it?
6. Why did John think that housekeeping became easier? Do you agree with him on the point?
7. How do you understand John's words about "yesterday's luxury" which is "today's necessity"? Do you agree that electricity is a real blessing?
8. What facts mentioned in the dialogue prove that electricity is indeed a blessing?
9. What brought the conversation to the Browns' TV-set?
10. What kind of TV-set was it and why did they rent it?
11. Whose idea was it to rent the TV-set? Why?
12. What labour-saving devices do the Browns have? What devices help you to do the work about the house?
13. What were the instructions for the washing-machine the Browns had?
14. Why was Helen interested to have a look at the Browns' washing-machine?
15. What labour-saving device did Mary wish to be invented?
16. What labour-saving devices, do you think, are a real necessity in the house?

Exercise 2. Get ready to act out the conversation trying different roles (that of Mary, Helen and John).

Exercise 3. Make up a dialogue with your partner using the following ideas:

- a) You know that your friend has rented a TV-set, you come to his place to have a look at it.
- b) You speak with your friend about the labour-saving devices he/she has at home.
- c) You speak with your friend about the difficulties of housekeeping.

Exercise 4. Practise the following conversation with your partner:

A.: I'm afraid I've got a complaint to make about my washing-machine.

B.: I'm sorry to hear it. What's the matter with it, exactly?

A.: Well, when I turned it on yesterday, there was a blue flash and then it just stopped. So I haven't been able to finish the wash.

B.: I see. And is it still under guarantee?

A.: Yes, I only bought it a month ago.

Now make up more conversations using the following ideas:

- (a) Complaint about a refrigerator. Nature of complaint: sudden peculiar noise / motor cut out / had to cook and eat all the frozen food. When bought: three months ago.
- (b) Complaint about gas cooker. Nature of complaint: automatic timer is broken / thermostat has stopped working, too / yesterday's dinner was ruined. When bought: six month ago.
- (c) Complaint about a television set. Nature of complaint: making strange buzzing sound for two days / smell of burning last night / had to switch off – family missed favourite show of the week. When bought: ten days ago.

Exercise 5. Listen to the short humorous story and say if you agree with Granny that “Everyone must have his own job about the house and do it”. Prove your point:

The other day we all sat down to decide who was going to do the housework. There was me, Mummy, Daddy, Granny, Timmy the cat and Boom the dog.

We were all sick of coming home to find no beds made, no washing-up done and the place looking like a pigsty. Granny was too old to manage it all, so who was it to be?

“Well, I can’t,” said Daddy, “I’ve a full-time job looking after the shop.”

“I can’t,” said Mummy. “I’m typing all day and running the office.”

“I get your meals, don’t I?” Granny said. “What more can you expect?”

“I have to do my housework!” I said. “And get ready for school. I can’t do it!”

“Being watchdog is a full-time job,” declared Boom. “Besides I have to go shopping with Granny and carry her basket.”

And Timmy said: “I’ve got a job – keeping the place free of mice.”

At last we agreed. “Let’s all do it!”

We all started doing the first thing that came into our head and Timmy and Boom dashed about getting under everybody’s feet. Nothing got done properly. Daddy was late at the shop, Mummy was late at the office and I was late for school.

* * *

That evening we had another talk. “It’s all because you are not used to doing housework,” Granny told us. “Everyone must have his own job and do it.”

So now Daddy and I do the washing-up. Mummy makes the beds and tidies up, and Timmy and Boom keep out of everybody’s way.

In the afternoon Granny has time for her knitting or snooze, and when visitors come they say: “You do keep your home nicely, I don’t know how you do it.”

We know!

Exercise 6. Tell your groupmates about your duties about the house.

Exercise 7. Tell your groupmates how the problem of housekeeping is solved in your family.

Exercise 8. Discuss with your groupmates some labour-saving devices that have still to be invented for the house.

Text 3. At the Hairdresser's

Mary: Darling, I hope you haven't forgotten about the party we were invited to last week?

John: Certainly not, my dear. I was just going to remind you of it.

Mary: You needn't remind me of such things, John. But you can't expect me to go out to the party looking like that.

John: What's wrong about your appearance? I think you look quite nice.

Mary: That's man all over. He calls it nice with my hair hanging in stands and my fingers that need a manicure.

John: I dare say you are right, Mary. As for me, I need a shave badly. Look here. There is nothing to worry about. We have plenty of time yet before the party.

(No sooner said than done. Mary goes to a hairdresser's.)

Hairdresser: Good afternoon, madam. Would you sit here, please. What would you like?

Mary: I want my hair shampooed and set.

Hairdresser: Very well, madam. Could I help you to put on this cape?

Mary: Shall I lean over?

Hairdresser: Yes, please. Would you like a colour rinse or tinting?

Mary: No, thank you. Dyed hair is not very much in vogue now. My hair is naturally auburn. So, after washing it'll look fine.

Hairdresser: All right. Now I'll just dry your hair and set it. Do you prefer the latest style?

Mary: Oh, no. It may be beautiful but the trouble is there are so many women going about with this style. They look so much alike that one can't tell them apart.

Hairdresser: Well, would you like to have it done in a knot at the back? I'm sure it'll look nice on you, madam.

Mary: Good, I rely on you.

(Meanwhile John is having a talk with a barber.)

Barber: Good afternoon, sir. What can I do for you?

John: I want a shave and a haircut.

Barber: Yes, sir.

John: Be careful, my skin is very tender.

Barber: Don't worry, sir. It happened only once that I cut a customer. He jerked his head and I cut his cheek. But I soon stopped the bleeding. Would you like a hot towel massage?

John: Yes, please. I want to have my moustache and beard trimmed.

Barber: Very good, sir. Now, for the haircut. How short would you like it?

John: Not too close. Don't take too much off on the top.

Barber: I see. Your hair is getting rather thin.

John: Yes. Soon I'll have a splendid bald patch on my top. Just think of it, once I used to have a mop of hair really. How time flies!

Barber: May I advise you to change your parting? Would you like it on the right side, sir?

John: Good.

(An hour later John and Mary meet at home).

John: Oh, Mary, you are a regular beauty with this new hairdo. It's awfully becoming to you.

Mary: It is, isn't it? Aren't you a darling, too? Looking so young and prosperous. I'm sure all the girls at the party will fall in love with you at first sight.

Guided Conversation

Exercise 1. Answer the following questions about the dialogue:

1. What can you say about the participants of the dialogue?
2. When and where does the conversation take place?

3. How are John and Mary going to spend the evening?
4. Where do they go before the party? Why?
5. Does either of them have any problems at the hairdresser's or the barber's?
6. What does Mary want done to her hair?
7. Why does Mary refuse to have a colour rinse or tinting?
8. What kind of hair style does the hairdresser suggest to Mary?
9. What hair style does Mary choose?
10. How does John like Mary's new hair style?
11. What does John want at the barber's?
12. What does he want done to his face after the shave?
13. Does John seem to be particular about his hair style?
14. What advice does the barber give John about his thinning hair?
15. What does Mary think of the husband's appearance after his visit to the barber's?

Exercise 2. Act out parts of the conversation about John's visit to the barber and Mary's visit to the hairdresser.

Exercise 3. Compose a dialogue between a woman (man) and a hairdresser (barber) who gives the customer some very useful advice. Use as many expressions and sentence patterns from the dialogue as you can. Begin like this:

Woman: Good morning.

Hairdresser: Good morning. What can I do for you?

Woman: I want ...

Exercise 4. Give an imaginary account of your visit to the barber's (the hairdresser's).

Exercise 5. Discuss with your groupmates the latest fashion in men's hairdo and women's hair style. Find out what is in vogue and what is not in vogue now.

Text 4. At the Tailor's

William: My suit's terribly worn: the cuffs are frayed and the seat of the trousers is shiny; in fact, it's just about threadbare in parts.

Charles: Yes, I noticed you were getting rather shabby. I could do with a suit myself, too. Shall we call in at the tailor's this afternoon?

William: Right ho! I'm on.

(At the tailor's)

Tailor: Good afternoon, gentlemen, are you being attended to?

William: No; I just want to look at patterns of cloth. I'm wanting a new suit – a tweed, I think; rather heavy, it's for sports wear.

Tailor: Certainly, sir; we have some very good new tweed suitings in brown and grey.

William: I had thought of brown.

Tailor: Very good, sir. Will you just look through the book of patterns?

Charles: I am in a hurry for my suit – I'm going away tomorrow. Have you good ready-made suits?

Tailor: Yes, sir, we have a fine range in ready-to wear clothes; we can guarantee you a good fit. If you will kindly go into the next department with this assistant he will show you our stock.

(Exit Charles)

William: This pattern seems about right, but you never can tell what this big check pattern looks like when it is made up. Have you the piece in stock?

Tailor: Yes, we have a roll of that cloth here; I'll just get it down and you can see it.

William: Yes, I like that; will it wear well?

Tailor: You will get three or four years of good hard wear out of that.

William: Very well, you can make me a suit of that cloth.

Tailor: Will you just step into the measuring-room and the fitter will measure you?

* * *

Tailor: Now what style do you want, single-breasted or double-breasted?

William: I think double-breasted seems more fashionable at present.

Tailor: Double-breasted; very good, sir. Three buttons on the coat, outside breast pocket, and two side pockets, and inside breast pocket, I suppose?

William: Yes, and a hip pocket in the trousers, and a small buttoned pocket in front for money.

Tailor: Now about the trousers, do you like them wide?

William: Not too wide, just what is being worn at present.

Tailor: Permanent turn-ups, I suppose.

William: Oh, yes! They are usual, aren't they? Now, when can I come to be tried on?

Tailor: Let me see; today is Thursday – shall we say next Monday?

William: Very well, that will suit me all right.

(Enter Charles).

William: Hello! Did you get fixed up with your suit?

Charles: Yes, they have a very good stock here. I got a suit that might have been made for me – it fits perfectly. They are sending it to me this afternoon, and I'll wear it when I travel tomorrow. When is your fitting?

William: Monday! You are lucky, getting out of it, but ready-made suits won't fit my figure at all.

* * *

William: I have called to be fitted on for my suit.

Tailor: Oh, yes. Will you come this way, please, and I'll send for the fitter and the cutter? Here is your suit; will you try on the coat and waistcoat! How does that feel?

William: Yes, it's not bad. I think this sleeve is rather on the short side – could you lengthen it?

Tailor: Yes, it is a bit short; I'll make it half an inch longer.

William: The coat's tight under the armpits.

Tailor: Yes, I'll let it out a little there and take it in at the waist, it is rather too full there. Apart from that, I think it is very good.

William: Does it sit well on the shoulders? I am always difficult to fit there.

Tailor: Yes, it sits quite snugly there. This is the lining we are putting in; do you like it?

William: Yes, I think that will look very well; when will you have finished?

Tailor: Can you call next Friday for a final fitting? It will be finished then, but we can see if any further alterations are needed.

William: Very good. Good morning.

Tailor: Good morning, and thank you.

Vocabulary Notes

1. when it is made up – made into a suit;
2. fix up with – v. arrange about.

Guided Conversation

Exercise 1. Answer the following questions about the conversation.

1. What can you say about the time and place of the conversation?
2. Why did William and Charles decide to call in at the tailor's one afternoon?
3. What was William's complaint about his old suit? And Charles'?
4. What kind of suit did William want to order? What pattern did he choose?
5. What conclusion can you make about the choice of patterns of cloth?
6. What pattern of cloth did Charles want to order his suit from?
7. Why couldn't William buy his suits ready-wear?
8. What suit did William order? What style is in vogue now?
9. When was William to have the first fitting?

10. Did Charles get fixed with his suit easily?
11. When William came to the tailor' to be tried on, the fitting was not ready, was it?
12. What was wrong with the sleeve of the coat? Was the fault irreparable?
13. Was there anything else that William didn't like about the coat?
14. Where was William always difficult to fit?
15. How long did it take the tailor to finish William's suit?
16. Why was the final fitting necessary?

Exercise 2. Give an imaginary account of how you decided to have a dress (suit, trousers, coat, etc.) made to measure.

Exercise 3. Act out parts of the conversation:

- a) Charles, William and the tailor when the two call in at the shop.
- b) William and the tailor (Having William measured);
- c) William and the tailor (having William's suit fitted on).

Exercise 4. Make up a dialogue between:

- a) a tailor and a customer who is choosing a cloth for his suit;
- b) a dressmaker and a customer who has come for the first fitting;
- c) a tailor and a customer who is being measured and choose a style of suit.

Exercise 5. Discuss with your group mates why fashionable clothes are very often unpractical. Be ready to prove your point.

Exercise 6. Tell your groupmates what you think of ready-made clothes and clothes made to measure. Which do you prefer? Why? What are the advantages and disadvantages of both?

Exercise 7. Find out what suit, clothes, dresses are in vogue now. Get ready to say whether you like the fashion. Remember to express your attitude to fashion. Do you follow it blindly?

Text 5. Do It Yourself

So great is our passion for doing things for ourselves, that we are becoming increasingly less dependent on specialized labour. No one can plead ignorance of a subject any longer, for there are countless do-it-yourself publications. Armed with the right tools and materials, newly-weds gaily embark on the task of decorating their own homes. Men of all ages spend hours of their leisure time installing their own fireplaces, laying out their own gardens; building garages and making furniture. Some really keen enthusiasts go so far as to build their own record-players and radio transmitters. Shops cater for the do-it-yourself craze not only by running special advisory services for novices, but by offering consumers bits and pieces which they can assemble at home.

Wives tend to believe their husbands are infinitely resourceful and versatile. Even husbands who can hardly drive a nail in straight are supposed to be born electricians, carpenters, plumbers and mechanics. When a lights fuse burns out, furniture gets rickety, pipes get clogged, or vacuum cleaners fail to operate, wives automatically assume that their husbands will somehow put things right. The worst thing about the do-it-yourself game is that sometimes husbands live under the delusion that they can do anything even if they have been repeatedly proved wrong. It is a question of pride as much as anything else.

Comprehension Practice

Exercise 1. Answer the following questions about the text:

1. What topic does the text dwell on?
2. Do you agree with the author when he writes that “we are becoming increasingly less dependent on specialized labour”? Why does he think so?
3. What things, according to the author, can people do for themselves if they are armed with the right tools and materials?
4. In what way do shops provide service for those who want to do things themselves?

5. What do wives, according to the author, tend to believe about their husbands?
Why?
6. What is the author's point of view on the question?
7. What is the worst thing about the do-it-yourself game?

Exercise 2. Formulate the author's message to the reader.

Exercise 3. Divide the class into small groups and discuss the do-it-yourself problem. When you are through, be ready to tell the class the main results of your discussion.

Exercise 4. Tell your groupmates about your own experience of putting right some labour-saving device (if you have ever had such experience).

Exercise 5. Do this exercise with a partner. One of you is a housewife who has a broken electric appliance (e.g. washing machine, etc.). The other is a repair man who has come to repair the appliance. First study the Situation Notes and choose one of the situations. Decide how the housewife and the repair man will speak to each other in different moods and situations:

Housewife: (a) You are delighted because the repair man has arrived at the right time. In your experience, this does not usually happen.

(b) The repair man is late, but you expected that. In your experience they never come on time. Anyway you are glad he is here now.

Repair man: (a) Although you have had about a dozen calls today, you are in a good mood because the last three have been easy to deal with. You are in time.

(b) You are in a bad mood. You have had to do ten calls today and most of them have been difficult jobs. You are tired and you are fed up with housewives complaining that you are late. You feel that it is not your fault.

Additional Material on the Topic

Text 6: Should Men be Able to Cook and Women to Use Tools?

My uncle James was a good cook, and he married a woman who was another. The result, I am told, was that the early days of their marriage were not always harmonious: my uncle was always wanting to interfere in the kitchen, while my aunt was always driving him away. Certainly it is generally assumed that cooking is the housewife's job: look at the television commercials for evidence of this. One sees a man sitting hungrily and expectantly at the table, while his wife, dressed in a frilly apron and unpractical shoes, bustles to and from the cooking stove, and finally sets before her husbands a dish which ensures his adoration for ever. Ought he to have had a hand in that cooking? Many people will reply, "Certainly not."

Yet a little thought will tell us how wrong it is that a man should be quite helpless in the kitchen. A married friend of mine often says jocularly that he can make a cup of tea, and can boil an egg, but that he gets muddled if he has to do them both at the same time. Probably he exaggerates a little, but he certainly expresses the plight of thousands of men who are quite at a loss as soon as the woman of the house is absent, or confined to bed. Such men must immediately seek the services of a neighbour or a female relative. Is it not rather unmanly to be so miserably dependent? Surely a man should have enough cooking ability to supply, at the very least, his own needs – preferably those of his wife also, when she is ill. If he has not learned to cook in his boyhood, he should take up cooking as soon as he gets married, asking his wife to give him some lessons.

Now for a woman's learning to use tools. There are times when her being unable to handle a screwdriver can cause as much trouble as a man's being unable to boil an egg. The lonely woman, or the woman living in a manless household, is often at a great disadvantage when a fuse burns out, a door handle comes off, a tap leaks or a wash basin refuses to empty freely. Sometimes she

does not even know what must be done; often, when she does know, she finds that the screwdriver or the wrench fails to obey her hands, or that she has bought the wrong fuse wire. She is forced to call in a plumber or an electrician, who is delighted to come to her aid, have a long chat afterwards over a cup of tea, and to send in a bill which transforms a six penny job into a two-pound one. At such a time a woman may well reflect that a short course of training in the use of tools would have saved her time, her money, and her temper.

Guided Conversation

Exercise 1. Answer the following questions about the text:

1. What does the author write about the early days of his uncle's marriage?
2. According to the author the early days of his uncle's marriage were not always harmonious because he would not help his wife in the kitchen. Is that true?
3. What is people's usual attitude to cooking?
4. Does the author approve of this attitude? Find proofs to show he does not.
5. Why does the author believe that every man should know how to cook?
6. What is the author's attitude to the problem of women being unable to use tools?
7. When is the woman forced to call in a plumber or an electrician?
8. What are the disadvantages of calling in repair men?
9. "Cooking is the housewife's job". What do you think?
10. How does the author answer the two questions he asks in the title?

Exercise 2. Divide the class into small groups and discuss the problem the author dwells on. Present the results of your discussion to the class.

Exercise 3. Speak about the situation in your (your friend's) family. How is housework shared? What is your share? What is the share of other members of the family? Do you ever call in repair men?

Exercise 4. Listen to the following extract and answer the questions given below:

Not so long ago the inhabitants of our block of flats received a wonderful present – a Service Centre. The neon sign “100 kindly services” now adorns the façade of our house. We apply to the Centre with all sorts of requests – to reglaze broken windows, to restore mirrors, to hire nurses for old people or the sick, to make covers for furniture and cars, refill ballpoint and other kinds of pens and so on.

The cost of all these services is very low.

Questions:

1. What services does a Service Centre offer its customers?
2. Why a Service Centre a great help to the public?
3. Are you a regular customer of the Service Centre?

ROLE PLAY

This activity requires that you should act out a number of situations connected with everyday services. Remember to use the vocabulary you have learnt.

1. Act out the following scene.

Situation: A young married couple are discussing what labour-saving devices to buy to save time and labour.

Roles: 1. The husband who doesn't think much of labour-saving devices.

2. The wife who has a high opinion of all kinds of electrical appliances and wants them all in the kitchen.

Style: informal.

Attitude: friendly, persuasive, ready to give in.

Description of situation.

Role 1: Donald thinks that housekeeping is no problem if both he and his wife Betty do their share on time without delaying anything. He believes his share in housekeeping is sufficient to keep the place looking nice. He doesn't mind beating the carpets, sweeping or washing the floor, washing up and doing a number of other odd jobs that come along. He is ready to help his wife do the washing and the cooking. Therefore he doesn't think much of labour-saving devices as he himself happens to be one of the best labour-saving devices the wife should be proud of; no wonder he is opposed to the wife's intention to buy a washing-machine, a floor-polisher and a number of other devices to make house-keeping easier. He considers that at present they can't afford either to buy these appliances or to pay their bills for the electricity the devices will need. Seeing that Betty looks quite upset Donald gives in and agrees to buy a washing-machine.

Role 2: Betty thinks that housekeeping takes too much of their time and tries to talk her husband into buying a number of labour-saving devices to help them keep the place looking nice and spend less money on it. She believes they can budget carefully and deny themselves some things for some time and thus afford to buy a washing-machine, a floor-polisher and some other labour-saving devices. She reminds Donald of their friends who have recently bought all kinds of electrical appliances and who are very happy about it. She agrees to wait for some time until they have saved enough money to buy certain electrical appliances for the kitchen (electrical waffle-maker, floor-polisher, etc.) but insist on buying a washing-machine. She is grateful to her husband for all the help he gives her about the house but she can't imagine her life without a washing-machine, moreover, her best friend Maggie has recently bought one and has no reason for regret. The machine washing clothes like a dream. Betty finally succeeds in pressing Donald into buying a washing-machine.

2. Act out the following scene.

Situation: Two friends, Paul and Steve, discuss the necessary arrangements to be made to organize a birthday party (things to be bought, cleaned, moved, etc.). They are students living at the dormitory and face a number of problems.

Roles: 1. Paul, a second-year student of the interpreters' department, reminds his friend Steve of his birthday next Saturday.

2. Steve, a second-year student of the interpreter's department, has had a couple of hectic weeks and doesn't seem to remember his birthday is coming soon.

Style: informal.

Attitude: friendly, concerned, hearty.

Description of the situation.

Role 1: Paul reminds Steve of his birthday next Saturday and offers to give him a hand to arrange a birthday party. He thinks that they should move the furniture in the room to have more space. He suggests Steve should go to the nearest rental office to borrow a dining-set, wine-glasses, a couple of vases to put flowers in. He suddenly remembers their tape-recorder is out of order and offers to take it to the repair shop without delay or they might have left the repairs too late. Besides, he thinks that to intensify the feeling of a holiday they both must buy new shirts and ties. He does not doubt they will succeed in making all the necessary arrangements if they both help each other and each does his share. Then the room will look tidy and nice, the tape-recorder will work wonderfully and they will be able to have a bit of dancing and every one will enjoy the party.

Role 2: Steve has had a couple of hectic weeks and he seems to have forgotten all about coming birthday. Now that Paul reminds him of it he gets active and tries to analyse the situation and decide what things should be done. He agrees that their room needs cleaning, the furniture wants dusting and moving. But the main thing is to get some tasty things for the party. He believes he can call the deliveries department and have all the necessary things ordered there. He is

grateful to Paul for his offer to take the tape-recorder to the repair shop. The party without music is nonsense, so he thinks that having the tape-recorder repaired is first thing necessity. He approves of Paul's suggestion to have new shirts and ties for the party. He does not doubt either that if they both do their share they will succeed in making all the necessary arrangements. Besides, he thinks he should go to the barber's to have his hair cut, moustache trimmed and beard shaven. He wants everyone at the party to have lots of fun.

3. Act out the following scene.

Situation: The father and the son who wouldn't help his mother about the house have a talk about the difficulties of housekeeping and ways to overcome them.

Roles: 1. The father, Mr. Green, has a talk with his son Robert trying to urge him to do his share in housekeeping.

2. The son, Robert, thinks he does his share and, besides, they have a number of labour-saving devices that make housekeeping child's play.

Style: informal.

Attitude: friendly, persuasive, insistent, reluctant.

Description of situation.

Role 1: Mr. Green, Robert's father, expects his son is wondering why he has asked him to go for a walk. His wife has been recently complaining to him about their son Robert who doesn't seem to be willing to lend her a hand whenever she happens to ask him to. Mr. Green persuades Robert to do his share: housekeeping still takes up much time and energy, though the house is full of labour-saving devices. They can't possibly expect their mother to do it all. Mr. Green gets a little annoyed with his son when the latter says he has a lot of work to do. Surely Robert can't think he is the only one in the house who has lots of things to do. Mr. Green has been watching his son lately glued to the TV-screen mainly. He says finally that they should be grateful to mother for all the things she has done and help her do things to keep the place nice-looking without

waiting for her to ask them. If they all do their share without looking for lame excuses things will run smoothly and there'll be fewer black looks about the house and no complaints on either side.

Role 2: Robert, Mr. Green's son, understands why his father has asked him to come out for a walk. Mother has been complaining recently and he thinks father is fed up with him for not lending his mother a hand whenever she asks him to. He thinks that mother can do all the things about the house: they have all the necessary labour-saving devices that make housekeeping child's play, besides, he is always so busy with all the tasks the teacher gives them to prepare that he finds it impossible to spare even a moment. Moreover, those educational programmes on TV are so interesting that he can't possibly miss them. Seeing his father's annoyance Robert gives in. He agrees that housekeeping keeps mother busy most of the time, as soon as one job is finished there's another one waiting to be done. Besides he does not doubt that if they all do their share mother will have more time to watch her favourite programmes on TV. He finally says that to have peace in the house is worth anything.

4. Act out the following scene.

Situation: A regular customer comes to her hairdresser. There's a party tonight and the customer wants to look her best.

Roles: 1. A regular customer who wants a number of things done to her hair and nails has a talk with her hairdresser asking her advice about the hairdo, parting, colour, tint, etc.. She doesn't want to look extravagant but she certainly wants to look attractive and fresh.

2. The hair-dresser does her best to answer all the questions the customer asks, to remove every doubt about the latest hair style, to advice what is best for her regular customer.

Style: formal / informal.

Attitude: business-like, friendly, persuasive, doubtful.

Description of the situation.

Role 1: A regular customer comes to the beautician's saloon to make herself look fresh and attractive at a party tonight. She greets her hairdresser (she has an appointment) and tells her what she wants done today. She thinks that her hair needs shampooing, cutting, setting. But she doubts whether to choose the latest hair-do which seems to be in vogue. She certainly doesn't want to look like a hundred other women might look, she is interested in keeping her own individual style. The customer is not sure about the length of her hair, the parting which she has been wearing on the same side for years. She objects to the hairdresser's suggestion to have her hair cut short, for she believes that very short hair is awfully unfeminine. She agrees that her hair needs a little tinting that is sure to make her look different from all the women at the party. She does not object to having a face massage, and just for once extravagantly bright finger-nails. With all the things done the customer looks a regular beauty, she is quite pleased, thanks the hairdresser and leaves the saloon with a feeling that she is sure to enjoy the coming party.

Role 2: The hairdresser greets her regular customer, invites her to sit down and asks what the latter wants done today. On hearing that the customer is getting ready for the coming party the hairdresser suggest the latest fashionable hair style, she assures the customer it'll be awfully becoming to her. But she has to agree that with so many women around wearing the same hair-do it's hard to tell one from another, therefore she suggests that the customer should wear her hair in a knot at the back; she also recommends to change the parting. Both the customer and the hair-dresser finally agree that the customer will have her hair shampooed, set and tinted. The hairdresser recommends the customer to have a face massage, it is sure to make her look fresh and much younger. The last thing the hairdresser advises is to use an extravagantly bright colour for the fingernails just for once to accentuate the beauty of the fingers. She wishes her customer to have a lot of fun at the party.

5. Act out the following scene.

Situation: A regular customer comes to his barber. There is a party tonight and the customer wants to look his best.

Roles: 1. A regular customer who wants a number of things done to look fresh and handsome at the party tonight has a talk with his barber.

2. The barber does his best to recommend his regular customer a number of things to be made to make him look fresh and handsome, the hair wants cutting, trimming, the beard is too long and needs trimming too.

Besides, the barber assures his customer that a hot towel massage will make his face fresh. The hair on the top is getting thin, so a change of parting is absolutely necessary.

Style: formal / informal.

Attitude: business-like, friendly, persuasive.

Description of the situation.

Role 1: The customer comes to his barber to have a number of things done to look fresh and handsome at the party. He greets the barber whom he has known for years and whose advice he has always followed. He tells the barber what he wants done to look handsome at the party tonight: the beard is too long, he hasn't had a hair-cut for three months. He doubts whether the latest hairstyle that the barber suggests will be as becoming as the barber thinks, and the idea to have the hair dyed horrifies him – he certainly wants to look modern but not extravagant. He finally agrees about the parting – he has to admit that the hair is really getting thin at the top and the change of parting is sure to be useful to the hair. The customer willingly agrees to try a hot towel massage which, no doubt, will make the skin look fresh and younger. When everything is done, the customer thanks the barber and leaves in high-spirits: the barber has done his best and the customer looks at least five years younger.

Role 2: The barber sees his regular customer enter the hall, he hurries to meet him, greets him and asks the customer what he wants done this time. The barber

agrees that the beard needs cutting and trimming and, of course, the hair wants cutting, too. He suggests that the customer should try the latest hairstyle which is in vogue. Besides he thinks that the customer's hair will be more becoming to him if he has it dyed. He fails to talk his customer into having his hair dyed but insists on changing his parting: the hair is getting thin at the top and if the parting is changed it will be useful and wholesome to the hair, and the top will look differently, the small bald patch will disappear. Then the barber suggests a hot towel massage – there is nothing better than a hot towel massage to make the face look fresh and younger. After the job is done the barber pays his customer a compliment saying that he looks at least five years younger and he assures the customer that he will certainly look one of the most handsome men at the party. He wishes him a pleasant evening.

6. Act out the following scene.

Situation: Husband and wife discuss whether he should have a suit made to order or they had better buy him a ready-made one.

Roles: 1. The husband wants to order a suit because his figure is not standard and all the ready-made suits look awful on him.

2. The wife tries to stop her husband from being extravagant but in the long run she has to give in.

Style: informal.

Attitude: friendly, concerned, persuasive, disagreeing.

Description of the situation.

Role 1: The husband grumbles that his old suit looks quite shiny, the cuffs are frayed. He certainly can't go to work wearing a suit like that – it is not decent. He thinks that the best thing to do is to go to a good tailor and have a suit made to order. All his colleagues do so, why shouldn't he? He understands, that having a suit made to order is much more expensive, but he disagrees that it is extravagant. To begin with, his figure is not standard and all the suits they have

ever bought always needed alterations and the coat never sat well on the shoulders. Besides the tailor is sure to have a fine choice of cloths, fine suitings of different kinds, so they will have no difficulty in making their choice. After all they can afford it and he doesn't see the reason why he shouldn't do something that is absolutely natural in a situation like this. When reminded that he has never done it before the husband gets a little hurt: he does his best to provide the family with all the things necessary to make their life pleasant and he cannot possibly go to work in an indecent suit and he doesn't see why he cant' have a suit made to order when he needs one badly. To cap it all he reminds his wife of an old saying – I'm not rich enough to but cheap things. He has his way and they go together to a good tailor.

Role 2: The wife agrees that the old suit looks shabby and shiny but when she hears her husband's intention to go to a good tailor to have a suit made to order she tries to stop him from being extravagant. Her arguments are: he has never before had a suit made to order, they always bought ready-made suits and never had any problems – if something did not fit they could easily have it altered. She reminds him of their small balance in the bank and thinks his idea to be absurd. But when she understands the husband wouldn't give in she reluctantly agrees to go with him to make sure he does not choose the most expensive stuff and thus wastes a lot more money than she can possibly think of.

Follow up Discussion

Exercise 1. Answer the given questions. Give extended answers.

1. For what purpose is electricity used in the home?
2. What labour-saving devices have you got at home and why did you buy them?
3. What do you think: are labour-saving machines and gadgets really such a blessing as we claim them to be?
4. Have you ever had a bad experience with any household appliance?

5. Is anyone in your family good at fixing electrical devices or do you have to take them to a repair shop?
6. What can you tell your groupmates about the everyday services in your native town (city)?
7. Can you imagine your life without everyday services?
8. What's your attitude to the laundry service?
9. How often do you use the services of shoe maker's shops?
10. How often do you go to the dry-cleaner's? What do you think of this service?
11. What do you know about the photo service in this city (your native city)?
12. Are you a regular customer at the barber's, hair-dresser's?
13. When do we ring up the Television service shop?
14. What do you think of housekeeping nowadays?
15. What other everyday services are necessary? What do you think?

Exercise 2. Talking points. Express your attitude about the following:

1. Everyday services have made our life much easier as we are less busy about the house.
2. Women's work is never done: as soon as one job is finished there is another one waiting to be done.
3. Housekeeping is much easier than it used to be. Times have changed.
4. Nowadays we take electricity for granted and never think it's a real blessing.
5. Electric appliances don't save labour, they make labour.
6. Yesterday's luxury is today's necessity.
7. Ready-to-wear clothes are mass-produced. What is the disadvantage?
8. Tailor-made clothes are much expensive than ready-made clothes.
9. No woman can do without the services of a beautician's salon.

10. Men should not be able to cook and women should not be able to use tools.

Exercise 3. Describe any occasion when you personally (or someone you know) had to apply to one of the everyday services.

Exercise 4. Talk to your group-mates about the services available in your native city (town).

Exercise 5. Tell your group-mates about your attitude to ready-made things.

Exercise 6. Exchange your opinions about the latest hairstyle, the latest fashion in clothes, clothes that are popular.

Exercise 7. Exchange your experiences in having your haircut (trimmed, dyed, tinted).

Exercise 8. Exchange your opinions about the work of any travel agency you know.

Exercise 9. Tell your group-mates how you would have improved the services in your native city if you were in charge of them.

Exercise 10. Make up a polylogue acting out in it different life situations connected with the work of everyday services.

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Составитель: ЭММА ГРИГОРЬЕВНА КУРЯТНИКОВА

Редакторы: Л.П. Шахрова
Н.И. Морозова

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Типография НГЛУ им. Н.А. Добролюбова

603155, Нижний Новгород, ул. Минина, 31-а