

Lesson 3: Vocabulary

Part 1

Match the words on the left with their definitions on the right.

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|---------------------|--|
| 1. arrogant | a. to pretend like you don't see or hear someone or something |
| 2. chew | b. to put something in one place for a period of time |
| 3. etiquette | c. to start talking while someone else is talking |
| 4. ignore | d. not polite |
| 5. interrupt | e. the rules about what is good and bad behavior |
| 6. leave | f. to look at someone or something for a long time, often with your eyes wide open |
| 7. rude | g. believing you are better than other people |
| 8. stare | h. to make food smaller as you eat it |

Part 2

Use the **bold** words from Part 1 to complete each sentence. You may have to change the forms of the words.

1. I hate it when people _____ me when I'm speaking.
2. I can't stand it when people pretend like I'm not even there, just _____ me.
3. It bugs me when people _____ dirty dishes in the sink.
4. It gets on my nerves when people _____ with their mouths open.
5. It bugs me that he is always so _____. He doesn't seem to even know that he is being impolite.
6. I can't stand it when my sister just _____ at me blankly rather than answering my questions.
7. He is so _____. He always thinks he's right and everyone else is wrong. That really gets on my nerves!
8. Most people don't have good manners anymore. They all need to go to _____ school!

Part 3

What things bother you? Use the **bold** words from Part 1 to rank them from 1 (most annoying) to 8 (least annoying). In class, compare your ideas in small groups. Sympathize with your partners as they talk about what bothers them.

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|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

Part 1

Read the blog below.

Pete's Pet Peeves

Service these days

It seems that our economy is becoming one that is more information and service based. If that is the case, we should really be emphasizing good service when we train employees. Here are my suggestions:

1. **Remember the customer.** I can't stand it when I am in a store or a restaurant and the clerk or server ignores me. I can understand if the place is very busy, but if there are only a few customers, our needs come first. Save your conversations with co-workers until your break.
2. **Be courteous.** Another thing that gets on my nerves is poor etiquette. A customer service representative should not be eating, drinking, or chewing gum when talking to me. He or she should greet me respectfully, and thank me for my business. Some service professionals think it is okay to be rude.
3. **Know your stuff.** Even if you work in a coffee shop, you need to be informed. You should know what the business sells, whether it is coffee beans, sushi, cars, or shoes. It bugs me when I ask a server what is in a particular dish on the menu and he or she has no idea. I am not being arrogant when I tell you that I can tell the difference between Brazilian coffee and Kenyan coffee. Please do me the courtesy of answering my questions.

Write the number of the suggestion after each detail.

- | | |
|--|-----------------------------------|
| 1. the difference between coffee beans _____ | 5. say thank you _____ |
| 2. chewing gum _____ | 6. the customer comes first _____ |
| 3. be informed _____ | 7. answer questions _____ |
| 4. conversations with co-workers _____ | 8. poor etiquette _____ |

PAIR WORK DISCUSS THE QUESTIONS.

1. Which suggestion do you think is the most important? Why?
2. What can you tell about the writer from his suggestions?
3. What kind of problems have you had with people in the service industry? How do you think the problems can be avoided?

Part 2

Write about one of your pet peeves with service people. Give suggestions.

Part 3

Exchange your writing with a classmate. Did you write about the same problems? What is similar and what is different?