

The Q Classroom

Activity A, p. 112

Answers will vary. Possible answer:

1. You don't have to wait for a person to help you. It is often faster.
2. A person can deal with issues that were not programmed into a machine. People are more polite.
3. The photo shows the check-in area of an airport. These men are using a self-service check-in kiosk.

Activity B, p. 113

1. Felix doesn't like the automatic checkout at the supermarket. Yuna doesn't like automated messages on the telephone.
2. Marcus likes the automatic checkout at the market and the library and the credit card machine at the gas station.
3. Answers will vary.

PREVIEW THE UNIT

Activity A, iQ Online Resource

Answers will vary.

Activity B, iQ Online Resource

Answers will vary.

READING 1

PREVIEW THE READING

A, p. 114

1. benefit
2. automatically
3. error
4. decrease
5. blame
6. estimate
7. interact
8. stressed
9. provide
10. unique

Activity C, p. 115

Customers will pay their own bills using a credit card at a tablet.

Customers will enter their order at their table using a tablet.

Activity D, p. 115

Answers will vary. Possible answer:

Restaurants send text messages to let customers know their table is ready, so customers don't have to stay in the front of the restaurant. Servers use computers to send orders to the kitchen. This means the cooks don't have to try to read the servers' handwriting. Some restaurants let customers place orders using their smartphones. This makes it easier and faster to get your food.

WORK WITH THE READING

Activity B, p. 117

1. c
2. b
3. c
4. b

Activity C, pp. 117–118

1. May 3
2. June (next month)
3. photographs of the food
4. appetizers and drinks
5. higher
6. next Tuesday from 9:30–11:00 a.m.

Activity D, p. 118

Answers will vary. Possible answer:

1. servers will feel less stressed.
2. Because each server will have time to serve more customers,
3. Because customers are placing their own orders,
4. customers will order more food.
5. customers won't mind making their own orders.

Activity E, pp. 118–119

1. b
2. sections 1, 2, 4, and 5
3. c
4. b
5. Answers will vary. Possible answer:
Section 4 “...these tablets will be so much fun that everyone will want to use them!”

WRITE WHAT YOU THINK

Activity A,B, p.119

Answers will vary. Possible answers:

1. Some customers will not want to use it. Some customers will make mistakes and not know how to correct them. Servers won't be able to make suggestions and give information.
2. I think that the servers will benefit more. They will be able to serve more people. Customers will not blame mistakes on them.
3. I would like to use this technology in a fast-food restaurant where it is easy to see and understand the food choices. It would be faster that standing in line. I would not like to use this technology in a nice restaurant, though. I usually have more questions to ask the server.

READING SKILL

Activity A, p. 120

c and d

Activity B, p. 120

1. b
2. c
3. a
4. e
5. d

READING 2

PREVIEW THE READING

Activity A, pp. 121–122

1. eventually
2. connection
3. access
4. assist
5. transfer
6. scan
7. frustrated
8. on hold
9. furious
10. install

Activity C, p. 122

Answers will vary. Possible answer:

The blog will probably be about why the person hates machines. It might be about the person's unpleasant experience with technology.

Activity D, p. 122

Answers will vary.

WORK WITH THE READING

Activity B, p. 124

1. an automated voice recording and a self-service checkout
2. He had difficulty accessing a real person; an automated voice kept suggesting he go to the website, but he couldn't due to his inability to access the Web; when he did get access to a real person, she transferred him back to the automated system.
3. He felt frustrated because the machine didn't recognize that he had already scanned the item and put it in the bag. He was embarrassed because the machine seemed to be shouting at him and other people were looked at him as if he were an idiot.

- Answers will vary. Machines frustrate him. Machines aren't always easy to use. Machines often waste time.
- Answers will vary. to argue that people are more helpful than machines; to tell a humorous story about his experiences with machines
- Answers will vary.

Activity C, p. 124

- T
- F When he called the telephone company, he had to wait for a long while before he could talk with a real person.
- F It took the phone company two weeks to solve his problem.
- T
- T

Activity D, p. 125

- C
- P
- P
- C
- C

Activity E, p. 125

- 2
- 4
- 1
- 6
- 5
- 3

WRITE WHAT YOU THINK

Activity A, p. 125

Answers will vary. Possible answers:

- My computer often frustrates me. Sometimes it freezes while I'm doing something important, like writing a paper.
- If it is a simple task like checking out of a hotel, I like to use a self-service

machine. But if I'm checking out and I want to leave a complaint or a compliment, I prefer to talk with a person.

Activity B, p. 125

Answers will vary. Possible answers:

- One new type of self-service technology is the airport kiosk. One benefit of this technology is you don't have to wait in line to check in to a flight. Also, it's often quicker than a person. It only takes a few seconds to check in to a flight and get a boarding pass. But it can be inconvenient sometimes, too. The machines can be confusing to use, especially if the machine uses a language that you don't know. If you don't understand clearly, you might end up paying for an extra service that you don't want.
- My favorite type of self-service technology is the vending machine. When I am hungry and in a hurry, I can buy something to eat, usually without having to wait in line. All I have to do is insert money, type the letters and numbers that match up to which snack I want in the machine, and the machine will dispense it for me. Furthermore, because I can see all the snacks in the machine through a glass door, it is easy to decide what I want to eat.

VOCABULARY SKILL

Activity A, pp. 126–127

Answers will vary. Possible answers:

- Definition 1: the energy from the sun, a lamp, etc.
Sentence: The light was too low for us to see.

Definition 2: something that produces light, for example an electric lamp

Sentence: Suddenly, all the lights came on.

Definition 3: having a lot of light

Sentence: In the summer it's still light at 9 o'clock.

Definition 4: pale in color

Sentence: She wore a light blue sweater.

2. row

Definition 1: to move a boat through water using long wooden poles with wide, flat ends.

Sentence: He rowed the boat slowly down the river.

Definition 2: a line of people or things

Sentence: The kids were standing in a row at the front of the classroom.

3. tip

Definition 1: the thin pointed end of something

Sentence: The tip of her finger was blue after she voted.

Definition 2: a piece of useful advice about something practical

Sentence: He had some useful tips about how to save money.

Definition 3: to give a waiter/waitress, taxi driver, etc. an extra amount of money to thank him/her for good service

Sentence: You should tip the waitress about 15% of the bill.

4. bank

Definition 1: an organization that keeps money safely for its customers

Sentence: Is there a bank near here where I can cash some traveler's checks?

Definition 2: a supply of things that you keep to use later

Sentence: The company has a data bank of customer names and phone numbers.

Definition 3: the ground along the side of a river or canal

Sentence: People were fishing along the banks of the river.

Activity B, p. 127

Answers will vary depending on the dictionary.

WRITING SKILL

Activity A, p. 128

Digital dining is an easy way to order food.

First, view the menu on your tabletop monitor. **Then** insert your credit card. **Next**, use the touch screen to enter your order.

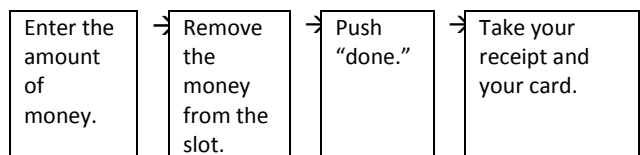
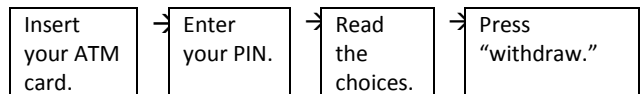
When you're ready, push the button to send your order. **While** you wait for your food, you can take photos and send them to your friends. **Finally**, use the monitor to pay your bill with a credit card.

Activity B, p. 129

The order of the steps can vary. Sample answer:

Process: How to use an ATM

Start



Finish

Activity C, p. 129

To use an ATM, first insert your ATM card. Next, enter your PIN and read the choices. Look for the option “withdraw.” Then enter the amount of money you want, remove the money from the slot and press “done.” Remember to take your receipt and your card from the machine before you leave.

Activity D, p. 130

Answers will vary.

Activity E, p. 130

Answers will vary

Activity F, p. 130

Answers will vary.

Activity G, p. 130

Answers will vary.

GRAMMAR

Activity A, p. 132

Creating your own online blog is a good way to connect with people who share your interests. I started a blog last year **to share** my experience as a first-year university student in Jeddah. It was very easy to do, and it allowed me to practice my writing skills and be in touch with other students.

Here’s how you do it. First, go online **to find** free blog websites. There are many available, but you should look for one that is easy to use. Start by looking at some sample blogs **to get** ideas for your own blog. Then get started! The site will tell you what to do for each step of the set-up process. After you have set up your blog, you can write your first post.

Use photos **to add** visual interest to your page. Having a blog is a fun experience because you get comments from people who read it. It’s also a great way to practice your writing skills and to think creatively.

Activity B, p. 132

Answers will vary. Possible answers:

1. I use the internet to find information, to read the news, and to stay in touch with my friends.
2. I use a GPS to find new places in the city. I use it because it’s easier to use than maps.
3. They use these systems to save money and to make their businesses more efficient.

UNIT ASSIGNMENT

PLAN AND WRITE

Activity A, iQ Online Resource

Answers will vary.

Activity B, iQ Online Resource

Answers will vary.

Activity C, iQ Online Resource

Answers will vary.