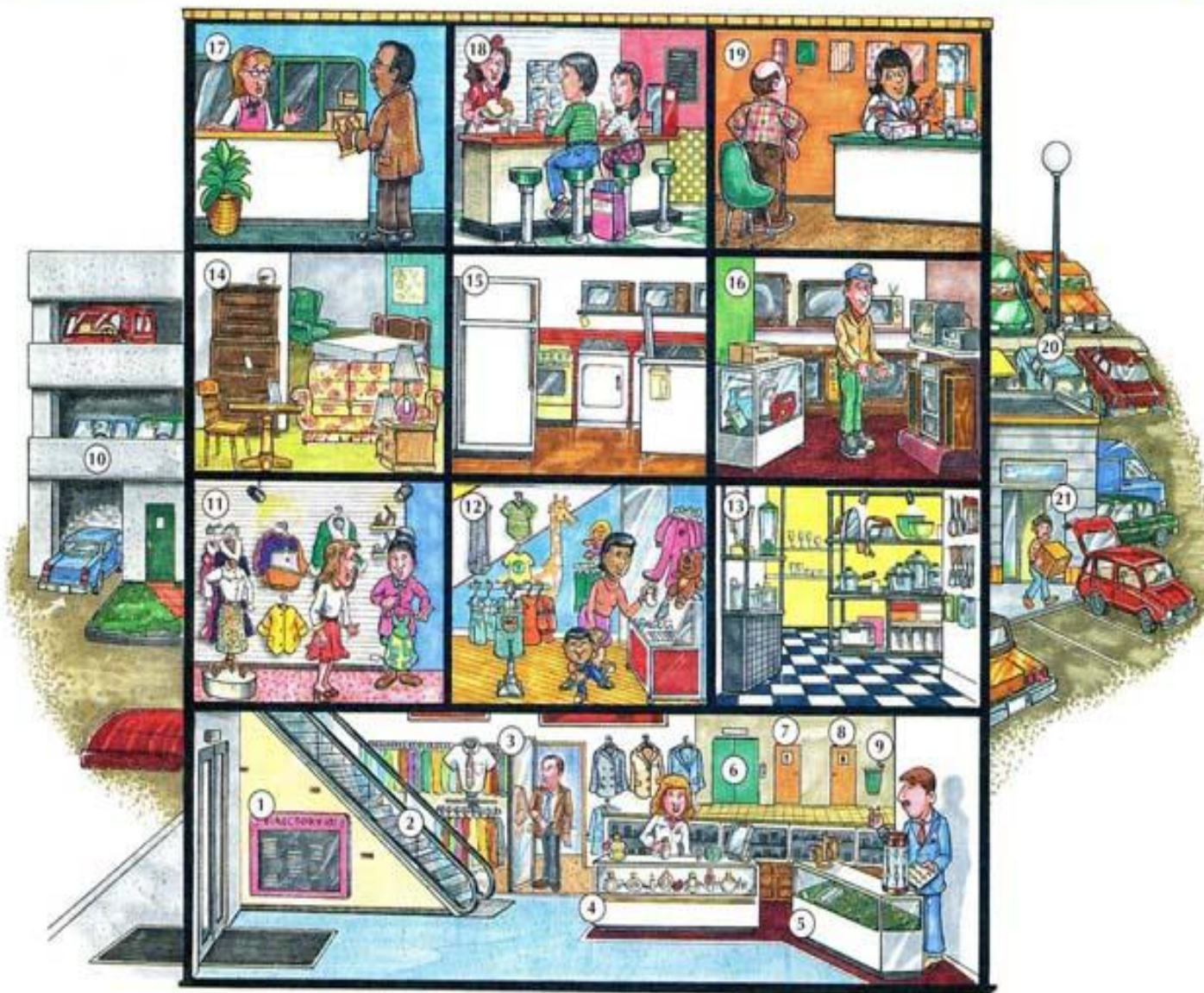


# THE DEPARTMENT STORE



- A. Excuse me. Where's the **store directory**?  
 B. It's over there, next to the **escalator**.



- |                              |  |  |
|------------------------------|--|--|
| 1. (store) directory         | 9. water fountain  | 16. Electronics Department                                   |
| 2. escalator                 | 10. parking garage                                       | 17. Customer Assistance Counter/<br>Customer Service Counter |
| 3. Men's Clothing Department | 11. Women's Clothing Department                          | 18. snack bar  |
| 4. Perfume Counter           | 12. Children's Clothing Department                       | 19. Gift Wrap Counter  |
| 5. Jewelry Counter           | 13. Housewares Department                                | 20. parking lot  |
| 6. elevator                  | 14. Furniture Department/<br>Home Furnishings Department | 21. customer pickup area                                     |
| 7. men's room                | 15. Household Appliances Department                      |  |
| 8. ladies' room              |  |  |

A. Pardon me. Is this the way to the \_\_\_\_\_?  
 B. Yes, it is./No, it isn't.

A. I'll meet you *at/in/near/in front of* the \_\_\_\_\_.  
 B. Okay. What time?  
 A. At 3:00.

Describe a department store you know. Tell what is on each floor.

# VIDEO AND AUDIO EQUIPMENT



- A. May I help you?  
B. Yes, please. I'm looking for a TV.



- |                                  |                                      |   |                                       |
|----------------------------------|--------------------------------------|---|---------------------------------------|
| 1. TV/television set             | 7. turntable                         | 13. stereo system/<br>sound system        | 17. (audio) tape/<br>(audio) cassette |
| 2. remote control (unit)         | 8. tape deck                         | 14. tape recorder                         | 18. CD/compact disc                   |
| 3. VCR/videocassette<br>recorder | 9. CD player/<br>compact disc player | 15. (personal) cassette<br>player/Walkman | 19. record                            |
| 4. (blank) videotape             | 10. amplifier                        | 16. portable stereo<br>system/boom box    | 20. set of headphones                 |
| 5. video/(video)tape             | 11. tuner                            |   | 21. radio                             |
| 6. camcorder/<br>video camera    | 12. speaker                          |   | 22. shortwave radio                   |
|                                  |                                      |   | 23. clock radio                       |

- A. How do you like my \_\_\_\_\_?  
B. It's great/fantastic/awesome!

- A. Which company makes a good  
\_\_\_\_\_?  
B. In my opinion, the best \_\_\_\_\_  
is made by .....

What video and audio equipment do  
you have or want?  
In your opinion, which brands are  
the best?

# COMPUTERS, TELEPHONES, AND CAMERAS



- A. Can you recommend a good **computer**?\*  
 B. Yes. This **computer** here is excellent.

\*With 9, use: Can you recommend good \_\_\_\_\_?



- |               |   |                      |                           |
|---------------|---|----------------------|---------------------------|
| 1. computer   | 8. (floppy) disk/diskette                 | 15. fax machine      | 23. (movie) screen        |
| 2. monitor    | 9. (computer) software                    | 16. camera           | 24. electric typewriter   |
| 3. disk drive | 10. portable computer                     | 17. zoom lens        | 25. electronic typewriter |
| 4. keyboard   | 11. notebook computer                     | 18. camera case      | 26. calculator            |
| 5. mouse      | 12. telephone/phone                       | 19. flash attachment | 27. adding machine        |
| 6. printer    | 13. portable phone/<br>portable telephone | 20. tripod           | 28. voltage regulator     |
| 7. modem      | 14. answering machine                     | 21. film             | 29. adapter               |
|               |   | 22. slide projector  |                           |

- A. Excuse me, Do you sell \_\_\_\_\_s?<sup>†</sup>  
 B. Yes. We carry a complete line of \_\_\_\_\_s.<sup>†</sup>

<sup>†</sup>With 9 and 21, use the singular.

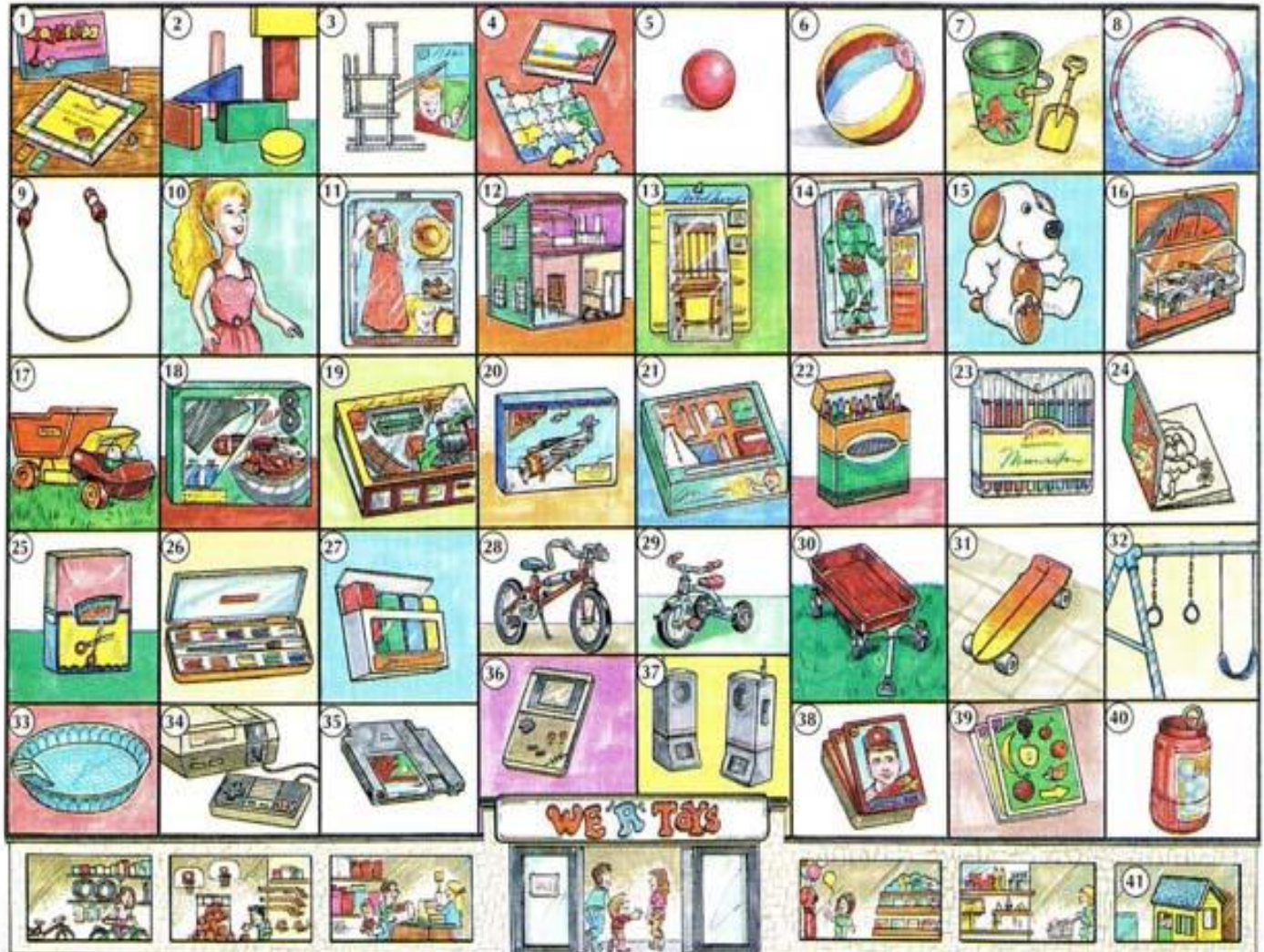
- A. Which \_\_\_\_\_ is the best?  
 B. This one here. It's made by \_\_\_\_\_

Do you have a camera? What kind is it? What do you take pictures of? Does anyone you know have an answering machine? When you call, what does the machine say? How have computers changed the world?

# THE TOY STORE



- A. Excuse me. I'm looking for (a/an) \_\_\_\_\_(s) for my *grandson*.\*  
 B. Look in the next aisle.  
 A. Thank you.  
 \* *grandson/granddaughter/...*



- |                      |                          |                        |   |
|----------------------|--------------------------|------------------------|---|
| 1. (board) game      | 12. doll house           | 23. (color) markers    | 33. plastic swimming pool/<br>wading pool |
| 2. (building) blocks | 13. doll house furniture | 24. coloring book      | 34. video game system                     |
| 3. construction set  | 14. action figure        | 25. construction paper | 35. (video) game cartridge                |
| 4. (jigsaw) puzzle   | 15. stuffed animal       | 26. paint set          | 36. hand-held video game                  |
| 5. rubber ball       | 16. matchbox car         | 27. (modeling) clay    | 37. walkie-talkie (set)                   |
| 6. beach ball        | 17. toy truck            | 28. bicycle            | 38. trading cards                         |
| 7. pail and shovel   | 18. racing car set       | 29. tricycle           | 39. stickers                              |
| 8. hula hoop         | 19. train set            | 30. wagon              | 40. bubble soap                           |
| 9. jump rope         | 20. model kit            | 31. skateboard         | 41. play house                            |
| 10. doll             | 21. science kit          | 32. swing set          |   |
| 11. doll clothing    | 22. crayons              |                        |   |

- A. I don't know what to get my .....-year-old son/daughter for his/her birthday.  
 B. What about (a) \_\_\_\_\_?  
 A. Good idea! Thanks.

- A. Mom/Dad? Can we buy this/these \_\_\_\_\_?  
 B. No, *Johnny*. Not today.

What toys are most popular in your country?  
 What were your favorite toys when you were a child?

# MONEY

## Coins



Name	Value	Written as:
1. penny	one cent	1¢ \$ .01
2. nickel	five cents	5¢ \$ .05
3. dime	ten cents	10¢ \$ .10
4. quarter	twenty-five cents	25¢ \$ .25
5. half dollar	fifty cents	50¢ \$ .50
6. silver dollar	one dollar	\$1.00



- A. How much is a **penny** worth?  
 B. A penny is worth **one cent**.



- A. *Soda costs seventy-five cents.*  
 Do you have enough change?  
 B. Yes. I have a/two/three \_\_\_\_\_(s) and .....

## Currency



Name	We sometimes say:	Value	Written as:
7. (one-)dollar bill	a one	one dollar	\$ 1.00
8. five-dollar bill	a five	five dollars	\$ 5.00
9. ten-dollar bill	a ten	ten dollars	\$ 10.00
10. twenty-dollar bill	a twenty	twenty dollars	\$ 20.00
11. fifty-dollar bill	a fifty	fifty dollars	\$ 50.00
12. (one-)hundred dollar bill	a hundred	one hundred dollars	\$100.00



- A. I need to go to the supermarket.  
 Do you have any cash?  
 B. Let me see. I have a **twenty-dollar bill**.  
 A. **Twenty dollars** is enough. Thanks.

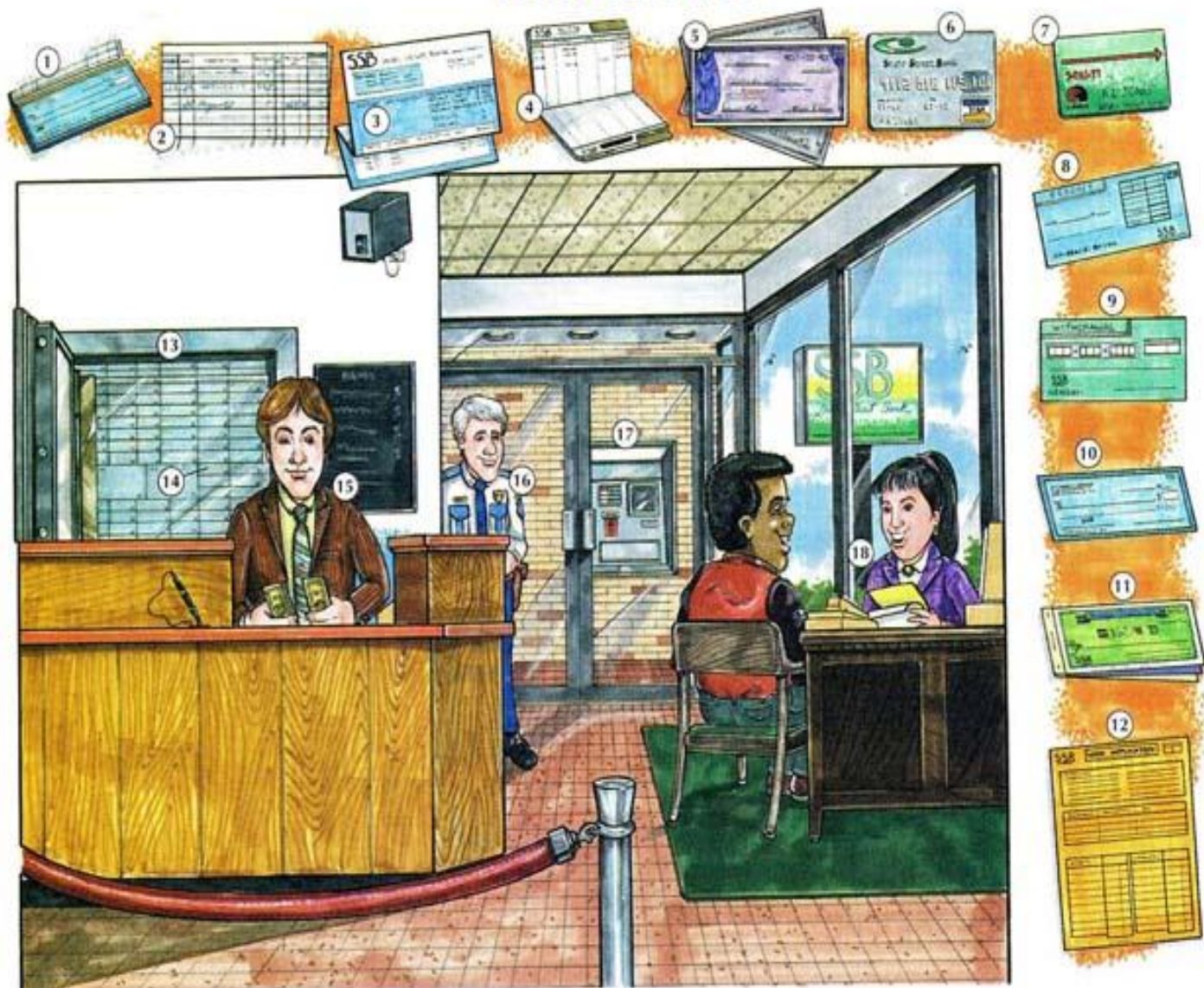


- A. Can you change a **five-dollar bill/a five**?  
 B. Yes. I've got **five one-dollar bills/five ones**.

Written as	We say:
\$1.20	one dollar and twenty cents
\$2.50	a dollar twenty two dollars and fifty cents
\$37.43	two fifty thirty-seven dollars and forty-three cents thirty-seven forty-three

How much do you pay for a loaf of bread? a hamburger?  
 a cup of coffee? a gallon of gas?  
 Name and describe the coins and currency in your country.  
 What are they worth in U.S. dollars?

# THE BANK



- |                      |                      |  |
|----------------------|----------------------|--|
| 1. checkbook         | 8. deposit slip      | 13. (bank) vault                                 |
| 2. check register    | 9. withdrawal slip   | 14. safe deposit box                             |
| 3. monthly statement | 10. check            | 15. teller                                       |
| 4. bank book         | 11. money order      | 16. security guard                               |
| 5. traveler's checks | 12. loan application | 17. automatic teller (machine)/<br>ATM (machine) |
| 6. credit card       |                      | 18. bank officer                                 |
| 7. ATM card          |                      |  |



[1-7]

- A. What are you looking for?  
B. My \_\_\_\_\_. I can't find it/them anywhere!

[8-12]

- A. What are you doing?  
B. I'm filling out this \_\_\_\_\_.  
A. For how much?  
B. ....

[13-18]

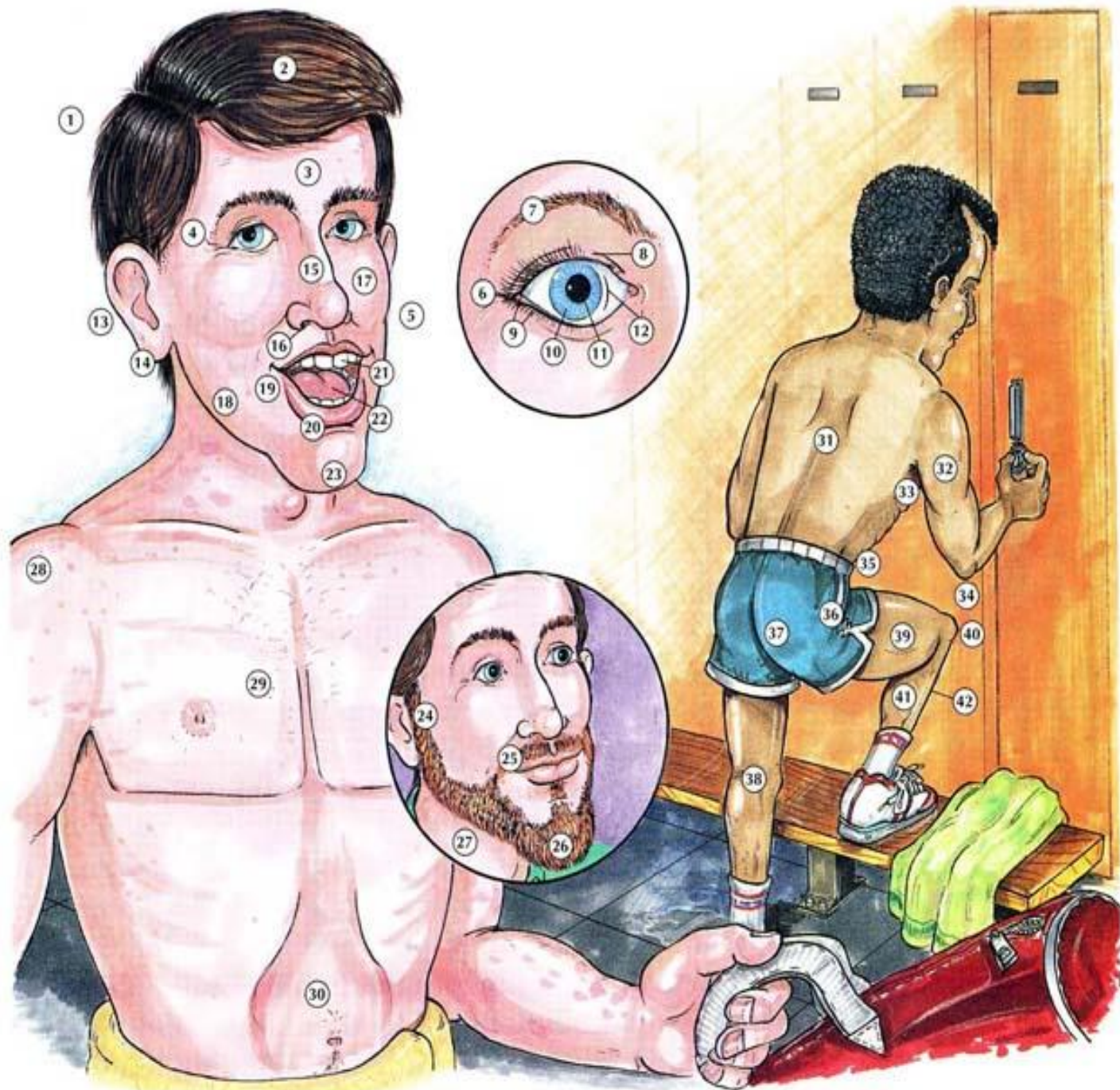
- A. How many \_\_\_\_\_s does the State Street Bank have?  
B. ....

# THE BODY

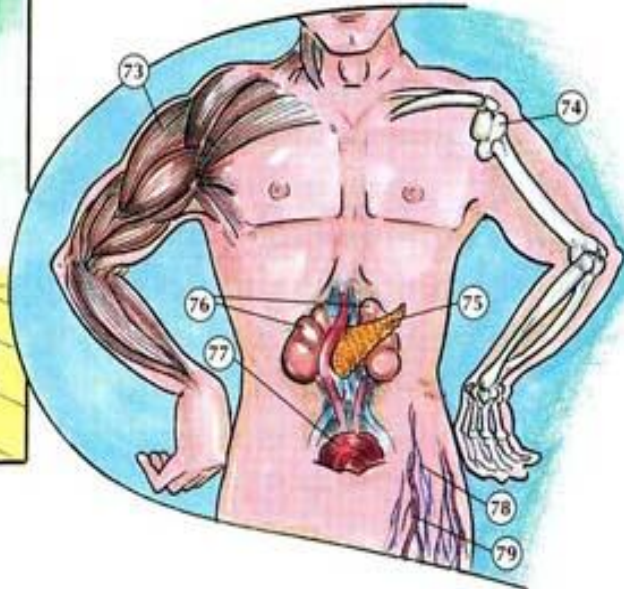
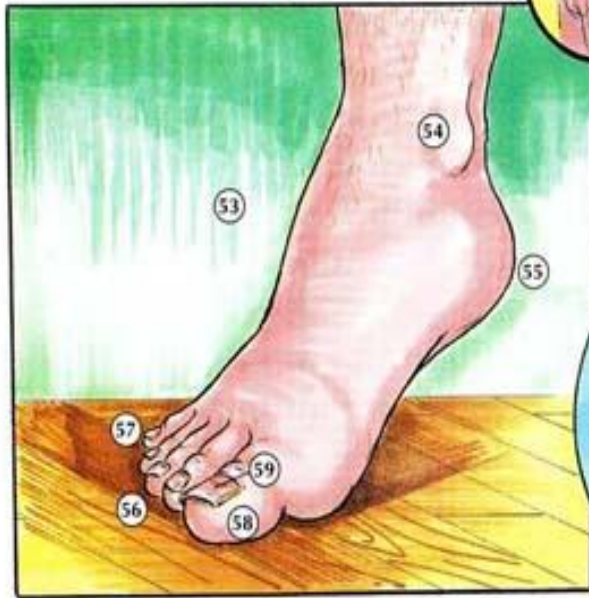
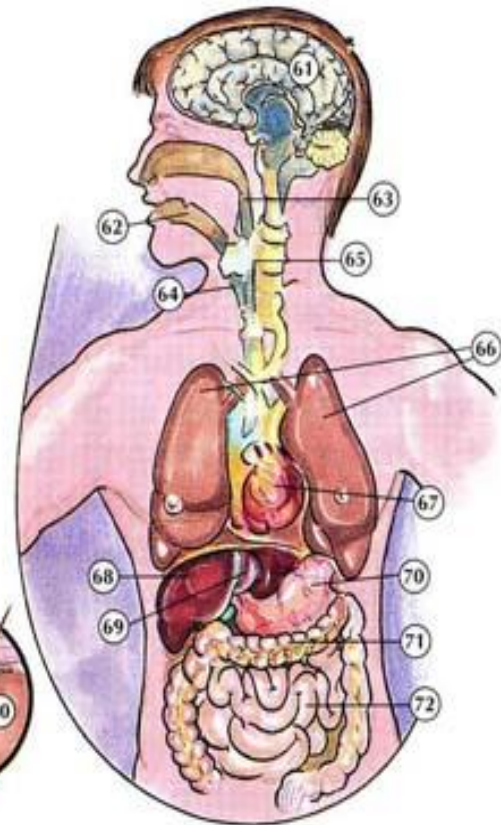


[1–23, 27–79]

- A. My doctor checked my **head** and said everything is okay.  
 B. I'm glad to hear that.



- |              |             |                 |            |              |
|--------------|-------------|-----------------|------------|--------------|
| 1. head      | 11. pupil   | 21. tooth-teeth | 31. back   | 37. buttocks |
| 2. hair      | 12. cornea  | 22. tongue      | 32. arm    | 38. leg      |
| 3. forehead  | 13. ear     | 23. chin        | 33. armpit | 39. thigh    |
| 4. temple    | 14. earlobe | 24. sideburn    | 34. elbow  | 40. knee     |
| 5. face      | 15. nose    | 25. mustache    | 35. waist  | 41. calf     |
| 6. eye       | 16. nostril | 26. beard       | 36. hip    | 42. shin     |
| 7. eyebrow   | 17. cheek   | 27. neck        |            |              |
| 8. eyelid    | 18. jaw     | 28. shoulder    |            |              |
| 9. eyelashes | 19. mouth   | 29. chest       |            |              |
| 10. iris     | 20. lip     | 30. abdomen     |            |              |



- 43. hand
- 44. wrist
- 45. thumb
- 46. (index) finger
- 47. middle finger
- 48. ring finger
- 49. pinky/little finger
- 50. palm
- 51. fingernail
- 52. knuckle

- 53. foot
- 54. ankle
- 55. heel
- 56. toe
- 57. little toe
- 58. big toe
- 59. toenail
- 60. skin

- 61. brain
- 62. throat
- 63. esophagus
- 64. windpipe
- 65. spinal cord
- 66. lungs

- 67. heart
- 68. liver
- 69. gallbladder
- 70. stomach
- 71. large intestine
- 72. small intestine

- 73. muscles
- 74. bones
- 75. pancreas
- 76. kidneys
- 77. bladder
- 78. veins
- 79. arteries

[1, 3-8, 13-23, 27-34, 36-60]

- A. Ooh!
- B. What's the matter?
- A. [My \_\_\_\_\_ hurts!
- A. [My \_\_\_\_\_s hurt!

[61-79]

- A. My doctor wants me to have some tests.
- B. Why?
- A. She's concerned about my \_\_\_\_\_.

Describe yourself as completely as you can.  
Which parts of the body are most important at school? at work? when you play your favorite sport?



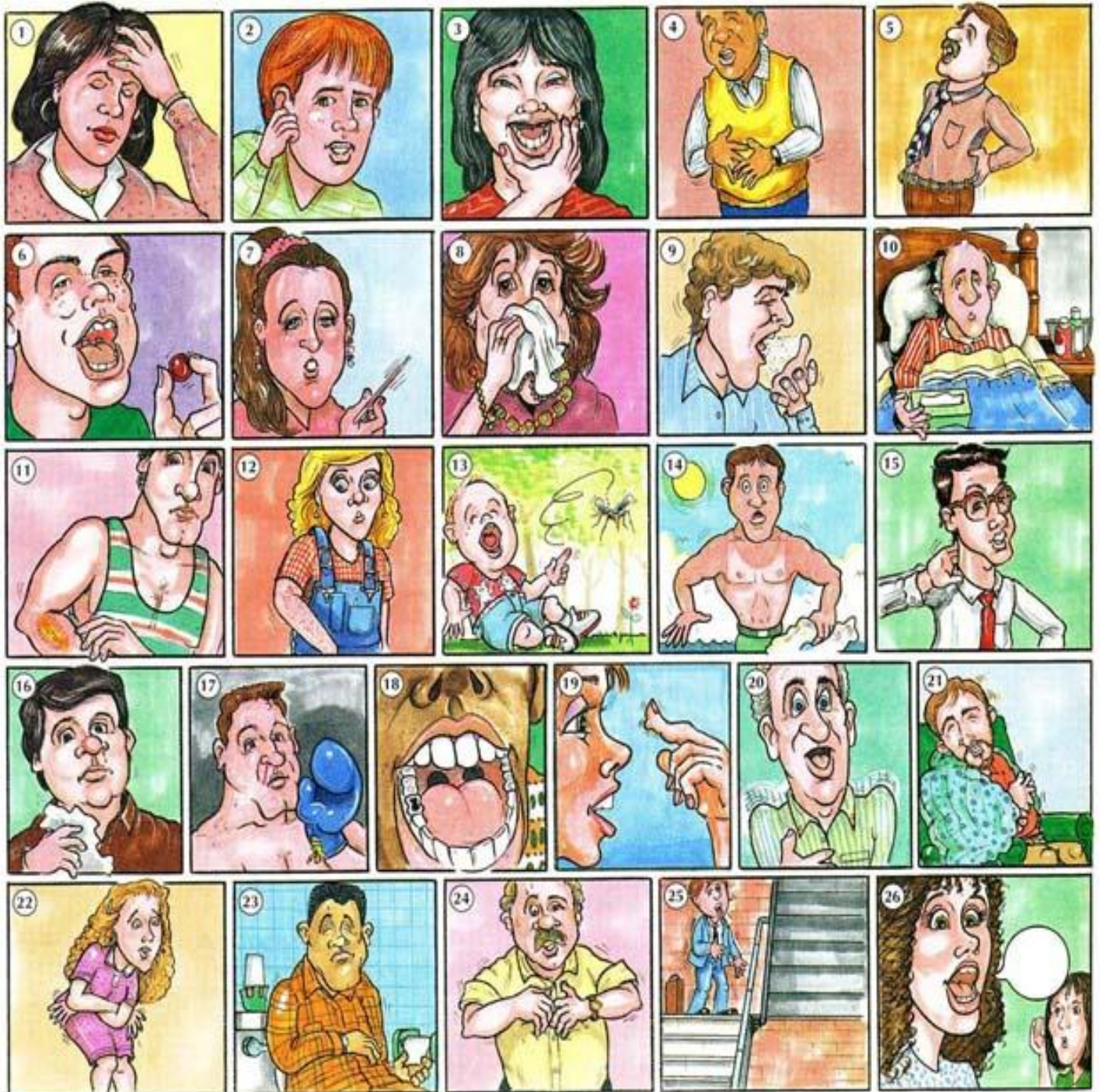
# AILMENTS, SYMPTOMS, AND INJURIES



A. What's the matter?  
B. I have a/an [1-19].



A. What's the matter?  
B. I have [20-26].



- |                |                          |                 |                   |                            |
|----------------|--------------------------|-----------------|-------------------|----------------------------|
| 1. headache    | 6. sore throat           | 11. infection   | 16. runny nose    | 22. cramps                 |
| 2. earache     | 7. fever/<br>temperature | 12. rash        | 17. bloody nose   | 23. diarrhea               |
| 3. toothache   | 8. cold                  | 13. insect bite | 18. cavity        | 24. chest pain             |
| 4. stomachache | 9. cough                 | 14. sunburn     | 19. wart          | 25. shortness of<br>breath |
| 5. backache    | 10. virus                | 15. stiff neck  | 20. (the) hiccups | 26. laryngitis             |



A. What's the matter?

- B. { I feel 127-301.  
I'm 131-321.  
I'm 133-381 ing.



A. What's the matter?

- B. { I 139-481 ed my .....  
My ..... is/are 149-501.



27. faint

32. exhausted

36. burp

41. dislocate

46. break-broke

28. dizzy

33. cough

37. vomit/throw up

42. scratch

47. hurt-hurt

29. nauseous

34. sneeze

38. bleed

43. scrape

48. cut-cut

30. bloated

35. wheeze

39. twist

44. bruise

49. swollen

31. congested

40. sprain

45. burn

50. itchy

A. How do you feel?

B. Not so good./Not very well./Terrible!

A. What's the matter?

B. ...., and .....

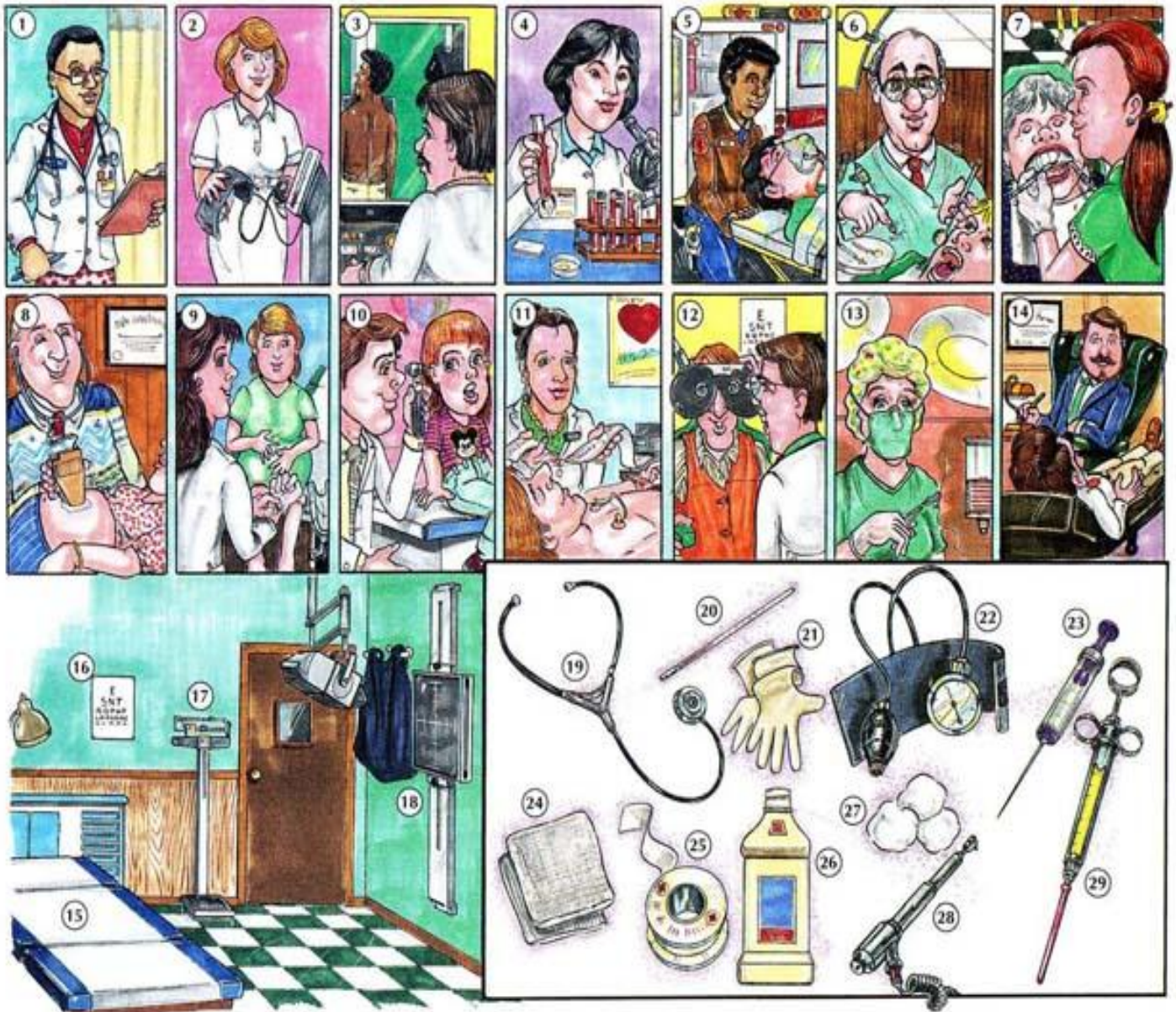
A. I'm sorry to hear that.

Tell about the last time you didn't feel well. What was the matter?

Tell about a time you hurt yourself. What happened? How?

What are the symptoms of a cold? a heart problem?

# MEDICAL AND DENTAL CARE



- |                                     |                  |                          |                          |
|-------------------------------------|------------------|--------------------------|--------------------------|
| 1. doctor/physician                 | 8. obstetrician  | 15. examination table    | 23. needle/syringe       |
| 2. nurse                            | 9. gynecologist  | 16. eye chart            | 24. bandages/gauze       |
| 3. X-ray technician                 | 10. pediatrician | 17. scale                | 25. adhesive tape        |
| 4. lab technician                   | 11. cardiologist | 18. X-ray machine        | 26. alcohol              |
| 5. EMT/emergency medical technician | 12. optometrist  | 19. stethoscope          | 27. cotton balls         |
| 6. dentist                          | 13. surgeon      | 20. thermometer          | 28. drill                |
| 7. (oral) hygienist                 | 14. psychiatrist | 21. gloves               | 29. anesthetic/Novocaine |
|                                     |                  | 22. blood pressure gauge |                          |



- [1-14]  
A. What do you do?  
B. I'm a/an \_\_\_\_\_.



- [15-18]  
A. Please step over here to the \_\_\_\_\_.  
B. Okay.



- [19-29]  
A. Please hand me the \_\_\_\_\_.  
B. Here you are.

Where do you go for medical care? How often?  
Who examines you? What does he/she do?

# MEDICINE



1. aspirin
2. cold tablets
3. vitamins
4. cough syrup
5. cough drops

6. throat lozenges
7. antacid tablets
8. decongestant spray/  
nasal spray
9. eye drops

10. ointment
11. creme
12. lotion
13. heating pad
14. ice pack
15. wheelchair

16. pill
17. tablet
18. capsule
19. caplet
20. teaspoon
21. tablespoon



[1-15]

A. What did the doctor say?

- B. { She/He told me to take [1-4].  
She/He told me to use (a/an) [5-15].



[16-21]

A. What's the dosage?

- B. One \_\_\_\_\_, every three hours.

# THE POST OFFICE



- |                          |                                 |   |                                 |
|--------------------------|---------------------------------|---|---------------------------------|
| 1. letter                | 9. registered mail              | 17. selective service registration form | 26. postal worker/postal clerk  |
| 2. postcard              | 10. express mail/overnight mail | 18. envelope                            | 27. scale                       |
| 3. air letter/aerogramme | 11. stamp                       | 19. address                             | 28. stamp machine               |
| 4. package/parcel        | 12. sheet of stamps             | 20. zip code                            | 29. mail truck                  |
| 5. first class           | 13. roll of stamps              | 21. return address                      | 30. mailbox                     |
| 6. air mail              | 14. book of stamps              | 22. stamp/postage                       | 31. letter carrier/mail carrier |
| 7. parcel post           | 15. money order                 | 23. postmark                            | 32. mail bag                    |
| 8. book rate/third class | 16. change-of-address form      | 24. mail slot                           |                                 |
|                          |                                 | 25. window                              |                                 |



- [1-4]  
A. Where are you going?  
B. To the post office.  
I have to mail a/an \_\_\_\_\_.



- [5-10]  
A. How do you want to send it?  
B. \_\_\_\_\_, please.



- [11-17]  
A. Next!  
B. I'd like a \_\_\_\_\_, please.  
A. Here you are.



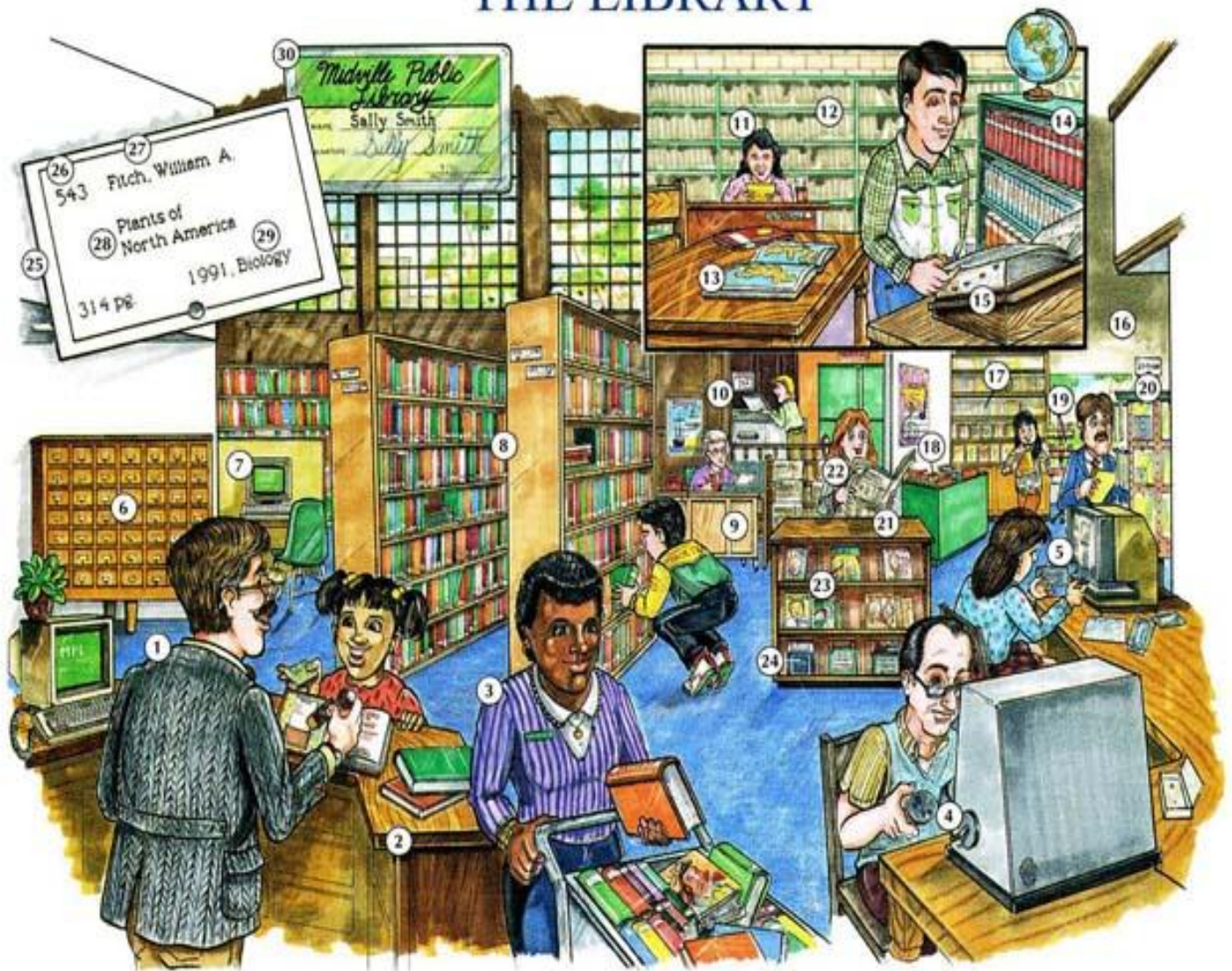
- [19-22]  
A. Do you want me to mail this letter for you?  
B. Yes, thanks.  
A. Oops! You forgot the \_\_\_\_\_!

What time does your letter carrier deliver your mail? Does he/she drive a mail truck or carry a mail bag and walk?

Describe the post office you use:  
How many postal windows are there?  
Is there a stamp machine?  
Are the postal workers friendly?

Tell about the postal system in your country.

# THE LIBRARY



- |                      |                                    |                         |                  |
|----------------------|------------------------------------|-------------------------|------------------|
| 1. librarian         | 9. information desk                | 16. media section       | 24. journal      |
| 2. checkout desk     | 10. copier/<br>(photo)copy machine | 17. videotape           | 25. call card    |
| 3. library assistant | 11. reference librarian            | 18. record              | 26. call number  |
| 4. microfilm         | 12. reference section              | 19. tape                | 27. author       |
| 5. microfiche        | 13. atlas                          | 20. computer diskette   | 28. title        |
| 6. card catalog      | 14. encyclopedia                   | 21. periodicals section | 29. subject      |
| 7. online catalog    | 15. dictionary                     | 22. newspaper           | 30. library card |
| 8. shelves           |                                    | 23. magazine            |                  |



[1-11]

- A. Excuse me. Where's/  
Where are the \_\_\_\_\_?
- B. Over there, at/near/next to  
the \_\_\_\_\_.



[12-24]

- A. Excuse me. Where can I find  
a/an [13-15, 17-20, 22-24] ?
- B. Look in the [12, 16, 21] over  
there.



[27-29]

- A. May I help you?
- B. Yes, please. I'm having  
trouble finding a book.
- A. Do you know the \_\_\_\_\_?
- B. Yes. ....

Do you go to a library? Which one? What does this library have? Describe how you use the library.

# THE SCHOOL



- |                       |                      |                         |                            |
|-----------------------|----------------------|-------------------------|----------------------------|
| 1. office             | 8. language lab      | 15. bleachers           | 21. lunchroom monitor      |
| 2. nurse's office     | 9. chemistry lab     | 16. track               | 22. cafeteria worker       |
| 3. guidance office    | 10. teachers' lounge | 17. principal           | 23. driver's ed instructor |
| 4. cafeteria          | 11. gym/gymnasium    | 18. assistant principal | 24. teacher                |
| 5. principal's office | 12. locker room      | 19. (school) nurse      | 25. coach                  |
| 6. classroom          | 13. auditorium       | 20. guidance counselor  | 26. custodian              |
| 7. locker             | 14. field            |                         |                            |



[1-16]

- A. Where are you going?  
 B. I'm going to the \_\_\_\_\_.\*  
 A. Do you have a hall pass?  
 B. Yes. Here it is.

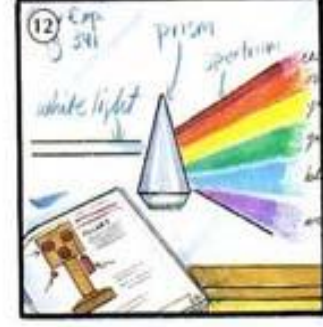
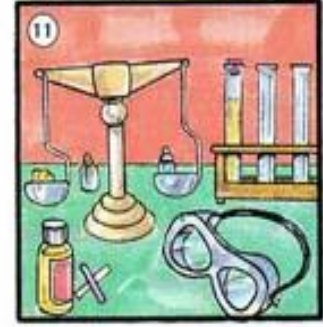
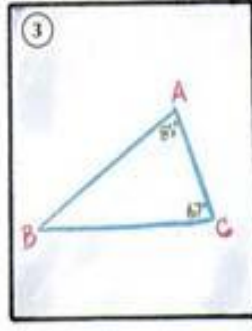
\*With 6 and 7, use: I'm going to my \_\_\_\_\_.



[17-26]

- A. Who's that?  
 B. That's the new \_\_\_\_\_.

# SCHOOL SUBJECTS AND EXTRACURRICULAR ACTIVITIES



1. math/mathematics
2. algebra
3. geometry
4. trigonometry
5. calculus

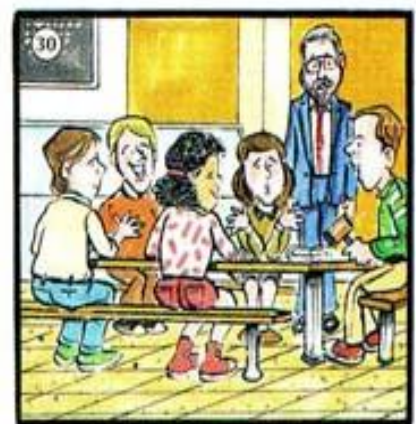
6. English
7. history
8. geography
9. science

10. biology
11. chemistry
12. physics
13. Spanish

14. French
15. home economics
16. health
17. industrial arts/shop

18. driver's education/  
driver's ed
19. typing
20. art
21. music





- 22. band
- 23. orchestra
- 24. choir/chorus

- 25. drama
- 26. football
- 27. school newspaper

- 28. yearbook
- 29. literary magazine
- 30. student government



- [1-21]
- A. What do you have next period?
  - B. \_\_\_\_\_ How about you?
  - A. \_\_\_\_\_
  - B. There's the bell. I've got to go.

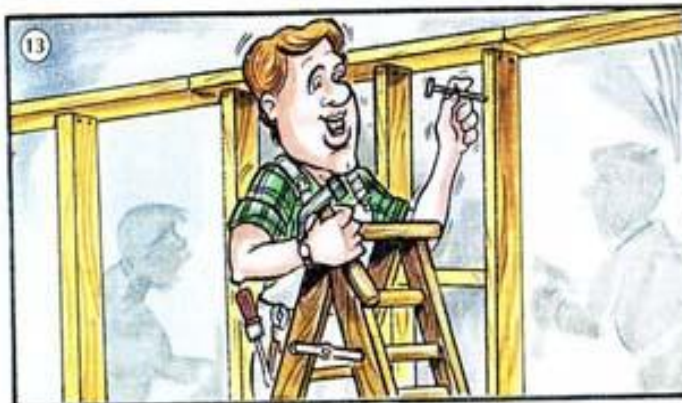
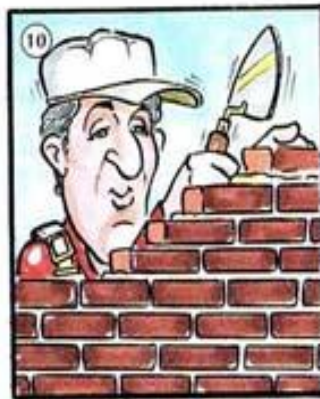
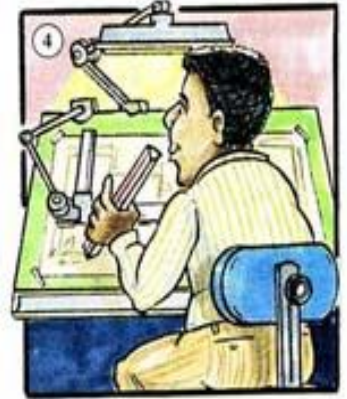
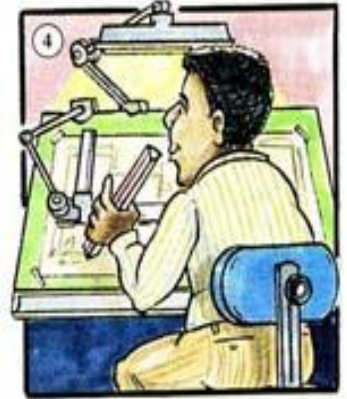


- [22-30]
- A. Are you going home right after school?
  - B. { No. I have [22-26] practice.  
No. I have a [27-30] meeting.

# OCCUPATIONS I



- A. What do you do?  
 B. I'm an **accountant**. How about you?  
 A. I'm a **carpenter**.



- |               |              |               |                      |               |
|---------------|--------------|---------------|----------------------|---------------|
| 1. accountant | 4. architect | 7. baker      | 10. bricklayer/mason | 13. carpenter |
| 2. actor      | 5. artist    | 8. barber     | 11. bus driver       | 14. cashier   |
| 3. actress    | 6. assembler | 9. bookkeeper | 12. butcher          | 15. chef/cook |



16. computer programmer  
 17. construction worker  
 18. courier/messenger

19. custodian/janitor  
 20. data processor  
 21. delivery person

22. electrician  
 23. farmer  
 24. firefighter

25. fisherman  
 26. foreman  
 27. gardener

28. hairdresser  
 29. housekeeper  
 30. journalist/reporter

[At a job interview]

- A. Are you an experienced \_\_\_\_\_?  
 B. Yes. I'm a very experienced \_\_\_\_\_

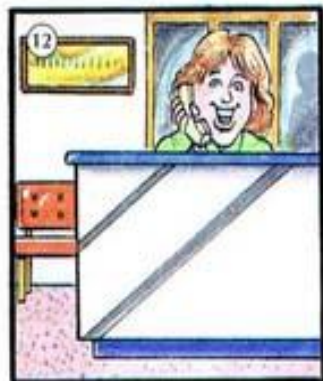
- A. How long have you been a/an \_\_\_\_\_?  
 B. I've been a/an \_\_\_\_\_ for ..... months/years.

Which of these occupations do you think are the most interesting? the most difficult? Why?

# OCCUPATIONS II



- A. What's your occupation?  
 B. I'm a **lawyer**.  
 A. A **lawyer**?  
 B. Yes. That's right.



- |             |               |                 |                       |                       |
|-------------|---------------|-----------------|-----------------------|-----------------------|
| 1. lawyer   | 4. newscaster | 7. photographer | 10. police officer    | 13. repairperson      |
| 2. mechanic | 5. painter    | 8. pilot        | 11. real estate agent | 14. salesperson       |
| 3. model    | 6. pharmacist | 9. plumber      | 12. receptionist      | 15. sanitation worker |



- |                |                    |                            |                  |                  |
|----------------|--------------------|----------------------------|------------------|------------------|
| 16. scientist  | 19. security guard | 22. taxi driver            | 25. travel agent | 28. waitress     |
| 17. seamstress | 20. stock clerk    | 23. teacher                | 26. truck driver | 29. welder       |
| 18. secretary  | 21. tailor         | 24. translator/interpreter | 27. waiter       | 30. veterinarian |

A. Are you still a \_\_\_\_\_?  
 B. No. I'm a \_\_\_\_\_.  
 A. Oh. That's interesting.

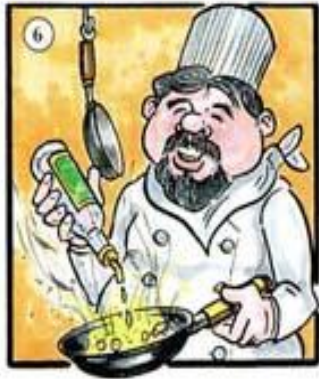
A. What kind of job would you like in the future?  
 B. I'd like to be a \_\_\_\_\_.

Do you work? What's your occupation?  
 What are the occupations of people in your family?

# WORK ACTIVITIES



- A. Can you act?  
B. Yes, I can.



1. act  
2. assemble *components*  
3. bake  
4. build *things/construct things*  
5. clean

6. cook  
7. deliver *pizzas*  
8. design *buildings*  
9. draw  
10. drive *a truck*

11. file  
12. fly *an airplane*  
13. grow *vegetables*  
14. guard *buildings*



- 15. mow lawns
- 16. operate equipment
- 17. paint
- 18. play the piano
- 19. repair things/fix things

- 20. sell cars
- 21. serve food
- 22. sew
- 23. sing
- 24. teach

- 25. translate
- 26. type
- 27. wash dishes
- 28. write

A. What do you do for a living?  
B. I \_\_\_\_\_.

A. Do you know how to \_\_\_\_\_?  
B. Yes. I've been \_\_\_\_\_ing for years.

Tell about your work abilities.  
What can you do?

# THE OFFICE



- |                    |                                       |                                    |                              |
|--------------------|---------------------------------------|------------------------------------|------------------------------|
| 1. reception area  | 10. computer workstation              | 17. waste receptacle               | 26. receptionist             |
| 2. coat rack       | 11. water cooler                      | 18. supply room                    | 27. typist                   |
| 3. coat closet     | 12. coffee cart                       | 19. storage room                   | 28. file clerk               |
| 4. message board   | 13. office                            | 20. conference room                | 29. secretary                |
| 5. mailbox         | 14. mailroom                          | 21. conference table               | 30. administrative assistant |
| 6. file cabinet    | 15. postage machine/<br>postage meter | 22. whiteboard/<br>dry erase board | 31. office manager           |
| 7. supply cabinet  | 16. copier/<br>(photo)copy machine    | 23. employee lounge                | 32. office assistant         |
| 8. storage cabinet |                                       | 24. coffee machine                 | 33. employer/boss            |
| 9. workstation     |                                       | 25. soda machine                   |                              |



[1-25]

A. Where's .....

B. He's/She's in the/his/her \_\_\_\_\_.\*  
He's/She's at the/his/her \_\_\_\_\_.†

\*1, 13, 14, 18-20, 23    †2-12, 15-17, 21, 22, 24, 25



[26-33]

A. Who's he/she?

B. He's/She's the new \_\_\_\_\_.



# OFFICE EQUIPMENT



- A. Do you know how to work this **computer**?  
 B. No, I don't.  
 A. Let me show you how.



- |                               |                                       |                   |                               |
|-------------------------------|---------------------------------------|-------------------|-------------------------------|
| 1. computer                   | 6. word processor                     | 11. telephone     | 16. pencil sharpener          |
| 2. VDT/video display terminal | 7. typewriter                         | 12. headset       | 17. electric pencil sharpener |
| 3. (dot-matrix) printer       | 8. calculator                         | 13. phone system  | 18. paper cutter              |
| 4. (letter-quality) printer   | 9. adding machine                     | 14. telex machine | 19. plastic binding machine   |
| 5. (laser) printer            | 10. microcassette recorder/dictaphone | 15. fax machine   | 20. postal scale              |
|                               |                                       |                   | 21. paper shredder            |

A. I think this \_\_\_\_\_ is broken!  
 B. I'll take a look at it.

A. Have you seen the new \_\_\_\_\_?  
 B. No, I haven't.  
 A. It's much better than the old one!

Do you know how to operate a computer? a fax machine? Give step-by-step instructions for using some type of office equipment.