Encounters
English here and now
Beginner
Student’s Book with audio CD
## SECTION A
The fundamentals – Focus on key language encounters

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</tbody>
</table>

**LANGUAGE REFERENCE** (structural, functional, and lexical syllabus)
- Wh- questions
- Making requests
- Possessive pronouns
- Key verb to be
- Adjective + noun
- A / an + noun

**QUICK CHECK:** word groups
- Colors
- Days
- Greetings
- Months
- Names
- Places
- Seasons
- Sizes
- Times
- Weather

**LANGUAGE PRACTICE LESSONS 1 TO 9**
SECTION B
Communicating - Focus on functional language encounters

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<td>48</td>
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</tbody>
</table>

LANGUAGE REFERENCE (structural, functional, and lexical syllabus)
- Key verb to have
- Asking questions
- Making suggestions
- Explaining rules
- Giving instructions, asking for clarification
- Asking about likes and dislikes
- Apologizing

QUICK CHECK: word groups
- Food and drink
- Offices
- Hotels
- Places
- Tourism
- Key adjectives
- Key verbs

LANGUAGE PRACTICE LESSONS 10 TO 18
SECTION C
Information – Focus on key lexical encounters

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<td>No specific locations</td>
<td>72</td>
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</tbody>
</table>

LANGUAGE REFERENCE (structural, functional, and lexical items)
- Simple present tense (verb to like) • Frequency adverbs • Adjective + noun • Prepositions of place • Imperatives

QUICK CHECK: word groups
- Families • Free time • Places • Tourism • Work • Key adjectives • Key verbs

LANGUAGE PRACTICE LESSONS 19 TO 27

ALPHABETICAL LIST OF KEYWORDS

ACTION RESEARCH / PESQUISA-AÇÃO

CD AUDIO TRACK LISTINGS
Lesson 1

**FOCUS** Names and greetings

**Write personal information.**

My first name: ________________

My family name: ________________

My teacher's first name: ________________

My teacher's family name: ________________

**Consolidation**

**Complete the dialog.**

A: Hello, I'm _____________________________.
B: Hello, _____________________________. How are you?
A: _____________________________.
B: _____________________________!

**Listen to three conversations. Identify the locations.**

Listen and understand
A hotel
F: Good afternoon.
B: Good afternoon.
F: Hi, I have a reservation here. A single room for two nights.
B: A reservation? What’s your name?
F: Boyle. Danny Boyle.
B: OK, Mr Boyle. One minute, please.

An office
F: Good morning.
B: Good morning.
F: I have an appointment with Ms Souza. At ten o’clock.
B: Ms Souza? What’s your name?
F: Evans. Marion Evans.
B: OK, Ms Evans. One minute, please.

A restaurant
F: Good evening.
B: Good evening.
F: I have a reservation. A table for two.
B: A table for two? What’s your name?
B: OK. Doctor Merkel. One minute, please.

Choose the correct phrases. Complete the conversation.

an appointment / your name / evening / a reservation / minute, please

F: Good ____________________________.
B: Good ____________________________.
F: I have ____________________________.
B: ____________________________? What’s ____________________________?
F: ____________________________.
B: OK, ____________________________. One ____________________________.

Names and greetings. Remember these English phrases.

Good morning.
Good afternoon.
Good evening.
I am —> I’m
You are —> You’re

Ms Miss Mrs Mr Dr
Hello Hi

Your name
Your first name
Your family name
My name
My first name
My family name

A: How are you?
B: I’m fine, thanks.

Eu já sei...
- me apresentar.
- cumprimentar pessoas.
- perguntar e compreender nomes de pessoas.

Action research / pesquisa-ação
Faça anotações sobre nomes e saudações em inglês.
Remember Lesson 1?
Practice the conversations from Lesson 1.
Complete the dialog.

Greeting people:
A: Hello, I’m…
B: Hello, … How are you?
A: …
B: …

FOCUS Numbers
Remember these English numbers.

BINGO

My cell phone number:

Write the numbers.
four / one / sixteen / nineteen / eleven / two / twelve / three/
thirteen / fourteen / five / fifteen / six / seven / seventeen /
eight / twenty / eighteen / nine / ten

Consolidation

1. 6. 11. 16.
2. 7. 12. 17.
3. 8. 13. 18.
5. 10. 15. 20.

Listen to four conversations. Identify the locations.
A hotel
F: I’d like a wake-up call, please. At 6 o’clock.
B: Sure. What’s your room number?
F: Hmm… It’s 2012.
B: OK. 6 o’clock. Room 2012.
F: Thanks.

In a taxi
F: OK. This is my hotel. How much is that?
B: Eighteen reais, please.
F: Eighteen. Hmm… here’s twenty. Keep the change.
B: Thanks.
F: But give me a receipt, please.

A café
F: Two coffees, please.
    One espresso and one cappuccino.
B: Large or small?
F: Oh, large, please.
B: OK. One large espresso and one large cappuccino. Is that all?
F: Yes, that’s all. Thanks.

An exchange office
F: I want to change some euros, please.
B: Sure. How many?
F: Hmm… two hundred.
B: OK.
F: Here you are.

Choose the correct questions. Complete the conversation.
How many? / Is that all? / Your passport, please. / You’re welcome.
F: I want to change some euros, please.
B: Sure. ____________________________
F: Hmm… two hundred.
B: OK.
F: Here you are.

Numbers. Remember these English phrases.

<table>
<thead>
<tr>
<th>How many?</th>
<th>Large or small?</th>
<th>Sure.</th>
<th>You’re welcome.</th>
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<tbody>
<tr>
<td>0</td>
<td>zero / oh</td>
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<tr>
<td>20</td>
<td>twenty</td>
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</tbody>
</table>

Eu já sei...
• usar números de zero a vinte.
• dar e pedir um número de telefone.
• compreender números em diferentes situações.

Action research / pesquisa-ação
Faça anotações sobre números em inglês.
The English you need to use in your workplace in face-to-face encounters with foreign visitors in restaurants, cafés, hotel, stores, and tourism offices.

This four-level course is designed for people involved in a range of service encounters with foreign visitors in Brazil.

- Provides systematic exposure to current, everyday English in a range of typical work situations in Brazil.
- Focuses on the key language skills needed in face-to-face encounters (listening and speaking).
- Uses and reuses chunks of language to encourage fluency.
- Involves the learners in a sequence of practical classroom activities.
- Consolidates the work done in class with practice activities and reference material.
- Develops learner self-confidence and flexibility in the use of English in their own environment.

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<td>Beginner</td>
<td>(February 2012) A1</td>
</tr>
<tr>
<td>Elementary</td>
<td>(July 2012) A1+</td>
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<tr>
<td>Developing</td>
<td>(2013) A2</td>
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<tr>
<td>Managing</td>
<td>(forthcoming) A2 - B1</td>
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Levels three and four introduce the use of reading and writing in English for everyday communication in an office environment in Brazil.

Extending Encounters - English here and now
Additional features of the program, currently in development, will include digital add-ons for:
- personalized self-study;
- specific Service English work sectors, including tourism, hospitality, commerce, transportation, health, and security;
- backup in the areas of vocabulary, pronunciation, and relevant text communication.