

Virginia Evans - Jenny Dooley Daniel Wilson







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# Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Becoming a Cab Driver	Brochure from local government office	3	
2	Qualities of a Good Taxi Driver	Advertisement for taxi driver	, , , , , , , , , , , , , , , , , , ,	
3	Work Conditions	Website for cab company	central office, company, contractor, dispatcher, fleet, garage, independent, lease, livery cab, owner-operator, rent, reservation, self-employed, service	
4	Work Hours	Employee manual for a cab company		
5	Actions 1	Occupational handbook	brake, chat, close, drive, drop off, lift, open, pick up, pull over, signal, stop, turn	Describing a location
6	Actions 2	Memo to cab company employees	ask, calculate, check, fill up, inspect, operate, recommend, repair, replace, test	Talking about routines
7	Common Destinations	Article about destinations	airport, bus terminal, club, convention center, hospital, hotel, landmark, mall, museum, residence, stadium, theater, train station	Making recommendations
8	Fares	City taxi commission webpage	destination, direct route, distance, flat rate, meter, passenger, peak hours, scenic route, set, stop, surcharge, time, toll charge	
9	Money	FAQ section on a cab company's website	cash, change, check, credit card, debit card, exchange rate, payment, pre-pay, receipt, tip, traveler's check	Asking for information
10	Parts of a Car: Exterior	Checklist for cab drivers	brake light, bumper, door, fender, grill, headlight, hood, mirror, tail light, trunk, windshield, wipers	Giving bad news
11	Parts of a Car: Interior	Car manufacturer brochure	console, door panel, driver's seat, handle, lock, passenger seat, rearview mirror, seat belt, shifter knob, steering wheel, window switch	Asking about product features
12	Vehicle Gauges and Meters	Car owner's manual	analog, dashboard, digital dashboard, fuel gauge, instrument cluster, odometer, oil pressure gauge, speedometer, tachometer, temperature gauge	Asking for an explanation
13	Routes	Internet article	construction zone, exit, highway, one way street, residential area, road closure, roundabout, shortcut, side street, toll road	Expressing preference
14	Measurements	Article on measurements	capacity, centimeter, feet, fluid, gallon, inch, kilometer, meter, mile, millimeter, quart	Expressing uncertainty
15	Reading a Map	Internet article	cardinal directions, color, compass rose, east, legend, navigate, north, orientation, point, represent, scale, south, symbol, west	Making comparisons

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Glossary





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Unit	Topic	Reading context	Vocabulary	Function
1	Picking up Fares	Cab driver trade magazine article	call for, cruise, flag down, hail, occupied, off-duty, sidewalk, sign, taxi stand, wave, whistle	Interrupting someone
2	Taxi Stands	A city ordinance about taxi stands	collaborate, common, designated, first-come, first-served, line up, permanent, place, private, public, space, temporary, vacancy	
3	At the Airport	Cab company arrival, baggage claim, check-in, departure, gate, lower level, luggage, skycap, terminal, unload, upper level, time zone		Asking about time
4	Getting Directions	Tips on getting directions	block, brief, confusing, continue, distance, intersection, lane, left, repeat, right, route perspective, survey perspective, traffic light	Asking for repetition
5	Customer Service	Internet article on customer service	agree, argue, courteous, customer service, first impression, greeting, intrude, personal, privacy, respectful, satisfied, thank, treat, verify	Giving compliments
6	Making Small Talk	Cab company employee manual	appropriate, current event, initiate, observation, occupation, out-of-town, politics, purpose, religion, silence, sports, tricky, weather	Starting a conversation
7	Passenger Requests	Webpage for city taxi commission	air conditioner, alternative route, heater, issue, radio, reasonable, request, selection, supply, volume	Making a request
8	Lost Property	Cab company website	briefcase, camera, claim, contact information, laptop, left behind, lost-and-found, property, purse, track down, turn in, wallet	Describing an object
9	Flat Tires	DIY web article	counterclockwise, emergency brake, flashlight, flat tire, hazard lights, hubcap, jack, lug nut, lug wrench, owner's manual, spare tire	Asking for something
10	Traffic Violations	Cab company employee manual	court, defective, failure, fine, moving violation, offense, parking violation, run a red light, speeding, turn signal	Asking if something is wrong
11	Reckless Driving	Article about reckless driving	accelerate, cell phone, complaint, crosswalk, discipline, endanger, hearing, jail, pedestrian, reckless, revoke, right-of-way, suspend, swerve, tailgate, text message, under the influence	Expressing regret
12	Pre-shift Inspection	Cab Company inspection guidelines	adjust, body, clean, condition, engine component, inspection, position, service, tire pressure, tire tread, vehicle manual, worn	Emphasizing a point
13	Vehicle Maintenance	Article on scheduling routine vehicle maintenance	air filter, alignment, balance, battery, brake pads, due date, fuel filter, oil, oil change, power steering, schedule, spark plugs, transmission fluid	Making an appointment
14	Accidents	Cab company employee guide	accident, ambulance, collision, head-on, hit-and-run, injury, insurance, personal information, police report, rearend, risk, rollover, side impact, sideswipe	Asking for an explanation
15	Liability	Cab company memo	common carrier, compensation, contractual agreement, duty, expense, fail, liability, medical bill, negligent, obligation, settlement, solely	Expressing worry

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# Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Passengers with Special Needs	Cab company employee manual	· · · · · · · · · · · · · · · · · · ·	•
2	Transporting Young Children in Cabs	Trade magazine article	age, allow, booster seat, car seat, carrier, clip, complaint, exempt, height, parents, provide, responsible, restraint, secure, weight	
3	Transporting Animals in Cabs	Advice column	afraid, book, breed, confine, crate, exception, pet owner, pet, refuse, right, service animal, specialize, vary, well-behaved	Suggesting a solution
4	Fatigue	Brochure for cab drivers	blurry, cramped, daydreaming, deadly, drowsy, error, fatigue, hum, impair, irritable, medication, reaction, stiff, wander, yawn	Cautioning someone against something
5	Staying Safe	Newspaper article	alcohol, alleyway, assailant, assault, attitude, dead end, drugs, female, hostile, isolated, lighting, locale, male, robbery, vague, violent	Talking about consequences
6	Health	Poster about health	ache, checkup, diet, exercise, fast food, fitness, healthy, heart disease, high blood pressure, obesity, physical, sedentary, smoking, vision	Giving warnings
7	Stress Management	Brochure for taxi drivers	activity, anxiety, chronic, cope, downtime, frustration, positive, pressure, relax, rude, stress, symptom, traffic jam	ŭ
8	Dealing with Confrontation	Memo to cab company employees	belligerent, confrontation, dispute, harass, instinct, intoxicated, mood, offensive, perception, retaliate, road rage, sympathetic, threaten	Expressing sympathy
9	Language Barriers	Cab driver newsletter article	sletter dialect, foreign, global, interpreter, language barrier, assistance	
10	Building Your Taxi Business	Article on how to build a taxi business	advertise, brochure, business card, go the extra mile, flyer, group booking, referral, repeat business, reputation, special event, stand out, tourism, website, word-of-mouth	-
11	Auto Insurance	Brochure for an insurance company	affordable, agent, carry, coverage, expensive, investment, mandatory, policy, premium, private hire insurance, public hire insurance, research, statistically	
12	Recordkeeping	Advertisement for a software program	accountant, allowance, cash-basis business, expenditure, fee, figure, income, net earnings, penalty, record, software, tax, total	Complaining
13	Dispatchers	Job advertisement for a dispatcher	advise, backup, clarify, confirm, essential, evaluate, input, investigate, log, process, transmit, troubleshoot, type, workload	Talking about experience
14	Taxi Technology	Website for cab company	alarm, application, automatic, display, emergency, entertainment, GPS, high-tech, online, passenger information monitor, security camera, status, tracking system, wireless network	Offering encouragement
15	Green Cabs	Newspaper article on green cabs	biodiesel, carbon footprint, electric car, emissions, environment, green, hybrid car, impact, miles per gallon, offset, reduced, renewable resources, repower	Persuading someone

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Glossany

## **Get ready!**

break

Monday

Tuesday

Wednesday

Thursday

- 1 Before you read the passage, talk about these questions.
  - 1 What are some typical working shifts for cab drivers?
  - 2 Why are breaks important for a cab driver?



evening shift

daytime shift

## Reading

- 2 Read the employee guide from a cab company. Then, mark the following statements as true (T) or false (F).
  - 1 The cab company is busiest in the morning.
  - 2 \_\_ Part-time employees choose shifts after full-time employees.
  - 3 \_\_ Employees are allowed to work a 15 hour shift.

## Busy B's Cabs: Employee Guide

shift

#### Working Your Assigned Shift

We know that most drivers prefer morning and daytime shifts. However, our busiest time is later in the day. This means some employees will work the evening and graveyard shifts. We will accommodate special requests whenever possible. We let full-time employees choose their shifts first. You will probably get a weekend shift if you are a part-time employee.

You may work longer than your assigned **shift**. However, please remember to get enough rest. Company policy allows you to work a **maximum** of 14 hours in a 24-hour **period**. Then, you must take a **break** for a **minimum** of ten hours.

## **Vocabulary**

- 3 Match the words or phrases (1-7) with the definitions (A-G).
  - **1** \_\_ shift
- 5 \_\_ full-time
- 2 \_\_ daytime
- 6 \_\_ minimum
- **3** \_\_ morning
- 7 \_\_ graveyard shift
- 4 \_\_ weekend
- A working for a period during the night
- B occurring early in the day
- C the lowest amount of something that is allowed
- **D** a set time when someone works
- **E** occurring while the sun is out
- **F** occurring on Saturday and Sunday
- **G** working a standard number of hours

- 4 Read the sentences and choose the correct words or phrases.
  - 1 The driver worked the morning/evening shift so she could attend school earlier in the day.
  - 2 Employees are not allowed to work for an entire 24-hour graveyard shift/period.
  - 3 The driver took a **shift/break** to eat his lunch.
  - 4 Drivers are not allowed to work more than the minimum/ maximum number of hours.
  - 5 An employee who works one day per week is considered part-time/full-time.
- 5 Solution Listen and read the employee guide from a cab company again. What can an employee do if he or she needs to work a particular shift?

### Listening

- 6 Listen to a conversation between two cab drivers. Choose the correct answers.
  - 1 What is the main idea of the conversation?
    - A why the woman cannot work her shift
    - B what time a particular shift starts
    - C which shift is the most popular
    - D whether the man will work the woman's shift
  - 2 What is the man's concern about working the evening shift?
    - A It is later in the day than his usual shift.
    - **B** It would require him to work on his day off.
    - **C** It is more stressful than the graveyard shift.
    - **D** It would require him to work more than the maximum number of hours allowed.

Cab Driver 1:	Hey, Lou. Are you working on Wednesday?
Cab Driver 2:	I work the <b>1</b> that night. Why do you ask?
Cab Driver 1:	I need 2 my evening shift. Do you think you could help me out?
Cab Driver 2:	I don't know. I can't work both shifts. That's more than the 3 of fourteen hours.
Cab Driver 1:	Oh, right. How about <b>4</b> the graveyard shift?
Cab Driver 2:	I guess that'll work. Then I just work 5
Cab Driver 1:	Great! I'll tell the dispatcher 6 in the schedule.

## **Speaking**

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

#### **USE LANGUAGE SUCH AS:**

Are you working ...?
I can't work ...
How about if ...?

**Student A:** You are a cab driver. Talk to Student B about:

- your shift
- · his or her shift
- changing shifts

**Student B:** You are a cab driver. Talk to Student A about changing shifts.

## **Writing**

9 Use the employee guide from Busy B's Cabs and the conversation from Task 8 to fill out the shift change request form.

Busy B's Cabs Shift Change Request

# **Stress Management**





- Before you read the passage, talk about these questions.
  - 1 What are some factors that typically cause stress?
  - 2 How can someone cope with stress?

## Reading

- 2 Read the brochure on stress management. Then, mark the following statements as true (T) or false (F).
  - **1** \_\_ Fatigue and anxiety are signs that a person is under stress.
  - 2 \_\_ There are various ways to cope with stress.
  - **3** \_\_ The brochure recommends sharing frustration with family.

## Cab Driver

CAREER GUIDES

# Don't Let Stress Get You Down

Managing **stress** is one of the most important ways to stay happy and healthy. Cab drivers deal with many factors that increase stress. Cab drivers must often work long, difficult shifts. They spend many hours away from their families. Then, they are tired when they get home. The **pressures** of responsibilities at work and home can cause **chronic** fatigue and **anxiety**. These are the primary **symptoms** of stress.

That's why cab drivers must find ways to **cope**. Each person's methods are a little different, but there are a few basic strategies:

Keep a **positive** attitude. Some difficult situations are out of your control. For example, you can't fix a **traffic jam**. Instead of worrying about it, focus on the good things in your life.

Don't let work interfere with your personal life. Excessive worrying can cause unnecessary stress after the workday is over. If you had a **rude** customer, don't let your **frustration** affect your family.

Make time to **relax**. Everyone needs **downtime** to escape from the challenges of work. Get some rest. Spend time doing an **activity** that you really enjoy. You might want to try a special relaxation technique, like yoga or meditation.

## **Vocabulary**

- 3 Write a word that is similar in meaning to the underlined part.
  - **1** Frustration is a <u>state that indicates a condition</u> of stress. \_ y \_ \_ t o \_
  - 2 The cab driver likes to <u>become less worried and tense</u> by listening to music. r \_ a \_
  - **3** An attitude that is <u>focusing on good qualities</u> can help someone feel less anxious.

\_OS\_\_\_V\_

Workers in many industries suffer from an ongoing feeling of worry and tension.

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- The cab driver has <u>continuous or recurring</u> fatigue because she never gets enough rest.
   c n i
- **6** Some people <u>manage difficult situations</u> by doing yoga or meditation. c\_\_\_
- 7 The cab driver does not like customers who are not polite or respectful. \_ u \_ \_

4 Place the words or phrases under the correct headings: frustration, activity, pressure, traffic jam, downtime, anxiety.

Causes of stress	Symptoms of stress	Relievers of stress	

5 Listen and read the brochure on stress management again. What are some different activities people do to relax?

## Listening

- 6 Figure 1 Listen to a conversation between two cab drivers. Choose the correct answers.
  - **1** What is the conversation mainly about?
    - A which jobs cause the least frustration
    - **B** the man's suggestions for dealing with stress
    - C the woman's favorite ways to relax
    - D how to reduce anxiety while driving
  - 2 How does the man cope with frustration?
    - **A** He keeps a positive attitude.
    - **B** He avoids rude customers.
- C He works shorter hours.
- **D** He leaves work early.
- Listen again and complete the conversation.

Cab Driver 1:	The long hours are tough, aren't they?
Cab Driver 2:	They're terrible! And the customers are 1
Cab Driver 1:	Yeah, it can be difficult. But you just have to keep a positive attitude.
Cab Driver 2:	I try, but that's just not enough. How do you 2?
Cab Driver 1:	For one thing, I don't take my frustration  3 I stop thinking about work when I clock out.
Cah Driver 2:	And that really makes it easier?
	•
Cab Driver 1:	Absolutely. <b>4</b> in worrying about things when you can't do anything about them.
Cab Driver 2:	I guess your're right. What else do you do?
Cab Driver 1:	I also make sure I have 5 every week. I like to go to the movies.
Cab Driver 2:	You know, I haven't 6
	for months. Maybe I'll try to go tomorrow.

## **Speaking**

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

#### **USE LANGUAGE SUCH AS:**

This job seems ... You just have to ... There's no point in ...

Student A: You are a cab driver. Talk to Student B about:

- your frustration with your job
- what causes your stress
- ways to cope with stress

Student B: You are a cab driver. Talk to Student A about ways to cope with stress.

## **Writing**

9 Use the brochure on stress management and the conversation from Task 8 to write a memo from a cab company owner about managing stress. Include: the symptoms of stress, reasons that cab drivers might feel stress, and ways to cope with

# **Glossary**

airport [N-COUNT-U7] An airport is a place with facilities for people to arrive or depart on an aircraft.

alert [ADJ-U2] If someone is alert, he or she notices things quickly.

analog [ADJ-U12] If an item is analog, it measures information with a pointer and a dial.

ask [V-T-U6] When you ask someone something, you speak to them in order to get an answer to a question.

brake [V-I-U5] To brake is to use a device that slows or stops a vehicle.

brake light [N-COUNT-U10] A brake light is a bulb on the back of a car that lights up when a driver steps on the brakes.

break [N-COUNT-U4] A break is a period of time during a working shift when someone stops working and rests or eats.

bumper [N-COUNT-U10] A bumper is the part on the front or back of a car that limits damage in a crash.

bus terminal [N-COUNT-U7] A bus terminal is a place from where people can travel into or out of an area on a bus.

calculate [V-T-U6] To calculate something is to determine an amount or number.

calm [ADJ-U2] If someone is calm, he or she behaves in a quiet manner and is not angry or upset.

capacity [N-UNCOUNT-U14] Capacity is the largest amount that something can contain.

cardinal directions [N-PLURAL-U15] Cardinal directions are the four main directions: north, south, east, and west.

cash [N-UNCOUNT-U9] Cash is money in bills or coins.

centimeter [N-COUNT-U14] A centimeter is a measurement of length equal to one hundredth of a meter.

**central office** [N-COUNT-U3] The **central office** of a cab company is where records are kept and where the dispatcher works.

**change** [N-UNCOUNT-U9] **Change** is an amount of cash that is given back to someone who has paid with a bill that was larger than needed to cover the costs.

chat [V-I-U5] To chat is to talk casually with someone, usually in a friendly manner.

**check** [N-COUNT-U9] A **check** is a piece of paper you give someone you owe money to. The bank gives them the money from your account.

check [V-T-U6] To check something is to look at something to make sure it is correct or in the proper condition.

close [V-T-U5] To close something is to cover a hole or opening.

**club** [N-COUNT-U7] A **club** is a place that provides entertainment, such as music or dancing, and often serves food and drinks as well.

color [N-UNCOUNT-U15] Color is the quality of being yellow, red, blue etc. rather than being black, white, or clear.

**commission** [N-COUNT-U1] A **commission** is an organization that decides on rules and requirements for a particular industry.

company [N-COUNT-U3] A company is a business that provides a service in exchange for money.

**compass rose** [N-COUNT-U15] A **compass rose** is a picture on a map that shows the cardinal directions and the points midway between them.

**console** [N-COUNT-U11] A **console** is the area in front of the driver that contains the car's controls such as the steering wheel, shifter, and headlight controls.

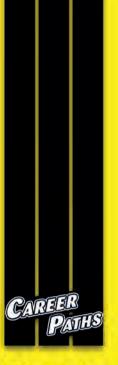
**construction zone** [N-COUNT-U13] A **construction zone** is an area where building or repairs are taking place.

**convention center** [N-COUNT-U7] A **convention center** is a building or group of buildings that is used for large groups to hold meetings and events.

**credit card** [N-COUNT-U9] A **credit card** is a piece of plastic coded with electronic information that allows someone to buy a product or service and pay for it at a later time.

dashboard [N-COUNT-U10] The dashboard is the panel containing controls and instruments (radio, heating, etc.) in front of the driver of a vehicle.

daytime [ADJ-U4] Something is considered daytime if it occurs during the middle of the day.



Career Paths: Taxi Drivers is a new educational resource for transportation professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Taxi Drivers addresses topics including the parts of a car, common destinations, receiving directions, making small talk, and troubleshooting car problems.

The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

#### **Included Features:**

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The Teacher's Book contains a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



