UNIT 1

Page 7, Conversation, Exercise A

- A: Hello. My name is Rick Soto.
- B: Hi. I'm May Chen.
- A: Where are you from, May?
- B: I'm from China.

Page 8, Vocabulary, Exercise B

- **1.** C
- 2. F
- **3.** H
- **4.** J
- **5.** M
- **6.** P
- **7.** R
- **8.** U
- 9. X
- **10.** Z
- 10. Z
- **12.** Q

Page 8, Vocabulary, Exercise D

- 1. hello, h-e-l-l-o
- **2.** my, m-y
- 3. name, n-a-m-e
- 4. where, w-h-e-r-e
- 5. are, a-r-e
- **6.** from, f-r-o-m

Page 9, Conversation, Exercise A

- A: What's your name, please?
- B: Ana Sol.
- A: Spell your first name.
- **B:** A-N-A.
- A: Spell your last name.
- B: S-O-L.

Page 10, Vocabulary, Exercise B

- **a.** 0
- **b.** 2
- **c.** 5
- **d.** 6
- **e.** 8
- **f.** 9

Page 10, Vocabulary, Exercise C

- 1. The student ID is 02468.
- 2. The student ID is 65378.
- 3. The student ID is 05376.

Page 11, Conversation, Exercise A

- **A:** What's your student ID number?
- **B:** 83241.
- **A:** 83241?
- B: That's right.

Page 11, Conversation, Exercise C

- A: What's your phone number?
- **B**: 212-555-7169.
- **A:** 212-555-7169?
- **B:** That's right.

Page 11, Conversation, Exercise E

- **1.** 231-555-7283
- **2.** 434-555-0516

Page 11, Conversation, Exercise F

- **1.** 813-555-6291
- 2. 325-555-0478
- **3.** 714-555-3924

Page 12, Grammar, Exercise C

- 1. I'm a student.
- 2. You're the teacher.
- 3. You're from Peru.
- 4. I'm from the United States.
- 5. I'm from Syria.
- **6.** You're my classmate.

Page 13, Conversation, Exercise A

- A: Hello. I'm Rosa.
- B: Hi. I'm Rick. Nice to meet you.
- A: Nice to meet you, too.

Page 14, Conversation, Exercise A

- A: This is Jin Su. He is from Korea.
- B: Hi, Jin Su. I'm Lora.
- C: Nice to meet you.
- B: Nice to meet you, too.

Page 16, Conversation, Exercise A

- A: Who are they?
- **B:** Oscar and Carlos. They're my classmates.
- **A:** Where are they from?
- B: They're from Brazil.

Page 18, Reading, Exercise A

first name

middle name

last name

phone number

place of birth

student ID number

Page 20, Listening, Exercise B

Page 21, Reading, Exercise A

This is Ivan. He is a student.

He says hello to his classmates and smiles.

In his school, some students say hello and shake hands.

Some students say hello and hug.

Some students say hello and bow.

Other students say hello and kiss.

UNIT 2

Page 29, Conversation, Exercise A

A: Excuse me. Do you have a pencil?

B: No, I don't.

A: Do you have a pen?

B: Yes, I do. Here you go.

A: Thanks.

Page 31, Conversation, Exercise A

A: It is time for a test. Please close your books.

B: OK.

A: Use a pencil. Don't use a pen.

Page 31, Grammar, Exercise B

1. Don't open your backpack.

2. Don't use a dictionary app.

3. Don't put away your notebook.

4. Don't turn off your phone.

5. Don't take out your book.

6. Don't close the door.

Page 33, Conversation, Exercise A

A: Where is the teacher?

B: He's in the library.

Page 33, Conversation, Exercise D

1. Where is the teacher? He's in the computer lab.

2. Where is Sara? She's in the library.

3. Where is your book? It's in the cafeteria.

4. Where is your backpack? It's in the classroom.

Page 34, Conversation, Exercise A

A: Excuse me. Where is the bookstore?

B: It's next to the testing room.

A: Thanks.

Page 35, Conversation, Exercise A

A: Excuse me. Where is the library?

B: It's across from the office.

A: Thanks.

Page 36, Vocabulary, Exercise B

1. Mrs. Chen

2. Mr. Smith

3. Ms. Lopez

4. Miss Park

5. Mr. Sun

Page 36, Reading, Exercise A

Mr.

Mrs.

Miss

Ms.

last name

first name

place of birth

female

male

class

teacher

Page 38, Conversation, Exercise A

A: How do you study English?

B: I practice with my classmates, and I write new words.

A: That's great!

Page 40, Listening, Exercise B

Page 41, Reading, Exercise A

This is Lan.

In her native country, students do not talk in class.

They listen to the teacher.

In the United States, students talk in groups.

Students ask questions.

The teacher listens to the students.

UNIT 3

Page 48, Vocabulary, Exercise C

a. 20

b. 19

c. 24

d. 13

e. 15

f. 14

q. 26

h. 27

Page 49, Conversation, Exercise A

A: What time is it?

B: It's 1:00.

Page 50, Conversation, Exercise A

- A: What time is your English class?
- B: It's from 9:00 to 12:30.
- **A:** What time is your break?
- **B:** It's from 10:45 to 11:15.

Page 53, Conversation, Exercise A

- A: What time do you go to work?
- **B:** I go to work at 6:00. What time do you go to work?
- **A:** I go to work at 10:00.

Page 54, Conversation, Exercise A

- A: When do you work, Nora?
- **B:** I work from Monday to Friday.
- A: When do you go to school?
- **B:** I go to school on Saturday.
- **A:** You're really busy!

Page 54, Conversation, Exercise C

Hi, I'm Nora. I'm very busy. I work from Monday to Friday. I go to school on Saturday. I go to the library on Sunday.

Page 55, Grammar, Exercise B

- 1. I work from Monday to Thursday.
- 2. We play soccer on Tuesday.
- 3. I go to school on Friday.
- 4. They go to school from Wednesday to Friday.
- 5. I eat lunch at home on Sunday.

Page 58, Listening, Exercise B

Page 59, Reading, Exercise A

Manny gets up at 6:00.

He gets to work at 7:55. He starts work at 8:00. He is on time.

He goes to school after work.

He gets to class at 5:45. Class starts at 6:00. He is early.

Manny meets friends on Saturday. But he is late!

UNIT 4

Page 61, Vocabulary Review, Exercise A

- **1.** 46
- **2.** 16
- **3.** 81
- **4.** 25
- **5.** 38
- **6.** 73
- **7.** 2
- **8.** 57
- 9. 11
- **10.** 99

Page 67, Conversation, Exercise A

- A: Who's that?
- B: That's my brother.
- A: What's his name?
- B: Sam.
- A: Who's that?
- **B:** That's my sister.
- A: What's her name?
- **B:** Her name is Tina.

Page 68, Conversation, Exercise A

- A: Do you have any sisters or brothers?
- **B:** Yes. I have two sisters and one brother.
- **A:** That's nice. Do you have any children?
- B: No, I don't.

Page 68, Reading, Exercise A

Hi, I'm Marta. This is my family. That's my husband. His name is Pedro. My parents are Linda and Roberto. I have two sons, Ernesto and Tino. I have one daughter. Her name is Ana.

Page 69, Grammar, Exercise A

one brother, two brothers a sister, three sisters

one son, two sons

a daughter, three daughters one parent, two parents

one child, two children

Page 71, Conversation, Exercise A

- **A:** Do you vacuum?
- B: Yes, I do.
- A: Do you make dinner?
- **B:** No, I don't.

Page 72, Vocabulary, Exercise B

- 1. December
- 2. June
- 3. October
- **4.** January
- **5.** May
- 6. April

Page 73, Conversation, Exercise A

- A: What's your favorite season?
- **B:** Summer.
- A: That's nice. My favorite season is spring.

Page 74, Vocabulary, Exercise D

- 1. February 23, 1994
- **2.** July 14, 2015
- 3. September 2, 2009
- **4.** January 11, 2019
- **5.** September 7, 1974

Page 75, Conversation, Exercise A

- A: What is today's date?
- **B:** April 9, 2019.
- A: Thanks.

Page 76, Reading, Exercise A

first name

middle name

last name

today's date

date of birth

place of birth

class

teacher

class schedule

dav

time

room

Page 78, Listening, Exercise B Page 79, Reading, Exercise A

Lucas and Carla are married. Lucas is Carla's husband. Carla is Lucas's wife.

In their native country, men go to work.

In their native country, women do the household chores.

In the United States, Carla and Lucas go to work.

They both do household chores. Lucas washes the dishes.

Lucas goes to the supermarket, too.

Page 81, Vocabulary Review, Exercise B

- 1. January
- 2. February
- 3. March
- 4. April
- **5.** May
- 6. June
- 7. July
- 8. August
- 9. September
- 10. October
- 11. November
- 12. December

UNIT 5

Page 86, Conversation, Exercise A

- A: Excuse me. Do you have change for a dollar?
- **B:** Yes. I have two quarters and five dimes. Here you go.
- A: Thanks.

Page 87, Conversation, Exercise D

- Do you have change for a dollar?
 Yes. I have three quarters, two dimes, and
 a nickel.
- 2. Do you have change for a dollar? Yes. I have two quarters, four dimes, and two nickels
- **3.** Do you have change for a quarter? Yes. I have a dime and three nickels.
- **4.** Do you have change for a quarter? Yes. I have two dimes and five pennies.

Page 89, Conversation, Exercise A

- A: Excuse me. Do you have change for a ten?
- **B:** Yes. I have a five and five ones. Here you go.
- A: Great.

Page 89, Conversation, Exercise D

- Do you have change for a five? Yes. I have five ones.
- 2. Do you have change for a twenty? Yes. I have two tens.
- **3.** Do you have change for a fifty? Yes. I have two twenties and two fives.
- **4.** Do you have change for a hundred? Yes. I have a fifty, two twenties, and a ten.

Page 91, Grammar, Exercise B

- 1. Where is the shampoo?
- 2. Where are the paper towels?
- 3. Where is the shaving cream?
- 4. Where are the light bulbs?
- 5. Where are the batteries?

Page 92, Vocabulary, Exercise B

- 1. It's 17 cents.
- 2. It's 36 cents.
- 3. It's 44 cents.
- 4. It's 60 cents.
- 5. It's 79 cents.
- 6. It's 95 cents.

Page 92, Vocabulary, Exercise D

- **1.** It's \$1.25.
- 2. It's \$3.07.
- **3.** It's \$4.79.
- **4.** It's \$7.50.
- **5.** It's \$8.99.
- **6.** It's \$10.42.
- **7.** It's \$12.55.
- 8. It's \$15.35.
- 9. It's \$17.95.

Page 93, Conversation, Exercise A

A: Excuse me. How much is the toothpaste?

B: It's \$3.99.

A: How much are the batteries?

B: They're \$4.50.

A: Thanks.

Page 96, Listening, Exercise B Page 97, Reading, Exercise A

This is Edna. In her native country, she shops at a market.

She talks about the price. She asks for a better price.

She is happy.

In the United States, Edna shops in a big store. Each item has one price.

Edna pays a good price in the United States, too. She buys things on sale.

UNIT 6

Page 105, Conversation, Exercise A

A: Hi. I'm at the store. Do we need vegetables?

B: Yes. We need tomatoes and carrots.

A: OK. Do we need onions?

B: No. We have onions.

Page 105, Conversation, Exercise D

Hi, I'm Pam. It's time to make vegetable soup! I have tomatoes, onions, peas, and potatoes. I need mushrooms and carrots.

Page 106, Conversation, Exercises A, B, and C

A: Do you like vegetables?

B: I like tomatoes. I don't like onions. What about you?

A: I like peppers. I don't like carrots.

Page 109, Conversation, Exercise A

A: Does your daughter like fruit?

B: She likes apples. She doesn't like pears.

Page 110, Vocabulary

bananas, one ninety-nine a pound grapes, three seventy-nine a pound fish, eight ninety-nine a pound ground beef, five eighty-nine a pound chicken, four thirty-nine a pound

Page 110, Conversation, Exercise A

A: Do you need anything from the store?

B: Yes. I need one pound of grapes and two pounds of ground beef.

Page 111, Conversation, Exercise A

A: What do we need from the store?

B: We need a bag of rice and two dozen eggs.

Page 112, Reading, Exercise A

Shop Mart Weekly Specials a loaf of bread, \$1.79 one dozen eggs, \$1.29

chicken, \$1.99 a pound

tomato soup, 79 cents. buy one, get one free. cereal, \$4.25

bananas, 49 cents a pound

Page 115, Conversation, Exercise A

A: Are you ready to order?

B: Yes. I'd like a tuna fish sandwich, a green salad, and an iced tea.

A: Anything else?

B: No, thank you.

Page 116, Listening, Exercise B

Page 117, Reading, Exercise A

This is Tran. In his native country, most people eat with chopsticks.

Many children eat with their hands.

This is Riko. In her native country, many people drink soup.

In the United States, most people eat with a fork, knife, and spoon.

They eat sandwiches and French fries with their hands.

Page 122, Life Skills Review, Exercise A

a bag of rice

a dozen eggs

a pound of ground beef

two pounds of chicken

UNIT 7

Page 125, Conversation, Exercise A

A: Guess what? I have a new apartment.

B: Really? What's it like?

A: It has a kitchen, a living room, and one bedroom.

B: It sounds great!

Page 126, Conversation, Exercise A

- **A:** Can you tell me about the apartment for rent?
- **B:** There is a sunny bedroom, a new kitchen, and a large living room.
- A: It sounds nice.

Page 129, Conversation, Exercise A

- **A:** I have some questions about the apartment. Is there a refrigerator?
- B: Yes, there is.
- **A:** Are there any lamps?
- **B:** No, there aren't.

Page 129, Grammar, Exercise B

- **1.** Is there a stove? Yes, there is.
- **2.** Are there any chairs? Yes, there are.
- **3.** Are there any lamps? No, there aren't.
- **4.** Is there a washing machine? No, there isn't.

Page 130, Vocabulary, Exercise B

- 1. 270 John Lane
- 2. 15 City Street
- 3. 1460 Third Avenue
- 4. 60 Park Drive
- 5. 319 Sun Boulevard

Page 130, Vocabulary, Exercise C

- 1. 75 Sandy Boulevard
- 2. 1325 West Avenue
- 3. 5 Main Street
- 4. 836 Jones Road
- **5.** 1514 North Drive
- 6. 26 Town Lane

Page 131, Conversation, Exercise A

- A: I'm looking for an apartment.
- **B:** Oh! There's an apartment for rent on my street.
- A: What's the address?
- B: It's 1630 River Street.
- A: How much is the rent?
- **B:** It's \$900 a month.

Page 134, Listening, Exercise B

Page 135, Reading, Exercise A

This is Pilar. She is 21 years old. She is single. Pilar lives with her sister and her sister's

Pilar has a good job. She works in an office.

Pilar wants to live with her friends. In the United States, many single people live with friends.

Pilar's parents are not happy. In their native country, single people live with their families.

UNIT 8

Page 143, Conversation, Exercise A

- A: Let's go shopping! I need a new jacket.
- B: OK. I need new shoes.

Page 144, Conversation, Exercise A

- A: Can I help you?
- B: Do you have this shirt in large?
- A: Yes. Here you go.
- **B:** Do you have these pants in size 12?
- A: No, I'm sorry. We don't.

Page 147, Conversation, Exercise A

- A: Is Nina here?
- **B:** Yes. She's over there.
- A: Where? What does she have on?
- **B:** She has on a red shirt and black pants.
- A: OK. Thanks.

Page 148, Vocabulary, Exercise B

- **1.** This shirt is too big.
- 2. Those pants are too small.
- 3. This dress is too big.
- 4. Those sneakers are too small.

Page 148, Conversation, Exercise A

- A: I need to return this jacket and these shoes.
- B: What's the problem?
- **A:** The jacket is too big. The shoes are too small. Here's my receipt.

Page 151, Writing, Exercise A

Dan's Clothing Store.

Sale! February 16–18.

Sweaters, regular price \$35.99, on sale for \$25.99.

Pants, regular price \$29, on sale for \$15.99.

T-shirts, regular price \$15.50, on sale for \$10.

Shoes, regular price \$52.99, on sale for \$45.

Sneakers, regular price \$40.99, on sale for \$25.

Jackets, regular price \$75, on sale for \$50.

husband.

Page 152, Listening, Exercise B Page 153, Reading, Exercise A

This is Yun. She lives in the United States. She is getting married.

Her wedding is in August. She needs a new dress. She wants a white dress.

In her native country, people wear white clothes at funerals.

Many women wear a red and green dress at their wedding.

Yun's mother and grandmother want her to have a red and green dress.

UNIT 9

Page 161, Conversation, Exercise A

A: What do you do in your free time?

B: I listen to music. What do you do?

A: I play soccer.

B: How often?

A: Once a week.

Page 162, Conversation, Exercise A

A: Hello?

B: Hi, Sara. It's Bill. What are you doing?

A: I'm watching a movie. Can I call you later?

B: No problem. Bye.

A: Goodbye.

Page 163, Grammar, Exercise C

- 1. What are you doing? I'm listening to music.
- **2.** What is Mrs. White doing? She's going online.
- What are you doing? We're visiting friends.
- **4.** What's Rob doing? He's watching a movie.
- 5. Ware are Amy and David doing? They're playing video games.

Page 164, Conversation, Exercise A

A: Hello?

B: Hi, Jin. How's everything going?

A: Great.

B: Is Alex doing the laundry?

A: Yes, he is.

B: Is Tina washing the car?

A: No, she's not. She's talking on the phone!

Page 167, Grammar, Exercise B

- 1. She's driving a truck.
- 2. She's not helping a customer.
- **3.** He's counting money.
- **4.** He's not answering the phone.
- **5.** They're taking a break.
- **6.** They're not taking orders.
- **7.** She's answering the phone.
- 8. She's not fixing cars.

Page 168, Reading, Exercise A

- **A:** This is Dan Green. Please leave a message.
- **B:** Hi, Dan. This is Victor Mata. I'm sorry, but I'm not coming to work today. I'm sick.

Page 169, Reading, Exercise C

- A: This is Dan Green. Please leave a message.
- **B:** Hi, Dan. This is Tanya Smith. I'm sorry, but I'm late for work. My bus is late.

Page 170, Listening, Exercise B

Page 171, Reading, Exercise A

This is Luis. He lives in the United States. He has two children.

His children are busy on weekends. They talk to their friends. They play sports.

Luis and his wife eat alone on weekends. Their children are busy every Saturday and Sunday.

In Luis's native country, families are together on weekends.

They spend time together. They talk.

Page 176, Life Skills Review, Exercise A

Monday: work, school

Tuesday: work

Wednesday: work, school

Thursday: work Friday: work, movies Saturday: soccer Sunday: make dinner

UNIT 10

Page 179, Vocabulary, Exercise C

First Street Second Street Third Street Central Avenue Main Avenue Grand Avenue

Page 179, Conversation, Exercise A

- A: Excuse me. Is there a bank near here?
- **B:** Yes. There's a bank on the corner of First Street and Central Avenue.
- **A:** Thank you.

Page 181, Conversation

- A: Excuse me. Where is City Hall?
- **B:** It's between the police station and the DMV.
- A: Between the police station and the DMV?
- **B:** Yes. And it's across from the park.

Page 183, Conversation, Exercise A

- A: Hi, Ben. Where are you going?
- **B:** I'm going to work.
- A: Oh. How do you get to work?
- B: I take the bus.

Page 183, Conversation, Exercise C

Ed is a student. He goes to school on Monday and Wednesday. His school is on the corner of White Street and Second Avenue. It's next to the park. He takes the bus to school.

Page 184, Vocabulary, Exercise B

- 1. Where the bank?
 - It's on Park Street. Go straight for one block.
- Where's the post office? It's between the DMV and City Hall. Turn left on Third Street.
- 3. Where's the school?
 - It's on Lake Street. Turn right at the corner.
- **4.** Where's the hospital? It's on First Street. Turn right at the corner.
- Where's the convenience store? Turn left at the bank. It's next to the drugstore.
- **6.** Where's the police station? Go two blocks. It's across from the park.

Page 184. Vocabulary, Exercise C

- Is there a bank near here?
 Yes. Go straight. It's on the corner of Third
 Avenue and Church Street.
- 2. Where's the hospital?
 Go straight for three blocks and turn right. It's on the corner of first Avenue and Bank Street.
- **3.** Where's the drugstore? Go to Third Avenue and turn right at the corner. Go straight for two blocks.
- 4. Is there a post office near here? Yes. Go straight for two blocks. Turn right at the corner. It's on the corner of Second Avenue and Bank Street.

5. Is there a school near here? Go straight for two blocks. Turn left at the corner. It's on the corner of Second Avenue and White Street.

Page 185, Conversation, Exercise A

- A: Excuse me. Where is the train station?
- **B:** It's on Park Street. Go straight for one block. Then turn left on Park Street.
- A: Thanks a lot!

Page 187, Vocabulary, Exercise C

- 1. no parking
- 2. no U-turn
- 3. crosswalk
- 4. stop
- 5. do not enter
- 6. speed limit 25 miles per hour

Page 187, Reading, Exercise A

- **1.** Only go one way on this street.
- 2. Don't walk across the street.
- 3. Stop at the corner.
- 4. Drive 25 miles per hour.

Page 188, Listening, Exercise B Page 189, Reading, Exercise A

This is Mohammed.

In Mohammed's native country, he takes the bus to get to work.

He takes the subway to get to English class.

He takes a taxi to go shopping.

Mohammed lives in the United States. He has a car.

In the United States, Mohammed drives to work. He drives to English class. He drives to go shopping.

UNIT 11

Page 197, Conversation, Exercise A

- A: Hello. Westside Health Clinic.
- **B:** This is Tom Perez. I'd like to make an appointment.
- A: What's the problem?
- **B:** My back hurts.
- A: Can you come in at 4:00?
- B: Yes, I can.

Page 199, Conversation, Exercise A

- **A:** Hello. I'm Dr. Medina. Why are you here today?
- **B:** I'm here for a checkup.
- **A:** OK. Sit on the table. Look straight ahead.

Page 199, Conversation, Exercise C

Isabel gets a checkup every year. She goes to the health clinic. Her appointment is on Monday. Her doctor says, "You are healthy."

Page 200, Vocabulary, Exercises A and B

a headache

a backache

a stomachache

a toothache

a cold

a cough

a fever

the flu

a sore throat

Page 201, Conversation, Exercise A

A: What's the matter?

B: I have a cold.

A: You should drink a lot of liquids.

Page 203, Conversation, Exercise A

A: 911. What's your emergency?

B: My friend is having a heart attack.

A: Where are you?

B: 1038 Park Avenue.

A: What's the cross street?

B: River Road.

Page 204, Vocabulary, Exercise B

Conversation 1

Are you OK? You have a bad cough. I know. I'm taking cough syrup. How much are you taking?

I'm taking two teaspoons every four hours.

I hope you feel better soon.

Conversation 2

Hi, Mike. How are you?

I don't feel well. I have a fever and an ear infection.

Oh that's too bad. Are you taking medicine? Yes. I'm taking some prescription medicine. That's good. How often do you take it? I have to take one capsule twice a day with food. I hope you feel better soon.

Page 206, Listening, Exercise B Page 207, Reading, Exercise A

This is Teresa. She is 45 years old.

In Teresa's native country, people go to the doctor when they are sick.

Teresa lives in the United States. Her daughter wants her to get a checkup.

Her daughter says people should go to the doctor every year.

Teresa feels healthy. She does not want to get a checkup.

UNIT 12

Page 215, Conversation, Exercise A

A: Let's get coffee.

B: I'm sorry. I can't. I have to go to work.

A: Oh. What do you do?

B: I'm a teacher's assistant.

Page 217, Conversation, Exercise A

A: Who's that?

B: That's Bo. He's a nurse.

A: Where does he work?

B: He works at Valley Hospital.

Page 219, Conversation, Exercise A

A: What are your job skills?

B: I can use a computer. And I can use a cash register.

A: What other skills do you have?

B: I can speak two languages.

Page 219, Conversation, Exercise C

Grace needs a new job. She has an interview on Wednesday. Grace has many skills. She can use a computer and a cash register. Grace can also speak two languages.

Page 220, Conversation, Exercise A

A: Hello. I'd like to apply for the office assistant job.

B: OK. Can you use a computer?

A: Yes, I can.

B: Please fill out the application.

A: Thank you.

Page 221, Grammar, Exercise B

1. Can Miss Tang serve customers? Yes, she can.

2. Can Mr. Black use a computer? No, he can't.

3. Can you build houses? Yes, I can.

4. Can Marina and Pedro help customers? Yes, they can.

5. Can Ella speak two languages? No, she can't.

Page 224, Listening, Exercise B Page 225, Reading, Exercise A

This is Monika. She lives in the United States.

Monika has a job interview on Thursday at 9:00.

Monika is ready for the interview. She practiced her interview skills in her English class.

Monika gets to the interview. She is early. She says hello and smiles.

She shakes hands with Mr. Cruz.

Mr. Cruz asks about Monika's job skills. She answers his questions.