

## Real Talk #011 – Making a hair appointment

### Episode description

What do you do when a bad hair day leads to a bad hair month? Get a haircut! Join Andrew and Suzanne as they explain how to book a hair appointment and other types of appointments.

### Fun fact

Human hair is surprisingly strong. In fact, each individual strand of hair can support around 100 grams. This means that a whole head of hair (around 100,000 strands) can support the weight of two elephants!

### Expressions included in the learning materials

- I'd like to make an appointment for [sometime]
- Does [someone] have any time on [sometime]?
- A walk-in/walk-in
- To squeeze [someone/something] in
- That works for me



## Transcript

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Note: The words and expressions that appear in **bold text** within the transcript are discussed in more detail in the Detailed Explanations section that follows the transcript.

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Andrew: Hi guys. My name is Andrew.

Suzanne: And I'm Suzanne.

Andrew: And we're here again with another Culips episode.

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Andrew: Today, we have a brand new Real Talk episode for you all.

Suzanne: Yup. And this episode we're going to learn how to make an appointment for a haircut. This is good.

Andrew: Every couple of months or every couple of weeks, depending on how fast your hair grows, your hair will get too long and you need to get it cut.

And before you can get it cut, you'll need to make an appointment at a hair salon or even a barbershop.

Suzanne: Yeah, for a guy, right? A barbershop.

Andrew: Yeah. Unless, I guess you go to a place where **walk-ins** are accepted.

Suzanne: OK, but what does that mean, Andrew? What is **a walk-in**?

Andrew: **A walk-in** means that you don't need an appointment. So in my experience, if you need a haircut and you go to a cheaper barbershop or salon, these places usually accept **walk-ins**. You can just walk in the door and ask to get your hair cut.

Suzanne: OK.

Andrew: But if you go to a place that's a little fancier or more expensive ...

Suzanne: Mmhmm.

Andrew: You're going to require an appointment.

Suzanne: OK.

Andrew: By the way, Sue, you mentioned it very briefly just a moment ago, but some of our listeners might still have some questions. Could you explain the difference between a barbershop and a salon?

Suzanne: Absolutely. Well, a barbershop usually attracted men, male clients, because they would walk in and get a shave and a haircut. So the barber would actually use a razor and give them a good shave, and also a haircut. In fact, in New York City ... He's still there, John's Barbershop on 13th Street and University. And he is this old Italian guy, speaking only Italian, and he has man after man coming in and doing a shave and a haircut still to this day.

So that is usually the case. Sometimes they do women's haircuts, but it's rare.

Andrew: Yeah.

Suzanne: A salon, on the other hand, is geared more toward the female client or a client that wants a fancier style.

Andrew: Mmhmm.

Suzanne: So you would maybe book an appointment in advance. You would maybe have your favourite stylist that you go to every couple of months. Maybe you want to get a colour ...

Andrew: Mmhmm.

Suzanne: In your hair or highlights, or some funky pink going on in your hair. Who knows? Um, and usually those people are very experienced, and it costs a lot more. So that's kind of the difference.

Andrew: A lot of people complain that it's unfair that men have an option where they can go and get a cheap, quick haircut, but women have to go to a fancy salon and spend a lot of money for sometimes essentially the same treatment.

Suzanne: It's really, really true. It's kind of ridiculous.

Andrew: Mmhmm.

Suzanne: If you are clever, you can find that there are some salons that offer a lower or discounted rate when you use stylists that are in school or still learning. They have, you know, less of a seniority, and they can be a better price. But they're still really good.

There's also a few places in Montreal, and I know in New York as well where you can go to the schools ...

Andrew: Right.

Suzanne: The stylist schools, and they offer like 20 bucks for a haircut instead of 60 dollars, 80 dollars, 100 dollars.

Andrew: I noticed that some friends of my friends opened a new salon in Montreal.

Suzanne: Really?

Andrew: And it's called Cuts for All. And whoever you are, it's the same price for a haircut. They're getting rid of ...

Suzanne: Nice.

Andrew: The gendered pricing, so I think this is ...

Suzanne: Nice.

Andrew: In the future, maybe we'll see some more salons of this style. But for now, I think the important distinction between salon and barbershop is that barbershops are usually for men, and they're cheaper and you can **walk in**.

Suzanne: Mmhmm.

Andrew: But a salon, it's for men or women, but they're more expensive and you need an appointment.

In today's episode, Suzanne, we'll take a listen to a short dialogue about booking a hair appointment. And then we'll take a close look at some of the expressions used to make the appointment, and we'll dissect them and explain them so that everybody can successfully make a hair appointment of their own after listening to this episode.

Suzanne: Sounds like a plan. Let's get to that dialogue.

Receptionist: Hi. This is Chic Style Salon. How can I help you today?

Patrick: Yeah, **I'd like to make an appointment for a haircut next week.**

Receptionist: Sure, no problem. Was there a particular stylist you'd like to see?

Patrick: Jane cut my hair last time. I thought she did a great job. **Does she have any time on Wednesday afternoon?**

Receptionist: Hmm, let me take a look. It looks like she's quite busy. She does have an opening in the late afternoon, right before we close. **We could squeeze you in** at 4:30.

Patrick: 4:30? **That would work for me.**

Receptionist: Great! So we'll see you Wednesday afternoon at 4:30. Could I get your name?

Patrick: It's Patrick.

Receptionist: And you just wanted a cut, right?

Patrick: Yup. That's right.

Receptionist: All right, great. Thanks Patrick.

Patrick: OK, thanks. Bye.

Andrew: We just heard a dialogue where a man named Patrick made an appointment for a haircut at the Chic Style Salon.

Suzanne: Mmhmm.

Andrew: Now we're going to take a close look at the expressions that Patrick and the receptionist used to make the reservation.

Suzanne: Right. And we're going to actually be looking at four key expressions, so make sure you look out for four.

Andrew: Number one is what Patrick says right at the start of the conversation. He says, **"I'd like to make an appointment for a haircut next week."** **"I'd like to make an appointment for a haircut next week."** And this is a pretty straightforward sentence that I think is very useful to memorize because you can use it in many, many different situations, any time you need to make an appointment for anything, really.

- Suzanne: Yeah. And you can use also the word book to book an appointment. Or you can use the word schedule. "I'd like to schedule an appointment."
- Andrew: Yeah. These all mean the same thing, right? "I'd like **to make an appointment**," "I'd like to book an appointment," or "I'd like to schedule an appointment."
- Suzanne: Yeah.
- Andrew: And it could be for a haircut, for a doctor's appointment, for a dentist's appointment.
- Suzanne: A meeting, maybe, with a new client.
- Andrew: Yeah. This is a very useful expression for many different situations.
- Suzanne: Mmhmm. And you could use the word book or schedule because a lot of times, they're putting it into a book or into a schedule. So that's where those terms come from.
- Andrew: What about using the verb arrange? Could you say, "I'd like to arrange an appointment"? Does this sound natural to you, Suzanne?
- Suzanne: Not really. You could say it because people will know what you mean, but it's not a typical way to make an appointment. You wouldn't normally say, "I'd like to arrange an appointment."
- Andrew: Exactly. So stay away from the word arrange when making an appointment, but do use the verbs make, book, and schedule.
- Suzanne: Yes.
- Andrew: OK, let's take a look at our second key expression. What is number two, Suzanne?
- Suzanne: So number two is, "**Does she have any time on Wednesday afternoon?**" "**Does she have any time on Wednesday afternoon?**" This is when Patrick is asking for a specific day and time in the afternoon.
- Andrew: Right. Patrick requests to see Jane, his hairstylist, and he wants to know if she's available on Wednesday afternoon.
- Suzanne: Mmhmm.
- Andrew: And there are many ways that we can phrase this question, right? We could say, "Does she have time?"
- Suzanne: Mmhmm.

- Andrew: "Is she available?" "Is she free?" "Would it be possible to see her on Wednesday afternoon?" Or even, "Can I come in on Wednesday afternoon?"
- Suzanne: Mhmm, exactly. I think I usually say, "Would Wednesday afternoon be possible?" I've also used that often.
- Andrew: Using the word would in this situation is very common. Because not only is it polite, but it's kind of hypothetical, right?
- Suzanne: Yes.
- Andrew: "In the future, if she has time would it be possible for me to see her?" It's just a very natural grammatical form to use for this situation, so I highly recommend using this question style. "Would it be possible for me to see Jane?" This sounds like a very natural style to me.
- Suzanne: Yeah. That's great.
- Andrew: Quick question for you, Suzanne.
- Suzanne: Yeah.
- Andrew: We just mentioned that Jane is a hairstylist, but we actually have several words to talk about people who cut hair for a living.
- Suzanne: Yeah.
- Andrew: There's hairstylist. There's barber. There's hairdresser. Are these all the same? Do they have different meanings?
- Suzanne: Yeah, there slightly different. A barber, like we said earlier, is someone who works in a barbershop and usually cuts men's hair, and also can do a shave or a beard trim.
- Andrew: Mhmm.
- Suzanne: A lot of guys these days have beards. It's come back. You know, it's cool.
- Andrew: Yeah.
- Suzanne: So sometimes they need a barber to help them trim it or their mustache. This is done predominantly by a barber.
- Andrew: OK.
- Suzanne: A hairstylist is a general term for a man or a woman who cuts hair or colours hair.

Andrew: Mmhmm.

Suzanne: Usually if they just colour hair, they're called a colourist. If they do both, they're usually a stylist or a hairstylist. A lot of people these days cut it short and just say stylist.

Andrew: Yes, this is common.

Suzanne: Yeah. And a hairdresser is kind of an older term, I feel like, when my grandma or my mom used to go into the salon and get their hair blown out and just styled, not really cut or anything. They would go in for their weekly style.

Andrew: Yes.

Suzanne: And back in the day, back in the 80s or something.

Andrew: Yes.

Suzanne: So that I think lends itself more to just hairstyling, like doing someone's hair, you know? Like someone who does hair for a wedding, maybe.

Andrew: Mmhmm.

Suzanne: They're not really cutting the hair. They're the hairdresser.

Andrew: Yeah. Actually, in my opinion, I don't think there's much difference between the words hairstylist and hairdresser, except that hairstylist seems more modern and ...

Suzanne: Modern, yeah.

Andrew: It's a word that people would use these days, whereas I agree with you that hairdresser is maybe our parents' generation. It's not uncommon to hear some older people say, "Oh, I need to go down to the hairdresser's." They will actually call the salon the hairdresser's.

Suzanne: Yup.

Andrew: Yeah ... Just, I wouldn't use this word when you're speaking, but it's a good word to know for listening. That some older people might call a hair salon the hairdresser's.

OK, moving on to expression number three. Suzanne, could you introduce it for us?

Suzanne: Yeah. This is when the receptionist at the hairdresser, or salon, said, "**We could squeeze you in** at 4:30." "**We could squeeze you in** at 4:30."



Andrew: **Squeeze you in.**

Suzanne: So what does that mean, **squeeze you in** at 4:30? What do you think that means, Andrew?

Andrew: Well, when you **squeeze somebody in**, you give them some of your time, even though you are really busy or you don't have that much free time. We use this very often when we're making an appointment and say, "Ah, you know, I'm pretty busy tomorrow, but I can **squeeze you in** for 10 minutes." "I can make my schedule free for 10 minutes for you." Something like this. And ...

Suzanne: Yeah.

Andrew: In the dialogue that we heard, the receptionist was trying **to squeeze Patrick in** because Jane, the stylist, has time available only from 4:30 until the store closes, which is not a lot of time. So because there's not much free time available, they have **to squeeze Patrick in**.

Suzanne: And I think he's lucky he's a guy. Because if it were a girl, it would take longer, I think.

Andrew: Yeah.

Suzanne: And they wouldn't be able **to squeeze her in**.

Andrew: But I bet you Jane, the stylist, is happy **to squeeze one last client in** before the end of the day.

Suzanne: Mhmm. Cha-ching!

Andrew: Cha-ching! It's ... Yeah, it's always good to work until the end.

Suzanne: Yeah.

Andrew: OK. So Suzanne ...

Suzanne: Yes.

Andrew: It's my favourite time of a Real Talk episode.

Suzanne: Oh my gosh! It's so exciting!

Andrew: It's quiz time!

Suzanne: Yay! Quiz time! Excellent. No, I'm kidding. I'm kidding.

Andrew: So I want everybody to put on your thinking caps.

- Suzanne: OK. Mine's on. I got my thinking cap on.
- Andrew: In our dialogue, we heard the receptionist say, "**We could squeeze you in** at 4:30" when offering an appointment to the client, Patrick, right?
- Suzanne: OK.
- Andrew: But here is your quiz question: what are some alternative ways that the receptionist could have offered an appointment time to Patrick? We'll give you 30 seconds or so to brainstorm, and then after that you and I, Suzanne, will share some possibilities with everyone.
- Suzanne: Awesome.
- Andrew: So here we go, 30 seconds starting now.
- Suzanne: And time's up!
- Andrew: OK Suzanne, did you think of any? Did you come up with any possible alternatives to this expression, "**We could squeeze you in** at 4:30"?
- Suzanne: Yeah, I thought of, "OK, we can pencil you in for 4:30."
- Andrew: Hmm, pencil you in.
- Suzanne: Yeah.
- Andrew: I love this expression. It's actually one that I use a lot with my friends.
- Suzanne: Why do you love it so much?
- Andrew: Well, when you pencil somebody in, you make an appointment with somebody. You make plans with somebody, but you are saying at the same time that you are a little bit flexible. That if the plans happen to change, it's OK. Because when you pencil somebody in, you would use a pencil to write in your schedule that you have an appointment.
- Suzanne: Mmhmm.
- Andrew: And if something happens and you have to cancel that appointment, it's no big deal. You can just use your eraser and ...
- Suzanne: Yeah.
- Andrew: Erase that appointment.
- Suzanne: Like it's tentative.

- Andrew: It's tentative.
- Suzanne: Yeah. It's not in pen. If it were in pen, it would be permanent.
- Andrew: Yes.
- Suzanne: And definite, right?
- Andrew: Exactly. This is ... Yeah, a very common way to make an appointment, and I guess you could use it in this situation because they're kind of **squeezing the client in** at the end of the day, right? If Patrick decided, "Ah ...
- Suzanne: Yeah.
- Andrew: "You know what? I don't really have time at the end of the day," or "I'm not feeling it." You could cancel, and it would be no big deal.
- Suzanne: Yeah. What's another idea?
- Andrew: I like the question style, "How does 4:30 sound?" "How does it sound?"
- Suzanne: Mmhmm. I like that too.
- Andrew: Yeah. Patrick says, "Oh, do you have any time Wednesday afternoon?" And the receptionist says, "Yeah. How about 4:30?" "How does 4:30 sound?"
- Suzanne: Yeah. She could also have said, "Does 4:30 sound OK?" or "Does 4:30 work for you?"
- Andrew: Mmhmm. So there are many, many different ways that we can express this thought.
- Suzanne: Yeah.
- Andrew: OK. So if we transition to our fourth expression for the day, we hear Patrick confirm the appointment, right?
- Suzanne: Yeah.
- Andrew: He says, "**That would work for me.**" So the receptionist says, "**We can squeeze you in** at 4:30" and Patrick confirms by saying, "**That would work for me.**"
- Again, what are some alternative expressions you could use in this situation, Suzanne?
- Suzanne: I guess he could've said, "Yeah, that sounds great," or "That sounds good."

Andrew: You don't have to get too complex here.

Suzanne: Yeah.

Andrew: You can just use a very simple affirmative expression, right? "Great!" "Sounds good!" "Perfect!" Just keep it simple.

Suzanne: Mmhmm.

Andrew: I think is the important part here. And yeah, so that's how you can successfully make an appointment in English by using these four expressions. And I think today, we looked at a lot of alternative expressions.

Suzanne: Yeah.

Andrew: That you may hear when making an appointment.

Suzanne: Yeah. And we'll be replaying the dialogue one more time at the end. So make sure to stick around to hear all of that once more.

Andrew: That's right.

If you enjoyed today's episode, please do us a favour. Leave us a rating and a review on iTunes. All you have to do is simply visit the iTunes store on your phone or computer, and search for Culips. Click the Ratings and Review tab, and then click the Write Review button. And guys, this helps us out big time.

Suzanne: Big time.

Andrew: Big time.

Suzanne: Big time!

Andrew: If you could spare just a few minutes of your time to leave us a review, we'd really appreciate it.

Suzanne: Even if it's a few words or a few sentences, it helps you with your English, and it helps us to be found by other people who need Culips.

Andrew: Exactly.

Suzanne: And if you have any questions or comments for us, we'd love to hear from you guys. So please send us a message. You can do so through our Facebook page at [facebook.com/culipspodcast](https://facebook.com/culipspodcast), C-U-L-I-P-S podcast, or our website, [Culips.com](http://Culips.com).

Andrew: That is it for now. We'll be back soon with another episode.

Suzanne: Thanks guys. Bye!

Andrew: Bye.

Receptionist: Hi. This is Chic Style Salon. How can I help you today?

Patrick: Yeah, **I'd like to make an appointment for a haircut next week.**

Receptionist: Sure, no problem. Was there a particular stylist you'd like to see?

Patrick: Jane cut my hair last time. I thought she did a great job. **Does she have any time on Wednesday afternoon?**

Receptionist: Hmm, let me take a look. It looks like she's quite busy. She does have an opening in the late afternoon, right before we close. **We could squeeze you in** at 4:30.

Patrick: 4:30? **That would work for me.**

Receptionist: Great! So we'll see you Wednesday afternoon at 4:30. Could I get your name?

Patrick: It's Patrick.

Receptionist: And you just wanted a cut, right?

Patrick: Yup. That's right.

Receptionist: All right, great. Thanks Patrick.

Patrick: OK, thanks. Bye.

## Detailed Explanations

### I'd like to make an appointment for [sometime]

When you want to get a haircut, the first thing that you need to do is call and ask for an appointment. You can do this by using the expression **I'd like to make an appointment for [sometime]**.

In this episode, Patrick began the conversation with the receptionist by saying, "**I'd like to make an appointment for [sometime]**." Let's take a closer look at this sentence.

The first part of this sentence, **I'd like**, is a polite introduction. Some other ways to start this sentence are "I'm calling to," "I'm calling about," "could I," "may I," and "can I." These are all polite and courteous ways to introduce your request.

The second part of this sentence, **to make an appointment**, is where you indicate why you are calling. When you want to make an appointment, there are three verbs you can choose from: to make, to book, and to schedule. If you need to cancel or change an appointment, just exchange the verb in **I'd like to make an appointment for [sometime]** with either "to cancel" or "to change." For instance, if you have to cancel an appointment, you could say, "I'd like to cancel an appointment for [sometime]."

The last part of the sentence, **for [sometime]**, is where you state when (date/time) you would like the appointment to be. This is optional, as the receptionist will ask you more questions later, but makes your request more specific.

So let's take a look at some other sentences that mean **I'd like to make an appointment for [sometime]**:

- "May I book an appointment for this Friday?"
- "I'm calling to schedule an appointment for next month."
- "Could I make an appointment for tomorrow morning?"

Here's one more example with **I'd like to make an appointment for [sometime]**:

Receptionist: Hello. What can I do for you?

Judy: **I'd like to make an appointment for tomorrow.** I'd like to dye my hair.

Receptionist: I have an appointment available tomorrow afternoon at 2:00 p.m. Did you want a haircut as well?

Judy: No, just the colour, and **2:00 p.m. works for me.**

**Does [someone] have any time on [sometime]?**

When making an appointment, you need to set the date and time of the appointment. As previously mentioned, you can do this by specifying the date and time in the expression **I'd like to make an appointment for [sometime]**. You can also do this by asking, like in the dialogue from this episode, **"Does [someone] have any time on [sometime]?"** Simply replace the term someone with the name (proper noun, noun, or pronoun) of the person you would like to see, and the word sometime with the date and time that you would like to see them.

Here are a couple more ways you can ask for a specific appointment time:

- "Is there anything available on Tuesday morning?"
- "Do you have a spot on Friday afternoon or Saturday morning?"
- "Could I come in next Monday between 10:00 a.m. and 12 p.m.?"

However, if you're booking an appointment at a busy or popular place, you may not always get the appointment that you request. When this happens, the receptionist will often offer alternative appointment times from which you can choose. If this happens, just choose the appointment time that works best for you or request another time.

If you do not specify when you are free, the receptionist will often ask your availability. There are many ways the receptionist might do this. For example:

- "When would work for you to come in?"
- "What times are you available?"
- "When's good for you?"
- "Did you have a time in mind?"

Here's one more example with **does [someone] have any time on [sometime]?:**

Mark: **Does Jenny have any time on Saturday morning to cut my hair?**

Receptionist: Unfortunately, no. How does Saturday at 5:00 p.m. sound instead?

Mark: I guess that sounds OK.

Mark: Great, see you then!

## A walk-in/walk-in

**Walk-in** can be either an adjective or a noun. When used as an adjective, **walk-in** describes a place where you do not need an appointment to receive a service. For example, there are **walk-in** doctors, **walk-in** restaurants, and **walk-in** hair salons. So if you're looking to get a type of service right away, you're looking for a **walk-in** business.

When used as a noun, **a walk-in** means a person who arrives without an appointment or a reservation. In this episode, Andrew and Suzanne talk about how some salons accept **walk-ins** and some do not. In other words, some places will give people who walk in without an appointment a haircut, and some places will not give those people a haircut.

Many businesses that accept **walk-ins** will have a sign that says, "**Walk-ins** welcome." This is a common practice for hair salons, barbershops, nail salons, tattoo shops, and restaurants.

Here are two more examples with **a walk-in/walk-in**:

John: Oh man, I have a really bad toothache.

Angie: That's not good. You should try to find a **walk-in** dentist and get an appointment today!

Richard: Hello, I was hoping to get a haircut today. Do you accept **walk-ins**?

Receptionist: Yes, we do!

## To squeeze [someone/something] in

When you fit an appointment or activity into an already busy schedule, you are **squeezing it in**. You can **squeeze in a person or an activity**. For example, in this episode, the receptionist says to Patrick, "**We could squeeze you in at 4:30.**" In other words, despite the salon being very busy, there is just enough time for Patrick to come in at 4:30 p.m. When someone uses the phrase **to squeeze [someone/something] in**, they are emphasizing that their schedule is very busy.

Here's one more example with **to squeeze [someone/something] in**:

Megan: We really need to go over the notes for our presentation tomorrow. Do you have time today to get together?

Harold: I'm really busy today, but I think I could **squeeze you in** at 9:00 p.m.



## That works for me

Once the receptionist has offered you an appointment time that works for you, it's time to end the conversation.

In this episode, we heard Patrick accept an appointment for Wednesday at 4:30 p.m. by saying, "**That works for me.**" As Andrew and Suzanne mention, this part of the conversation doesn't need to be complicated. Here are some other ways you can confirm an appointment time:

- "That sounds good to me."
- "OK, sounds great."
- "Perfect! I'll be there at [appointment time]."

Sometimes, after you have confirmed or set your appointment, the receptionist will have additional questions before the conversation is completely done. For example, they might want to confirm the details of the appointment, or to ask your name and phone number. So don't hang up the phone or walk out of the business as soon as you have your appointment time! Make sure that you wait to see if there are any other questions that you need to answer or other details that you need to provide.

Here are a couple more examples of **that works for me**:

Receptionist: How does 6:00 p.m. tomorrow sound?

Roy: **That works for me**, thanks.

Receptionist: Would you like to come in at 2:30 p.m. on Friday?

Betty: **That works for me.**

Receptionist: All right. Can I have your name and phone number?

Betty: My name is Betty, and my number is 555-234-2976.

Receptionist: Lovely! We'll see you at 2:30 p.m. on Friday.

Betty: See you then!

## Quiz

1. **If someone says that they can squeeze you in, they \_\_\_\_\_ fit in your appointment.**
  - a) can
  - b) cannot
  - c) might be able to
  - d) don't want to
  
2. **True or false: If you show up to a scheduled appointment, you are a walk-in.**
  - a) true
  - b) false
  
3. **Which of the following verbs cannot be used when requesting an appointment?**
  - a) to make
  - b) to book
  - c) to sunk
  - d) none of the above
  
4. **Which of the following phrases cannot be used to accept an offered appointment time?**
  - a) "That sounds good."
  - b) "That's great."
  - c) "That's a no-go for me."
  - d) "That works for me."
  
5. **Which of the following is a polite way to indicate that you would like to make an appointment?**
  - a) "I'd like to make an appointment for [sometime]."
  - b) "I'm calling to schedule an appointment for [sometime]."
  - c) "May I schedule an appointment for [sometime]?"
  - d) All of the above

## Quiz Answers

1.a    2.b    3.c    4.c    5.d

### Episode credits

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