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UNIT 01

주제 · 제목

WORD PREVIEW

수능 ANALYSIS

- surround
- predispose
- consider
- incapable
- trust
- task
- mistake
- clumsiness
- error
- child-rearing
- demand
- consciously
- treat
- animated
- property
- freight
- combination
- have control over
- elder

PRACTICE 01

- countless
- stare
- vacantly
- folk
- idly
- unpleasant
- condition
- slightest
- intention
- engage
- satisfy
- continue
- ahead
- inevitable
- force
- carry

PRACTICE 02

- unlike
- goods
- service
- store
- production
- consumption
- occur
- simultaneously
- firm
- provide
- maintain
- capacity
- peak
- physical
- period
- luggage
- perishable
- demonstrate
- inventory
- transfer

PRACTICE 03

- in general
- evaluation
- result
- subjective
- performance
- measurement
- acceptable
- employee
- manager
- alike
- validity
- affect
- circumstance
- significant
- neglect
- productivity
- concerned
- improve
- guidance
- batting average
Since all children must grow up surrounded by adults, they are predisposed to consider themselves small, weak and incapable of living alone. They do not trust themselves even to do those simple tasks of which adults believe they are capable without mistakes or clumsiness. Most of our errors in child-rearing begin at this point. When we demand more than children can do, the idea of their own helplessness is thrown into their faces. Some adults even consciously make children feel their smallness and helplessness. Others treat children as animated dolls to be played with. Others again treat children as valuable property that must be carefully watched, while still others make them to feel they are so much useless human freight. A combination of these attitudes on the part of parents and other adults often lead children to believe they have control over only two things: the pleasure and displeasure of their elders.

① child-rearing practices in different cultures
② reasons not to compare children with others
③ importance of providing children with new experiences
④ effective strategies for improving children’s social skills
⑤ effects of child-rearing attitudes on children’s helplessness
**ORGANIZER**

Consciously make children feel their smallness and helplessness

Treat children as animated __________ to be played with

Treat children as valuable __________ that must be carefully watched + useless human freight

Children believe that they have control over only the pleasure and displeasure of their elders

**TIPS**

- make, have, let과 같은 서술동사는 목적어와 목적격보어를 필요로 하는데, 목적격보어로 to부정사가 온 때는 to 없는 부정사구를 사용한다.

A good boss lets his employees [have enough breaks].

- 목적어 목적격보어
  
## Worksheet

1. **어휘** 다음 영어사전 뜻풀이에 해당하는 단어를 본문에서 찾아 쓰시오.
   
   (1) __________ : things that are owned by someone
   
   (2) __________ : goods that are carried by vehicles

2. **어법** 밑줄 친 @, @를 어법에 맞게 각각 고쳐 쓰시오.
   
   ① to feel → __________
   
   ② lead → __________

3. **서술형** 본문에서 어른들의 잘못된 양육 태도의 예로 제시한 것 중 두 가지를 찾아 우리말로 쓰시오.

   __________
Right now there are countless people across this country who are waiting. Most are in a post office, while others are in a doctor’s office or a supermarket. And many of them probably are staring vacantly. Surely these folks know from experience that waiting idly is unpleasant. Yet day and day, year after year, they continue to enter into waiting situations without the slightest intention of engaging their minds. They’ve conditioned themselves to be satisfied with doing nothing while waiting. You should not be one of them. Instead, planning ahead for those inevitable times when you will be forced to wait. If you’re going into a likely waiting situation, be sure to carry a book or puzzle or notebook with you. And when someone glibly says, “Sorry you had to wait,” you can reply, “I wasn’t waiting. I was ...ing.”

① Don’t Make Someone Wait for You Idly
② Life Is Filled with Waiting Day after Day
③ Be Patient While Waiting: Time Will Fly By
④ Don’t Be a Zombie: Be Active Even While Waiting
⑤ Always Avoid Situations Where You Have to Wait

Words & Phrases
- countless 수많은
- idly 헛되이, 무익하게
- inevitable 피할 수 없는
- stare 응시하다
- intention 의도, 의향
- constantly 경한, 먼정하게
- condition 결정하다, 습관화시키다
Unlike goods, services can’t be stored. Instead, their production and consumption occurs simultaneously. Firms that provide services must maintain enough capacity to meet peak demand periods or they will (A) face/prevent a physical backlog of customers. In the case of air travel, if you fly during peak periods, you will join a queue of fellow passengers waiting in line to check their luggage. To reduce the backlog, most service delivery systems use reservations and appointments. Services are time perishable. An empty seat at a theater or an empty hotel room will never be (B) abandoned/available again for that particular play or for that specific night, which demonstrates why services cannot be inventoried and stored for later use. Services cannot be transferred or reused but must be sold directly to a customer.

\*backlog (일의 미처리분)  **queue 행렬, 줄

1. the role of service in tourism
2. the time-bound nature of service
3. origins and types of service industries
4. changes in customer service strategies
5. various efforts to improve service quality
In general, evaluation of results can be less subjective than other kinds of performance measurement. This makes measuring results highly acceptable to employees and managers alike. Results-oriented performance measurement is also relatively easy to link to the organization’s goals. However, measuring results has problems with validity, because results may be affected by circumstances beyond each employee’s performance. Also, if the organization measures only final results, it may fail to measure significant aspects of performance that are not directly related to those results. If individuals focus only on aspects of performance that are measured, they may neglect significant skills or behaviors. For example, if the organization measures only productivity, employees may not be concerned enough with customer service. Finally, focusing strictly on results do not provide guidance on how to improve. If baseball players are in a hitting slump, simply telling them that their batting average is .190 may not improve their hitting.

1 What We Can Get from Less Subjective Evaluation
2 How to Avoid Subjectivity in Performance Measurement
3 Measuring Results: The Best Way to Increase Productivity
4 Dark Sides of Results-Oriented Performance Measurement
5 How Companies Can Change Their Results-Oriented Policies

1 Although results-oriented performance is good for achieving an organization’s goals, it also has many in several respects.
I have two best friends, and we are all classmates. Since middle school, we have been very good friends. But last week, my two friends had a big fight and they haven’t talked to each other since. I don’t know what to do to solve this problem. I just want us all to be good friends again like before. What should I do?
STEP 01

1 The writer’s two friends had a big fight and they haven’t talked to each other since.

2 (1) The writer and his (or her) friends need to discuss the issue.

(2) They should openly share their feelings with each other.

STEP 02

Here are some suggestions for you. Find a time to meet with your friends. In order to move beyond the conflict, you and your friends need to discuss the issue. Ask your friends to meet with you. Invite your friends to coffee, dinner, or a walk on the beach. Also, allow your friends to openly share their feelings. It is important that they feel heard and valued. Sit quietly and actively listen to what they say. I hope this advice will help you.
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**WORD PREVIEW**

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<td>frustrating</td>
<td>jellyfish</td>
<td>desired</td>
</tr>
<tr>
<td>unfortunately</td>
<td>issue</td>
<td>individual</td>
<td>discipline</td>
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<tr>
<td>casually</td>
<td>get along</td>
<td>recent</td>
<td>behavior</td>
</tr>
<tr>
<td>mention</td>
<td>wisdom</td>
<td>observe</td>
<td>inappropriate</td>
</tr>
<tr>
<td>signal</td>
<td>resolve</td>
<td>block</td>
<td>as per</td>
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<tr>
<td>wind down</td>
<td>sibling</td>
<td>harmful</td>
<td>norm</td>
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<tr>
<td>friendly</td>
<td>discord</td>
<td>economic effect</td>
<td>describe</td>
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<tr>
<td>stare</td>
<td>fairness</td>
<td>cause</td>
<td>boundary</td>
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<tr>
<td>mouthpiece</td>
<td>respect</td>
<td>disrupt</td>
<td>limit</td>
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<td>amazement</td>
<td>self-control</td>
<td>commercial</td>
<td>perform</td>
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<td>admiration</td>
<td>negotiation</td>
<td>tear</td>
<td>elicit</td>
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<tr>
<td>hang up</td>
<td>interpret</td>
<td>net</td>
<td>advisable</td>
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<td>instantaneously</td>
<td>encourage</td>
<td>wipe out</td>
<td>warn</td>
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<td>individual</td>
<td>coastal</td>
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<td>admire</td>
<td>unique</td>
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<td>prediction</td>
<td>grasp</td>
<td>cooling water</td>
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<td>treasured</td>
<td>sense of identity</td>
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<td>tight</td>
<td>rivalry</td>
<td>marine</td>
<td>significance</td>
</tr>
<tr>
<td>sentence</td>
<td>resentment</td>
<td>threaten</td>
<td>frame</td>
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One morning at about 11:30, I was speaking on the phone with a client, Michael Thomas, from Illinois. Unfortunately, I had to finish up a project by noon and casually mentioned it to him. That would signal to most people that it was time to start winding down the conversation and talk only a minute or two longer. But not Michael. The next thing I heard was a friendly, “Of course, Leil, we’ll talk again soon.” Click. I stared at the mouthpiece in amazement and admiration after he hung up. He had instantaneously understood my imperatives. I will always admire him for his emotional prediction and for giving me one of my most treasured telephone techniques: When someone says his time is tight, you have only ten seconds. Say one or two friendly sentences and hang up!
background: talking on the 1_______ with a client

My words

would 2_______ that it was time to start winding down the conversation.

Michael

understood my 3________.

I

will 4________ him for his emotional prediction.

moral: When someone says his time is 5_______, say one or two friendly sentences and 6________ _________!
One of the most frustrating issues for moms of children of any age is having kids who cannot get along. Here is a word of wisdom. Life is about problem-solving. Resolving sibling discord teaches important life skills and lessons about fairness, respect for others, self-control, and negotiation. It’s important to understand that, while our children grow up in the same home, each of them experiences the world differently. They interpret the world through their own eyes. As parents, we can help them best when we encourage them see their individual gifts and unique talents. As they begin to grasp a sense of their identity, separate from their siblings and even from us, the rivalry will get easier. It also helps not to compare one child to the other one; that creates resentment.

① 형제자매 간의 불화를 이성적으로 해결하도록 가르치라.
② 가족 간 불화를 피하려 하지 말고 솔직하게 감정을 표현하라.
③ 자녀가 각자 다름을 인정하고 자신의 재능을 찾도록 격려하라.
④ 형제자매 간에 경쟁을 시키지 말고 자녀에게 공평한 기회를 주라.
⑤ 부모가 합리적인 문제 해결 자세를 통해 자녀에게 모범을 보여라.

---

**Words & Phrases**

- frustrating 문제 발생을 주는
- sibling 형제자매
- respect 존중
- interpret 해석하다
- separate 분리된
- get along 서로 잘 지내다
- discord 불화
- self-control 자제력
- grasp 이해하다
- rivalry 경쟁, 대립 관계
- resolve 해결하다
- fairness 공정함
- negotiation 협상
- sense of identity 정체성
- resentment 분개
Jellyfish are often found in large swarms or blooms of thousands, even millions of individuals. In recent years, the number of these blooms observed by scientists and fishers has been rising. Often they are as long as five to six city blocks, and one megabloom was about 300 meters (1,000 feet) long. These blooms have a number of harmful economic effects. They cause beach closings, disrupt commercial fishing operations by clogging or tearing holes in nets, wipe out coastal fish farms, and clog ship engines. They can also close down coal-burning and nuclear power plants by blocking their cooling water intakes. According to Chinese oceanographer Wei Hao and other marine scientists, the startling growth of jellyfish populations threatens to upset marine food webs and ecosystem services and turn some of the world’s most productive ocean areas into jellyfish empires.

*swarm 휴, 무리 **bloom (해파리 등)의 대량 출현 ***clog 막다
If a child is not able to display the desired discipline or display behaviour which is inappropriate as per family norms, it is important to communicate and discuss the issue threadbare with the child, describing clearly family boundaries or whatever. Children must be educated about the limits they shall not cross. Communicating in simple language, such as: “Such acts are never performed in the family. I do not consider your behaviour to be right,” etc., does help elicit the desired discipline. And, if the child tries to cross the limits, it is advisable to warn the child in advance rather than punish him/her later. Further, explaining to the child why its behaviour must conform to family norms and remain within family boundaries helps the child to respect the significance of family boundaries and to learn to be happy within that frame.

① 부모는 자녀가 솔직하게 자신의 감정을 표현하도록 해야 한다.
② 부모는 자녀와 함께 대화와 토론을 통해 가족 규범을 정해야 한다.
③ 부모는 자녀가 잘못된 행동을 했을 때 벌주는 것을 자제해야 한다.
④ 부모는 여기저기 말이야 할 가족 규범을 자녀에게 미리 가르쳐야 한다.
⑤ 부모는 자녀가 자신의 잘못을 깨우치도록 충분한 시간을 주어야 한다.
### Step 01
**개요 쓰기** ①〜④의 그림을 이용한 이야기가 되도록 각 장면에 해당하는 내용을 작성해 보십시오.

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### Step 02
**단락 쓰기** 위에서 작성한 내용을 바탕으로 하여 아래 문단을 완성하고 이야기해 보십시오.

One day, I ________________________________.

______________________________

I thanked ______________________ for ________________________________.

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CHAPTER 01 • UNIT 02 요지 • 주제 21
STEP 01
1 I was busy doing my homework when my phone rang.
2 I mentioned to my friend I had to finish my homework.
3 Fortunately, he understood my situation and we ended our conversation.
4 I thanked him for understanding my situation.

STEP 02
One day, I was busy doing my homework when my phone rang. I mentioned to my friend I had to finish my homework. Fortunately, he understood my situation and we ended our conversation. I thanked him for understanding my situation.
Dear friends,

I have a birthday coming up in less than two weeks. This year, my birthday wish is about fighting cancer. My 30th birthday wish is not just for me, and for all of us that have been, or probably will be touched by cancer. I am a team member on one of the American Cancer Society’s Relay For Life team for the Albuquerque Relay this June 2-3. Most of my teammates are cancer survivors, and I am honored they asked me to be on their team this year. Our goal for this event is to raise $200,000 in the year 2018. So here’s the deal: I’m asking all of you to make a donation of $29.99 to my relay team towards our team goal of $2,000. Please fill out the attached donation form. My thanks, and thanks from your American Cancer Society.

Sincerely,
Dora McBriar
A birthday coming up

**Topic**

My 30th [ ] _______ _______ → for people with cancer

**Situation**

American Cancer Society’s Relay For Life → Our goal for this event is to raise [ ] _______.

**Purpose of writing**

to request a [ ] _______ of _________ to my relay team

---

**WORKSHEET**

1. (어휘) 다음 영어사전 뜻풀이에 해당하는 단어를 본문에서 찾아 쓰시오. (단, 필요한 경우 어형을 바꾸시오.)

   (1) [ ] _________ : to regard or treat with admiration
   (2) [ ] _________ : to fasten something to an object

2. (어법) 밑줄 친 (1), (2)를 어법에 맞게 각각 고쳐 쓰시오.

   (1) and → [ ] _________
   (2) team → [ ] _________

3. (서술형) 밑줄 친 the deal의 구체적인 내용을 찾아 다음 빈칸에 쓰시오.
   
   It means the recipient makes a [ ] _________ to the writer’s [ ] _________ _________ _________ _______ _______ _______.

---

**TIPS**

・not A but B (A가 아니라 B)

My 30th birthday wish is **not** just for me, **but** for all of us that have been touched by cancer.

- 저의 30번째 생일의 소원은 제가 아니라 우리 모두를 위해

・one of the+복수명사 (~들 중 하나)

I am a team member on **one of the** American Cancer Society’s Relay For Life **teams**.

- 저는 미국 암 협회 Relay For Life 팀들 중 하나에 들어가 있습니다.
Dear Mr. Dennison:

Thanks for thinking of me as a sponsor of your boycott. Like you, I want our children to grow up in a moral society. But I’m afraid I can’t give you permission to use my name as a supporter for Parents for Library Censorship. The fact is, you and I are on different sides of this issue — namely, I am for freedom of speech and against censorship in any form. While I agree with you that some of the books on the list are of questionable quality and taste, I also feel just as strongly that no one person or organization has the right to determine what is ‘suitable’ literature for other people. I spoke out very strongly against library censorship at a recent parent-teachers meeting and I will do likewise when I have the opportunity.

Sincerely,
John Thomson

1 sponsor 후원자, 후원 업체
2 boycott 거부 운동, 보이콧
3 permission 허락
4 questionable 문제가 되는
5 organization 조직
6 speak out against ~에 반대하는 입장을 밝히다
7 moral 도덕적인
8 namely 말하자면, 즉
9 taste 취향
10 suitable 적합한

1 다음 영영사전 뜻풀이에 해당하는 단어를 원글에서 찾아 쓰시오.

__________________ : one person’s opinion or attitude in an argument or disagreement

2 밑줄 친 do likewise가 의미하는 내용을 우리말로 쓰시오.

__________________
My brother, Daniel Jones, recommended your company as one that would do a good job of building our exhibition booths, but we have seen virtually no progress on the project during recent weeks. Our conference is scheduled for March 3. With our advance payment, you agreed to have the work completed one week prior to the opening (contract copy enclosed). I question that you will be able to meet the terms of the contract, and I am very concerned about being ready for the conference. Please call me, and follow up in writing, about how you intend to complete the work on time. If it appears that you will default on this contract, we will take immediate measures to protect ourselves.

① 전시회 개시 일정의 변경을 안내하려고
② 유능한 사장 업체 추천에 대해 감사하려고
③ 사장비 선불 지급과 작업 기간 단축을 제안하려고
④ 전시회 부스 설치를 계약대로 진행할 것을 제안하려고
⑤ 계약서와 다르게 설치된 전시회 부스에 대해 항의하려고

---

**Worksheet**

1. Fill in the blanks:
   - 민족 친 ⑥~⑦ 중, 어법상 놀린 것을 찾아 바르게 고쳐 쓰시오.

   __________________________ → __________________________

2. Correct the preposition and insert the appropriate word in the sentence:

   걱정하게 해 드려서[불편하게 해 드려서] 사과드립니다[죄송합니다].

   → I __________________________ for any __________________________ I’ve caused.

---

**Words & Phrases**

- exhibition: 전시회
- recent: 최근의
- contract: 계약서
- virtually: 사실상
- conference: 학회, 회의
- enclose: 동봉하다
- progress: 진척, 진전
- prior to: ~ 전에, ~에 앞서
- terms: (계약) 조건
- default: (의무를) 이행하지 않다
Dear Randy:

I have greatly enjoyed my work as a literacy volunteer at your center for the past three years. I think I have received as much from the people I have worked with as I have given. It has been a gift to be able to make a difference in the lives of such wonderful people. Unfortunately, though, I will have to suspend my involvement at least for the immediate future. I am getting married this spring, and with the arrangements for that, my full-time job at the hospital, and plans for graduate school, I am overwhelming. When my life returns to normal, I would love to come back. Thank you for giving me the chance to contribute.

Sincerely,
Morgan Diamond

① 자원봉사의 유익함을 설명하려고
② 자원봉사 참여에 대해 감사를 표하려고
③ 병원에서 일할 자원봉사자를 모집하려고
④ 자원봉사자의 자격 요건에 대해 안내하려고
⑤ 자원봉사 활동을 중단하게 되었음을 알리려고

1 다음 영문사전 뜻풀이에 해당하는 단어를 위글에서 찾아 쓰시오.
   (1) __________________ : the ability to read and write
   (2) __________________ : to stop for a usually short period of time

2 말줄 친 ⑥〜⑧ 중, 어법상 틀린 것을 찾아 바로게 고쳐 쓰고 후, 그 이유를 설명하시오.
   (1) __________________ → __________________
   (2) 이유: ____________________________

Words & Phrases
☐ literacy 글을 읽고 쓸 수 있는 능력
☐ the immediate future 가까운 장래
☐ contribute 기여하다
☐ suspend 중단하다
☐ arrangement 준비, 마련
☐ involvement 참여, 관여
☐ graduate school 대학원
수행평가 03
봉사 활동 소감문 작성하기

평가일 : ( )월 ( )일
Student ID ___________________ Name ___________________

STEP 01

개요 쓰기
자신이 최근에 한 자원봉사 활동에 관한 다음 질문의 응답을 간략히 작성해 봅시다.

1 When was the volunteer work?
   It was ____________________________.

2 Where did you volunteer?
   I volunteered at ________________________.

3 What did you do?
   I helped ____________________________.
   After that, ____________________________.

4 How did you feel?
   Also, ________________________________.

STEP 02

단락 쓰기
위에서 작성한 내용을 바탕으로 소감문을 작성해 봅시다.

Title: ________________________________

It was ________________________________.
I volunteered at ________________________.
First, I ________________________________.
After that, I ____________________________.
I was ________________________________.
Also, I ________________________________.
It was very special to me, because I was able to help others. If I have another opportunity, I’ll gladly volunteer again.

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CHAPTER 01 • UNIT 03 목적 29
It was December 12 last year.

I volunteered at a soup kitchen near Seoul Station.

I helped serve meals (to the homeless and the needy). After that, I washed dishes.

I was surprised that there were so many homeless people. Also, I was moved by their caring nature and gratitude.

Title: A Day at a Soup Kitchen

It was December 12 last year. I volunteered at a soup kitchen near Seoul Station. First, I helped serve meals (to the homeless and the needy). After that, I washed dishes. I was surprised that there were so many homeless people. Also, I was moved by their caring nature and gratitude. It was very special to me, because I was able to help others. If I have another opportunity, I’ll gladly volunteer again.