

Chapter 6

The Surprise



Heng and Nary are definitely surprised. However, Soriya notices that it isn't a very happy surprise. As her parents stand in front of the shop, they look completely shocked.

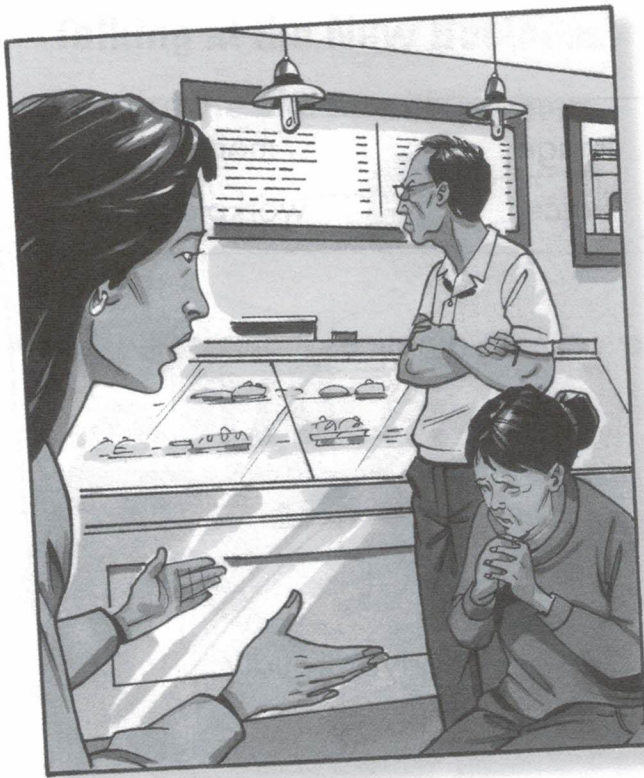
"What's *this*?" asks Heng in disbelief.

"Le Petit Café?" cries Nary in a loud voice.

"This is called changing the business model," says Soriya proudly. "We have a whole new image—and can be more successful than before." Inside, Heng and Nary examine their new workplace. For a long time, they can't say anything. Finally, Heng speaks.

"We didn't have the money for this," he says. "How much did you spend?"

"Don't worry about that, Dad," answers Soriya. "I've invested my own money here. And I hired two new workers: a barista and a pastry chef. You can work less—and relax more. It's going to be fantastic!" Nary looks up at the new menu above the counter. The prices are much higher. Then she sits down on one of the new chairs. She looks angry and upset.



"You told me about making *one or two* changes in the shop," says Nary. "The tables and chairs are very nice," she continues. "The new paint is okay. But everything is different. Our business is gone!"

"It's not *gone*," says Soriya. "I just changed the business model. Please, Mom and Dad. You helped me earn an MBA. I'm trying to build something better for all of us. I know what I'm doing. Just . . . give me a chance!"

Answer the questions.

1. How do Soriya's parents look as they stand in front of the shop?
2. What does Soriya proudly say?
3. What kind of image does she say they have?
4. What do Heng and Nary examine?
5. What can't they say for a long time?
6. When Heng finally speaks, what does he say?
7. Whose money does Soriya say she invested?
8. How many workers does Soriya say she hired?
9. What kind of workers are they?
10. Where does Nary sit down? How does she look?

Complete the sentences.

business model

disbelief

image

money

pastry chef

surprise

voice

workplace

1. Heng and Nary are definitely surprised. However, Soriya notices that it isn't a very happy _____.
2. "What's *this*?" asks Heng in _____.
3. "Le Petit Café?" cries Nary in a loud _____.
4. "This is called changing the _____," says Soriya proudly.
5. "We have a whole new _____—and can be more successful than before."
6. Inside, Heng and Nary examine their new _____.
7. "We didn't have the _____ for this," he says. "How much did you spend?"
8. "And I hired two new workers: a barista and a _____."

Matching: Definitions

_____ 1. hire

a. to feel anxiety about something

_____ 2. relax

b. to give a job to someone

_____ 3. examine

c. to make something different

_____ 4. spend

d. to rest; to take it easy

_____ 5. worry

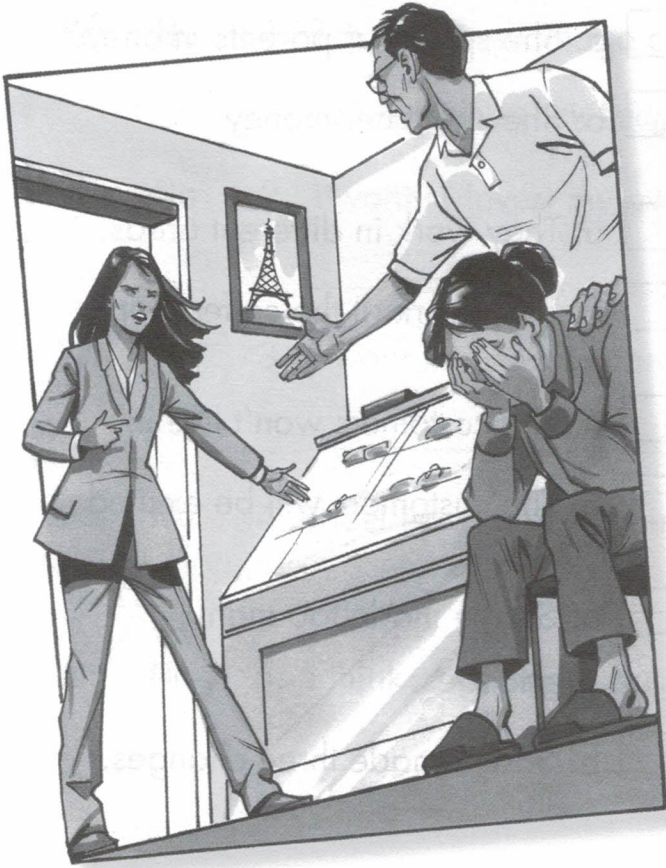
e. to look at something closely

_____ 6. change

f. to use money to pay for something

Talking at the New Business

Practice the dialog with partners.



- A. This is called changing the business model. We have a whole new image—and can be more successful than before.
- B. We didn't have the money for this. How much did you spend?
- A. Don't worry about that, Dad. I've invested my own money here. And I hired two new workers: a barista and a pastry chef.
- C. You told me about making *one or two* changes in the shop. But everything is different. Our business is gone!

Check the good ideas.

Your daughter has changed the business model of your shop. Check (✓) the things that are good to do. Write other ideas on the lines below.

- | | |
|--|---|
| <input type="checkbox"/> feel angry and upset | <input type="checkbox"/> go to a lawyer and file a lawsuit |
| <input type="checkbox"/> don't say anything | <input type="checkbox"/> feel happy about the whole new image |
| <input type="checkbox"/> ask whose money she spent | <input type="checkbox"/> never speak to her again |
| <input type="checkbox"/> feel proud she can take risks | <input type="checkbox"/> insist that she reverse the changes |
| <input type="checkbox"/> worry about the investment | <input type="checkbox"/> trust her because she has an MBA |
-
-

Listening

Listen. Check (✓) the correct sentence.

- | | |
|---|---|
| 1. <input type="checkbox"/> a. They are very surprised.
<input type="checkbox"/> b. They are very proud. | 5. <input type="checkbox"/> a. She spent her parents' money.
<input type="checkbox"/> b. She spent her money. |
| 2. <input type="checkbox"/> a. The shop is very different.
<input type="checkbox"/> b. The shop is the same as before. | 6. <input type="checkbox"/> a. They work in different areas.
<input type="checkbox"/> b. They work at the coffee bar. |
| 3. <input type="checkbox"/> a. We can spend more money.
<input type="checkbox"/> b. We can earn more in the future. | 7. <input type="checkbox"/> a. The customers won't like it.
<input type="checkbox"/> b. The customers will be excited. |
| 4. <input type="checkbox"/> a. She went way over the budget.
<input type="checkbox"/> b. She stayed within the budget. | 8. <input type="checkbox"/> a. Soriya made too many changes.
<input type="checkbox"/> b. Soriya made three changes. |

Pronunciation and Writing

Say the words from the story. Write the number of syllables in each word.
Underline the stressed syllable.

- | | | |
|---------------------|---------------------|---------------------|
| 1. different _____ | 6. fantastic _____ | 11. pastry _____ |
| 2. higher _____ | 7. prices _____ | 12. invested _____ |
| 3. model _____ | 8. proudly _____ | 13. surprised _____ |
| 4. completely _____ | 9. menu _____ | 14. relax _____ |
| 5. upset _____ | 10. disbelief _____ | 15. examine _____ |

What about you?

Circle **Yes** or **No**. Then write questions and ask your partner.

Yes **No** 1. I think a new image can make a business more successful.

Do you think a new image can make a business more successful?

Yes **No** 2. I want to invest my own money in a family business.

Yes **No** 3. I want to work less and relax more.

Yes **No** 4. I feel upset when businesses raise their prices.

Yes **No** 5. I think changing a business model is always a good idea.

Topics for Discussion or Writing

1. What things help to make a business more successful? Are these things always expensive?
2. For what reasons do businesses usually raise their prices? How do customers generally understand these increases?
3. Why does Soriya surprise her parents instead of first discussing her plan with them? Do you think her parents should give her new ideas a chance? Why or why not?