

LESSON 4

FYI



In this lesson, you saw the video clip *At the Burger Palace Drive-Thru*. You know that a drive-thru (or drive-through) is a part of a restaurant, bank, etc., where you are served without getting out of your car.

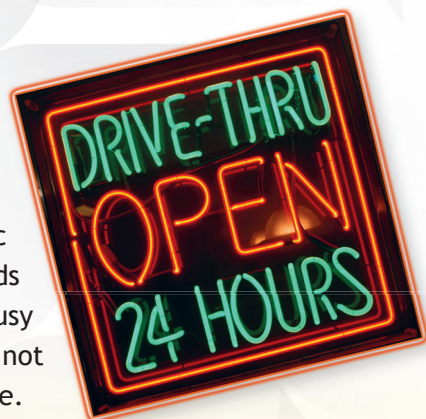
When people eat at a restaurant, they usually have time to enjoy their meal while having a nice conversation with family and friends. But when people don't have a lot of time, a quick and convenient drive-thru might be the perfect solution.

No one is really sure who built the first drive-thru. But according to In-N-Out Burger®, their restaurant in Baldwin Park, California, opened in 1948 with the very first drive-thru in the U.S.

The drive-thru did not become a common part of fast-food restaurants until many years later when McDonald's® finally opened its first drive-thru window in 1975, in Sierra Vista, Arizona. Today, McDonald's® does 70% of its business at drive-thru windows.

*In-N-Out Burger is a fast-food restaurant with locations in California, Arizona, Nevada, Utah and Texas.

The basic idea of the drive-thru is that you can do something without having to spend time to park your car and get out. In today's chaotic world, anything that saves time sounds like a great idea to stressed and busy Americans, so drive-thru windows are not just for fast-food restaurants anymore.



For example, people can get a delicious cup of coffee from many drive-thru coffee shops, make a deposit at their bank, pick up medicine at a pharmacy, and get any kind of food for dinner for the whole family while on their way home from school or work. And all of this without getting out of the car! You can see why Americans are in love with the drive-thru. In fact, July 24 is national Drive-Thru Day!



LESSON 10

FYI

THE HISTORY OF 911

As you already know, 911 is the emergency telephone number in the United States. This number is only for emergencies, and calling it for any other reason is against the law. Let's learn some more about this very important telephone number that helps save many lives every year in the U.S.

Before the invention of 911, people called the regular telephone operator in an emergency. This system was sufficient for small towns, but as the country's population increased, the government started to realize that a better system was necessary.

In 1967, a commission from President Lyndon B. Johnson's government met with AT&T* to create a central system for reporting emergencies. They decided to have one number for the whole country that would give people access to all emergency services. The new number had to be easy to use and remember.

In 1968, AT&T announced the new emergency number: 911. By just calling 911, a person would now have access to emergency police, fire, and ambulance services. Today, people learn how to call 911 in an emergency when they are young children.



EMERGENCY
CALL 911

* Founded in 1885, and originally known as the American Telephone and Telegraph Company, AT&T was the largest telecommunications company in the U.S. until the early 1980s.

How does the 911 emergency service work? When a person calls 911 from any phone, the call is recognized by the telephone company and sent automatically to a central 911 emergency call center. At the emergency call center, the call is answered by a 911 operator. These 911 operators know how to help people in any kind of emergency.



When the 911 operator answers a call, he or she receives the person's name, telephone number and address. (If the person called from a cellphone, the telephone company's satellites can help identify the person's location, and give this information to the 911 operator.)

With this information, the 911 operator can send emergency help to the location immediately, even if the person who is calling cannot speak, does not know where he or she is, or if a child is calling and does not know his or her address. (Though people should still give their location to the operator to confirm the address if possible.)

Each home or business pays a small fee every month for 911 service, but there is no charge for making a 911 call.

Remember this information if you ever travel to the U.S. and need help in an emergency—just call 911!