Non-binary language

London North East Railway has come under fire over a complaint from a non-binary passenger because the conductor greeted customers by saying 'good afternoon ladies and gentlemen, boys and girls.'

The Company apologises and promises to deal with the conductor who wished passengers a cheery good afternoon after 'non-binary' LGBT rail union rep said it didn't 'apply to them'. The non-binary passenger, who goes by the Twitter name Laurence uses the pronouns they and them instead.

London North Eastern Railway said in response to the complaint on Twitter that 'train managers should not be using language like this' before promising to take action.
This exchange sparked a fierce debate over whether 'language like this' should be banned by companies. Some questioned what the alternative would be if train managers wished to remain welcoming and courteous when greeting passengers.

In a statement, they added: 'We are committed to diversity and inclusion in all that we do for our customers, colleagues and communities, and encourage our onboard teams to welcome all customers onboard'. 'Our policies and procedures are reviewed regularly and we will review if any further changes need to be made.'

Adapted from: https://www.dailymail.co.uk/news/article-9574901/LNER-slammed-apologising-staff-said-good-afternoon-ladies-gentlemen-boys-girls.html

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QUESTIONS
1. Write a summary of the text in English, including the most important points, using your own words (approximately 50 words).

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2.- Are the following statements TRUE or FALSE? Copy the evidence from the text.
a) A passenger set fire to a train wagon.

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b) The railway company has used social networks to make amends.

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c) The railway workers will keep on greeting customers.

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d) Unless needed they won't often review their rules.

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3.- Find the words in the text that mean:

a) Criticized:
b) Make amends:
c) Make a fuss:
d) Assure:
e) Severe:
f) Declared illegal:
g) Respectful:
h) Dedicated to:
i) Persuade:

4. – Pronunciation
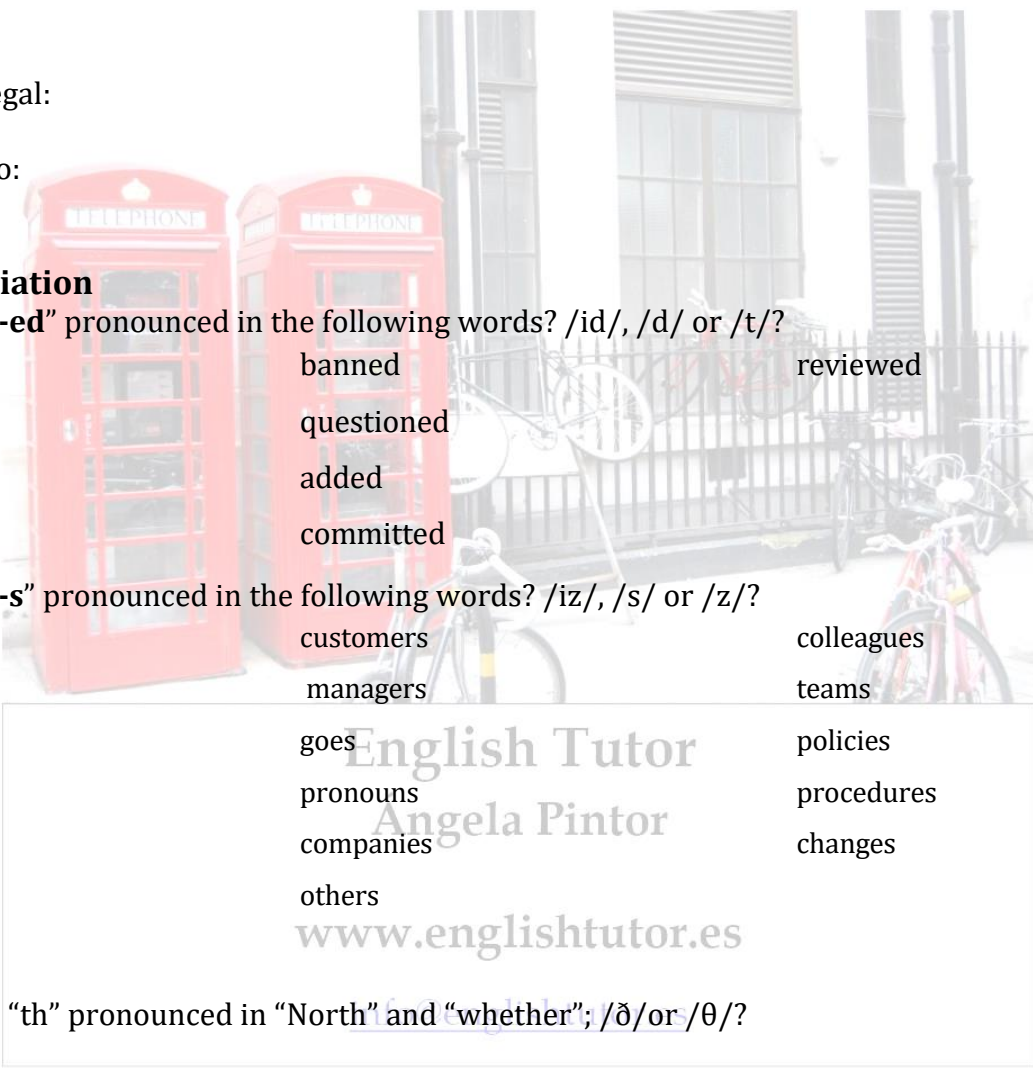
1. How is the "**-ed**" pronounced in the following words? /id/, /d/ or /t/?

wished	banned	reviewed
apologised	questioned	
greeted	added	
sparked	committed	

2. How is the "**-s**" pronounced in the following words? /iz/, /s/ or /z/?

apologises	customers	colleagues
promises	managers	teams
passengers	goes	policies
girls	pronouns	procedures
boys	companies	changes
ladies	others	

3. How are the "th" pronounced in "North" and "whether"; /ð/or /θ/?

4. Write a word from the text that includes the longs sounds / ɔː / as in "more" and / ɜː/ as in "turn".

5. How is the "sh" pronounced in "should"?

6. Which word contains a different vowel sound? London   conductor   under   because

5.- Complete the following sentences. Use the appropriate form of the word in brackets when given.

1. A colleague was with Lauren at the time he defended the complain. He is also believed to be a rail worker.
A colleague ……………………………………………………………………………………..

2. "Do you have any idea how this kind of thing comes across to ordinary people?" Paul asked.
Paul wondered …………………………………………………………………………………..

3. Press contacted the RMT Union for comment.
RMT ………………………………………………………………………………………

4. He intends telling the train manager. (mean)
…………………………………………………………………………………………

6.- Write a few sentences using the following words:

Make amends   Make a fuss   Persuade   Apologise   Policies   Fierce   Commited to

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EXTRA READING: The increasing use of non-binary pronouns

A gender neutral or gender inclusive pronoun is a pronoun which does not associate a gender with the individual who is being discussed.

In the English language, the word 'he' is used to refer to males and 'she' to refer to females.

But some people identify as neither gender, or both, which is why it is becoming increasingly common for companies to make it easier for people to choose to be referred to by other pronouns.

Instagram, for example, now lets users enter their preferred pronouns on their profile.

It is also a common feature of users' Twitter and Facebook biographies.

People who are limited by languages which do not include gender neutral pronouns have attempted to create them, in the interest of greater equality.

These include the terms zie and zim instead of he/she and him/her.

Source: The LGBT Resource Centre.

Conclusion

Think: why does it matter?

Wrap it all up

Re-word topic sentence

Remind reader of topic

All in all... In conclusion...

To sum up... Overall... In short...