

Daily Life - Describing Someone's Face (C0261)

A: Let's play a game!

B: Ok! How about Scrabble?

A: No no, a friend of mine taught me this really fun game. I'm going to describe someone's face, and you guess who it is!

B: Ok!

A: Let's see. He has a roman nose, bushy eyebrows and dimples!

B: Our cousin Pete! My turn! She has a pointy nose, sunken eyes and a mole on her chin!

A: Aunt Rose! That mole is so huge! Ok, my turn. He has a crooked nose and full lips. He has quite a few freckles and an oval face. Oh, he is also bald!

B: Your future husband!

A: Not funny.

Key Vocabulary

| | | |
|---------|----------|---|
| dimple | <i>N</i> | a small natural indentation in the flesh |
| mole | <i>N</i> | a small, dark brown spot on a person's skin |
| freckle | <i>N</i> | a small, brownish spot on someone's skin |
| oval | <i>N</i> | having the shape of an egg |

Supplementary Vocabulary

| | | |
|----------|----------|--|
| cheeks | <i>N</i> | the fleshy side of the face |
| nostrils | <i>N</i> | the holes in the nose that allow the pass of air |
| forehead | <i>N</i> | a part of the face above the eyes |
| eyelash | <i>N</i> | the hair on the eyelid that protects the eye |
| chin | <i>N</i> | the lower portion of the face including the jaw |

The Office - Interview Skills 10 - Concluding The Interview (C0262)

Mr Parsons: Well Rebecca, is there anything else you need to know for now?

Rebecca: I don't think so Mr. Parsons. I think you have covered all the main points for me.

Mr Parsons: Okay well listen, here is my business card with my mobile number. If any other questions spring to mind don't hesitate to contact me. Of course you can also call Miss Childs too.

Rebecca: Great. Ermm, when can I expect to hear from you?

Mr Parsons: Well, we are finishing the shortlist interviews tomorrow, so we will certainly have a decision made by early next week. Miss Childs will call you to discuss more on Monday or Tuesday. How does that sound?

Rebecca: That sounds perfect. Thank you very much for taking the time to speak to me Mr. Parsons.

Mr Parsons: The pleasure's all mine Rebecca.

Rebecca: I hope to hear from you very soon.

Mr Parsons: Absolutely. Thanks for coming Rebecca. Goodbye.

Key Vocabulary

| | | |
|----------------------|----------|--|
| spring to mind | <i>P</i> | be remembered; comes to mind |
| hesitate | <i>V</i> | to stop before you do something |
| expect | <i>V</i> | think something will probably happen |
| shortlist | <i>N</i> | list of people or items most likely to be chosen |
| How does that sound? | <i>P</i> | Does that seem good to you? |

Supplementary Vocabulary

| | | |
|---------------------|----------|---|
| you can reach me by | <i>P</i> | you can get in contact with me by (method of communication) |
| round | <i>N</i> | one interview in a series of interviews that a candidate has to go through |
| group interview | <i>N</i> | an interview involving more than one candidate in which the candidates have to work together |
| status | <i>N</i> | acceptance or rejection (of an application) |
| contract | <i>N</i> | an agreement between two or more parties, especially one that is written and enforceable by law |

Global View - Nationalities (C0263)

- A: Hey! How was your first day of class? I'm in level two and I'm loving my class this semester! It's great being in a class of international students!
- B: Mine was ok, except that no one in my class speaks English. I guess it will force me to converse in Chinese more in class so at least I should improve a lot this semester.
- A: That's both fortunate and unfortunate. It's the United Nations in my class! We have people from all over the world! There are three Germans, a Pole, a Scottish, two French, an American, a Brazilian, a Chilean, a New Zealander, though he prefers to call himself a Kiwi. Who else do we have? Oh, we also have a Moroccan, a Togolese, a Pakistani, and two Indonesians!
- B: That's quite the array of nationalities. Everyone in my class is from Asia, except me. There are a few South Koreans, several Japanese, Malaysian, Thai, Singaporean, Filipino, Kazakhstani, and one Russian.
- A: Well, I think you're pretty lucky actually. You'll have the opportunity to learn so much about Asian culture.

B: I guess so, but I think it's going to be hard to relate to my classmates, especially with the language barrier. I think I might change classes.

A: Don't! Stay the course! Your spoken Chinese will be eternally grateful. I bet you it will even surpass mine with all that practice.

B: I highly doubt it. Your girlfriend is Chinese.

A: Well, there is that, yes.

Key Vocabulary

| | | |
|------------------|----------|---|
| United Nations | <i>N</i> | an international political organization |
| array | <i>N</i> | a large group or quantity of people or things |
| opportunity | <i>N</i> | chance |
| language barrier | <i>N</i> | trouble communicating because speak different languages |

stay the *P*
course

remain or persevere to
the end

Supplementary Vocabulary

Dutch *A*

relating to the people of
Netherlands

Finn *N*

A person from Finland

Dane *N*

A person from Den-
mark

naturalize *V*

process by which a per-
son becomes a citizen of
another country

ethnic *A*

relating to groups of
people that have com-
mon racial, tribal or re-
ligious traits

Daily Life - Toothache (C0264)

A: What seems to be the problem?

B: I have a really bad toothache! My cheek is swollen and I can't eat anything.

A: Let's have a look. Hmmm. This doesn't look too good. I think we may have to pull out your wisdom tooth. It's pressing against your molars and that's one of the reasons you are experiencing so much pain.

B: When you pull my tooth will you also have to extract the nerve and the root?

A: First we will take some x-rays and see what we're dealing with. I also noticed a small cavity up front here, so you are going to need a filling.

B: I guess that's what I get for not flossing or brushing my teeth three times a day.

A: It could be that, or maybe you are eating too many sweets. In any case, I'll administer an anesthetic and you won't feel a thing!

Key Vocabulary

| | | |
|---------------------------|----------|---|
| swollen | <i>A</i> | increase in size with liquid or internal pressure |
| wisdom tooth | <i>N</i> | one of four rearmost molars on each side of both jaws |
| to experience | <i>V</i> | have the experience of; undergo; feel |
| that is what one gets for | <i>P</i> | that is what one deserves for |
| to brush | <i>V</i> | to clean with a brush |
| to administer | <i>V</i> | to give or apply as a remedy or relief |

Supplementary Vocabulary

| | | |
|----------|----------|---|
| fluoride | <i>N</i> | a mouthwash given by the dentist that contains fluoride |
|----------|----------|---|

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|------------------|----------|---|
| root canal | <i>N</i> | a dental operation to save a tooth by removing the diseased contents from the canal of the root of the tooth and filling it with a protective substance |
| rinse your mouth | <i>P</i> | put water in one's mouth, swish it around and spit it back out |
| gums | <i>N</i> | the firm, fleshy tissue that covers the inside of the jaws and that surrounds the bases of the teeth |
| molar | <i>N</i> | a type of tooth at the back of the mouth with a rounded or flattened surface for grinding food |

The Weekend - Pest Control (C0265)

A: Hi, did you call for an exterminator?

B: Yes! Thank goodness you're here. These bugs are driving us crazy!

A: What sort of pest are we dealing with?

B: We just bought this house and it is infected with just about everything. We have termites in the wood, cockroaches all over the place, and last night I saw a huge rat out in the backyard!

A: Well, there's nothing we can't handle. I'll spray the floorboards and walls to get rid of the cockroaches, but the termites will be harder to get rid of. We will have to cover the entire house and fumigate it. Unfortunately that means you will have to find a place to stay for the next three days.

B: No problem, just get rid of the bugs!

Key Vocabulary

exterminator *N*

a professional who kills
pests

| | | |
|--------------|----------|--|
| pest | <i>N</i> | an annoying and harmful insect or animal |
| fumigate | <i>V</i> | to spray with smoke or other chemicals |
| can't handle | <i>V</i> | not be able to deal with |
| just | <i>R</i> | simply |

Supplementary Vocabulary

| | | |
|-------------|----------|--|
| pesticide | <i>N</i> | strong chemical used to kill bugs and pests |
| flea | <i>N</i> | a small insect that is usually found in hairy animals like cats and dogs |
| mouse trap | <i>N</i> | device used to catch or kill mice |
| fly swatter | <i>N</i> | a hand-held device for swatting flies and other insects |

roach
motel

N

small device where
cockroaches can enter
and eat poisoned food

Daily Life - Weather Report (C0266)

- A: Those are today's top stories. Now let's go to John for the weather. John, what does the forecast look like for our weekend travelers?
- B: I'm afraid we're in for a rough weekend, Mark. There is a storm system moving through the East Coast. It will be drizzling all day today, and there's a 60 percent chance of thunderstorms this evening. It will be warm and humid all weekend. In the Midwest, expect strong winds and a low of around 40 degrees.
- A: That's pretty chilly for the summer! Will it rain on Saturday?
- B: Unfortunately, yes. It will be clear early Saturday morning but there is a high chance of showers and thunderstorms later in the day. There is a severe thunderstorm warning for some parts of the Southeast. Folks in those areas might see some hail and flooding, especially in areas that have been experiencing record high rainfalls.
- A: That certainly sounds like a dreary Saturday.

B: It gets better on Sunday, though. The storm systems move east and the skies will clear up at night. It will still be rather cool, with highs in the low 50s. The West Coast will be experiencing some unusually chilly weather, but at least the sun will come out. I advise weekend travelers to be careful, especially while driving. Back to you, Mark.

A: Thanks John, and there you have it! Looks like it's a weekend to stay at home!

Key Vocabulary

| | | |
|--------------|----------|---|
| afraid | <i>A</i> | scared |
| drizzle | <i>V</i> | a light fall of rain |
| thunderstorm | <i>N</i> | fall of rain accompanied by lightning and thunder |
| chance | <i>N</i> | probability |
| hail | <i>N</i> | rain that is frozen into chunks of ice |

Supplementary Vocabulary

| | | |
|-----------|----------|---|
| tornado | <i>N</i> | a violent, rotating column of air |
| hurricane | <i>N</i> | a powerful, spiraling storm that brings heavy winds and rain |
| blizzard | <i>N</i> | a severe storm condition characterized by low temperatures, strong winds, and heavy snow. |
| blackout | <i>N</i> | Loss of lighting or communication. Power outage |
| heatwave | <i>N</i> | a prolonged period of excessively hot weather, which may be accompanied by high humidity |

Daily Life - Making A Bank Transfer (C0267)

A: Good Morning welcome to Bank of the USA. How may I help you today?

B: Hi I need to transfer some money to another account. It's urgent.

A: Okay, have you made a wire transfer at our bank before ?

B: No. I've never made a transfer before.

A: It's alright, I will take you through the procedure. Are you transferring funds to a company or an individual account?

B: A company account. I need to pay a bill.

A: Okay, I'll need the name of the company and their bank routing number as well as their bank's address and phone number.

B: I have all the information in this folder.

A: Well You've come prepared .You have all the necessary materials so we can go ahead and make the transfer right now. It's a simple transaction, and we can process it today.

B: Oh, that's such a relief. I didn't want the payment to be overdue. Thank you so much .

A: It's my pleasure.

Key Vocabulary

| | | |
|------------------|----------|---|
| urgent | <i>A</i> | important, needing immediate attention |
| take one through | <i>P</i> | guide someone along the process |
| procedure | <i>N</i> | a series of actions |
| transaction | <i>N</i> | an occurrence in which money is transferred from one account to another |
| overdue | <i>A</i> | not paid at an expected or required time, missing the deadline |

Supplementary Vocabulary

| | | |
|------------------|----------|--|
| vault | <i>N</i> | a large solid steel box used to keep money or valuables |
| ATM | <i>N</i> | Automatic Teller Machine |
| Letter of Credit | <i>N</i> | a trade document used primarily in trade finance, which usually provides an irrevocable payment undertaking. |
| travelers cheque | <i>N</i> | a preprinted, fixed-amount cheque designed to allow the person signing it to make an unconditional payment to someone else |
| withdrawal | <i>N</i> | removal from a place of deposit or investment |

The Office - Purchasing Manager (C0268)

A: Good morning, Angela, how have you been lately?

B: Morning, Michael. I've been very busy lately. One of our other vendors is going out of business and I've been searching for a suitable replacement.

A: Well, rest assured that you can count on us to be here for the long run sit down. Coffee?

B: No, thanks. I've been trying to cut down on the caffeine .

A: Haha, I could never do that. I'd be a zombie if I didn't have my morning coffee fix. Let's get down to business then.

B: Yes. I've come to talk with you about ordering the eight megapixel cameras for our new MePhone. The demand for phone cameras is growing, and Pear has been falling behind in the market.

A: That's great! I'm glad to hear that Pear has finally jumped on the bandwagon. Right now our contract is for the five megapixel cameras. Is Pear still interested in having those?

B: No, we're changing all the cameras to eight megapixels. We were hoping that by making your company our sole supplier for cameras we could negotiate a better deal.

A: Surely. Let's get started by drafting a new contract.

Key Vocabulary

| | | |
|-----------|----------|---|
| suitable | <i>A</i> | having the right qualities |
| assured | <i>V</i> | to be sure, certain |
| long run | <i>P</i> | phrase used to express a long period of time. |
| contract | <i>N</i> | a formal written agreement between two or more people |
| negotiate | <i>V</i> | to reach an agreement on money, terms, etc |
| sole | <i>N</i> | unique. One and only |

| | | |
|--------------|----------|---------------------------------------|
| supplier | <i>N</i> | person or company who sells you goods |
| the long run | <i>P</i> | a long period of time |

Supplementary Vocabulary

| | | |
|---------------|----------|--|
| lead time | <i>N</i> | time needed to ship or manufacture goods |
| payment terms | <i>N</i> | terms or conditions for payment |
| backorder | <i>N</i> | order which cannot be taken or filled now |
| wholesale | <i>N</i> | sale of goods and services to retailers |
| buyer | <i>N</i> | Professional purchaser specializing in a specific group of materials, goods, or services |

The Office - Marketing Plan (C0269)

- A: Okay everyone, let's begin. I called you here today to evaluate our marketing strategy during this recession. I wanted to re-emphasize our corporate mission of Aiming to give our customers the best coffee and service in a clean and welcoming atmosphere.
- B: Several other shops have reduced the prices for their coffees and are drawing in more customers. Why aren't we doing the same thing?
- A: I know that recent sales have been slow, but we are not going to reduce our prices to the level of our competitors. We offer a superior product and our focus is on long-term growth rather than short-term sales. If we lower our prices, we run the risk of devaluing our product.
- B: Customers don't care about the coffee anymore. They only care about the price.

- A: I disagree. Highly discerning customers know that our coffee is far better than the coffee you buy at the other places. Our coffee beans are artisan roasted and we use state-of-the-art equipment to brew our coffees. When you compare the coffees side-by-side our coffee wins the taste test every time. We have never sought to appeal to the mass market with cheap coffee drinks, and we will not do so now.
- C: That's true. We've certainly achieved top of mind awareness when it comes to the best best tasting brews and it's important to distinguish ourselves from our competitors. I think the main question is how we can show our appreciation to our customers.
- A: That's the main question I would like to discuss today.
- B: Money is tight for everyone these days so even our most loyal customers may be reconsidering the money they pay for their morning coffee. Since the superiority of our coffee beans is one of our core competencies why don't we sell the beans for people to brew coffee at home.

C: That could definitely be a way we could expand our company, but would we be undermining the essence of the company that way?

A: Let's brainstorm some more ideas, and do some research. The customer always comes first, and what the customer wants, the customer gets. Maybe it's time we started selling coffee beans.

Key Vocabulary

| | | |
|------------------|----------|--|
| devalue | <i>N</i> | reduce in value |
| discerning | <i>A</i> | Showing insight and understanding |
| state-of-the-art | <i>A</i> | the latest and most advanced in technology |
| awareness | <i>N</i> | showing realization and perception |
| undermine | <i>V</i> | to subvert or weaken insidiously or secretly |

Supplementary Vocabulary

| | | |
|---------------------------|----------|--|
| Product Place- ment | <i>P</i> | also called "embedded marketing", where a company's products are placed in strategic places in film, television, or other forms of media |
| Downturn | <i>N</i> | a recession ; when things are not going very well |
| Value Proposi- tion | <i>N</i> | an analysis of the total cost and benefits of a product that a company can deliver its customers |
| R&D | <i>N</i> | Research and development |
| Excel | <i>V</i> | to be very good at doing something, to do something better than anyone else |

Lifestyle
Segmen-
tation

N

when the population is divided up into different categories based upon hobbies, interests, spending habits, etc.

Word of
Mouth

N

advertisement that is spread through positive reviews from consumers, instead of from print or TV commercials

Daily Life - Buying A Suit (C0270)

- A: Hello sir, what can I do for you today?
- B: Hi, I need a new suit. I have an important interview next week, so I really need to look sharp.
- A: No problem! We have a broad selection of suits, all tailored made so that it will fit perfectly.
- B: Great! I want a three piece suit, preferably made from Italian cashmere or wool.
- A: Very well sir. Would you like to have some shirts made also?
- B: Sure. I'll also take some silver cuff link and a pair of silk ties.
- A: Very good. Now, if you will accompany me, we can take your measurements and choose the patterns for your suit and shirts.

Key Vocabulary

sharp

A

stylish or fashionable

| | | |
|------------|----------|--------------------------|
| broad | <i>A</i> | wide;a lot |
| preferably | <i>R</i> | most wanted or preferred |
| accompany | <i>V</i> | to go together with |

Supplementary Vocabulary

| | | |
|-------------|----------|---|
| Collar | <i>N</i> | the cloth around the neckline of a shirt, that is folded over |
| Impression | <i>N</i> | the first feeling you give when you encounter/meet someone |
| Custom-made | <i>A</i> | made according to your own specifications |
| Alteration | <i>N</i> | a change (in length, width, fit) made to an item of clothing |
| Dry-Clean | <i>V</i> | A cleaning process that uses chemicals to clean clothes |

Herringbone *A*

A type of pattern, common on suits, that resembles thin, "saw-like" lines

Garment *N*

an article of clothing