

## **Unit 8: Banking/ traveling**

### **Practice 2**

**1.A 2.B 3.A 4.A 5.C 6.D 7.D 8.B**

#### **Question 1 refer to the following conversation**

M: How long will it take/to open a new bank account?

W: only 30 minutes. To save time,/you can download the application form/on our website/and fill it out/ before you visit the bank

#### **Question 2 refers to the following conversation**

M: Good morning. How may I help you?

W: I'm having some trouble/with my car. The engine is making a strange noise. Can you look at it/for me?

#### **Question 3 refers to the following conversation**

W: I saw your advertisement/for a 3-bedroom apartment/on Colorado Street/in Sunday's paper. Is it still available?

M: Yes, it is. We also have some other apart-ments/that are cheaper/if you are interested

#### **Question 4 refers to the following conversation**

M: How much will it cost/to ship these sam-ples/directly to our Australian branch?

W: The standard delivery rate for packages/is \$12 per kilogram/and it will take up to two weeks/to arrive

#### **Questions 5-6 refer to the following conversation**

M: I'm interested in opening a savings account. Could you help me?

W: Sorry,/but the manager in charge of new accounts/ has a meeting with some clients,/and will not be back until 2:00. Can yiu wait until them?

M: Actually, /I have an appointment at 2:00

W: Well,/if you are free tomorrow,/she will be available from 9:30 a.m to 5:30 pm

**Questions 7-8 refer to the following conversation**

M: Good morning. Do you need some help?

W: yes,/ I have a flat tire on my car. How much time would it take to fix it?

M: It's an easy job,/ so it shouldn't take more than an hour W: I see. I can't wait that long, so I guess I 'll leave it here and come back later this afternoon

**File 05**

Question 1 - 2 refers to the following conversation

W: we can catch the 7 o'clock ferry in order to get to the city center by 7.30 pm

W: ok, that 'll give us plenty of time to eat dinner before the show starts

M: Oh, You want to have dinner before the show? I was thinking after the show.

W: we are going to Moose Two. And that place will be packed by the time we are done with the show.

**Questions 3 4 refers to the following conversation**

W: Hey, Mr. Park. This is Jean from the Source Magazine. I am calling about the subscription that you wanted.

M: oh, yeah thanks for reminding me Jean. Listen, I am very busy right now. Can you give me a call a little later. I am free to talk in about half an hour.

W: sure, I'll go ahead and do that. Sorry for the disturbance.

M: alright, thanks

**Question 5 6 refers to the following**

conversation

W: I am thinking of taking my children to dinosaur exhibits that opened last Thursday

M: My kids loved to see them that we went on Saturday and again on Sunday.

W: really, we are going to on Wednesday night. I hope my kids love it too

M: don't worry. They will. you may have to go there twice.

**Question 7- 8 refers to the following conversation**

M: I'd like to reserve a flight from London to Edinburgh for next Tuesday.

W: One-way or return trip sir.

M: Oh, on Friday evening. I am returning on Friday.

W: What time do you like to return? I would need you to sign your name here here and here.

**Questions 9-10 refer to the following conversation**

M: Can we meet around 4 o'clock this afternoon?

W: Let see. I am free at 4.10. but I have another appointment at 4.40

M: Don't worry. It wont take very long.

W: okey, let meet at the café across the street. **It is a quiet place.**

## Homework

### File 06

**1.A 2.C 3.A 4.D 5.C 6.B 7.C 8.A 9.D**

#### **Questions 1-3 refer to the following conversation**

W: Hello, Mr. Tortelli. I'm calling from Harrelson Office Supplies. I received payment for your last order, but you didn't send us the full amount

M: really? The last bill I got/was for \$200/and I sent that amount last week

W: Our records show/ that you were also sent a bill/ for some ink cartridges

M: There must be some mistake. I didn't order any cartridges. I can send you a copy of the order form/if you want

#### **Questions 4-6 refer to the following conversation**

W: Good morning/this is Rebecca Howe calling from Woody's Restaurant. I ordered some serving dishes a month ago,/but they still haven't arrived. I want to know/when they will be delivered

M: I'll check that for you right now. Yes, your order was sent 3 days ago/and should arrive by the end of this week

W: oh no, I need them by tomorrow. Is there any way to speed up the delivery?

M: I'm not sure. Let me call the warehouse/and see if there is something I can do

**Questions 7-9 refer to the following conversation**

W: Did you call the technician yet? We need to send these reports to our supplier today,/but the fax machines is still not working

M: I called already,/but the technician said/ that he can't fix it until Thursday

W: But the reports are due today. I suppose I will have to deliver them in person,/but I just don't have enough time today

M: Why don't you have them delivered by a messenger? I can call a courier service/if you'd like

**File 7**

**1.C 2.A 3.C 4.B 5.A 6.C 7.B 8.C**

**Questions 1 and 2 refer to the following conversation**

W: I missed an important appointment because my car broke down this morning

M: Oh, no! Not again. Why don't you get a new car?

W: Well...I wish I could,but I can't afford to buy one right now

M: Have you thought about leasing a car? It doesn't cost too much

**Questions 3 and 4 refer to the following conversation**

W: Are you free on the 17th? M: No, I have a meeting. What about the following week?

W: Let's see...I'm available all day on Wednesday and on Friday morning

M:I'll be out of town on Wednesday,but Friday is okay for me. How about 10:30? I can come to your office

**Questions 5 and 6 refer to the following conversation M:**

Clara, are you going to be in the office this afternoon?

W: Yes, I should be. The meeting scheduled at three o'clock today has been cancelled, so I will stay in the office until five o'clock. Why are you asking?

M: I'm expecting a call from one of my clients, but I have an appointment with my dentist this afternoon W: Okay, don't worry. I'll handle your call. What do you want me to tell him?

**Questions 7 and 8 refer to the following conversation**

M: Good afternoon. Can I talk to Mr.Anderson, please?

W: Mr. Anderson is not here at the moment. I'm Jennifer Ross, his assistant. Do you want me to take a mes-sage for him?

M: Well, this is Mike Jackson from Mighty jackson Furni-ture. We are supposed to deliver a desk to your office this afternoon

W: oh , I see. You can come by. I'll call the building manager to let you in

### **File 8**

**1.B 2.C 3.D 4.D 5.A 6.D 7.C 8.B 9.D 10.B 11.D 12.A 13.C 14.B 15.C**

### **1-3 Questions 1-3 refer to the following conversation**

M: I ordered a copy machine from your company last week but have not received it yet. Can you tell me how long I have to wait?

W: Deliveries usually take three days, but on some occa-sions, it could take a litte longer. I will check our order records. Can you tell me your name and order date, please?

M: My name is jacob Gibert. I placed the order on August 21

### **Questions 4-6 refer to the following conversation**

M: Excuse me. I am here for a job interview. Can you tell me where Mr.Duncan's office is?

W: You must be Mr.James. I will show you to his office, but first would you please sign the visitor's book ans put on this identification badge?

M: Sure,I'll do that W: thank you, mr.james. please go to the senventh floor. Turn left after you get off the elevator and you'll see the sign for the Personnel Department. Mr.Duncan's office is next to the Personnel Department. He is ex-pecting you

### **7-9 Questions 7-9 refer to the following conversation**

W: Dr.Simon's Health Clinic. How can I help you?

M: I, this is James Cornwell. I have an appointment for a health check at 10 a.m, tomorrow. Is it possible to rearrange my appointment? Something urgent came up and I need to leave for a business trip to New York tomorrow morning

W: okay,Mr.Cornwell, I will cancel the appointment for you. However, we do not have any vacancy until Thursday next week, We have openings at 11 a.m on Thursday or 3 p.m on Friday

M: Friday is better for me. Please put me down for 3 p.m

### **Questions 10-12 refer to the following conversation**

M: hi, can I speak to Kate Wright, please?

W: I'm sorry, Kate is not here today. She is on a business trip to Chicago and won't be back until tomorrow afternoon. Is there something I can help you with?

M: Yes, this is Jack Black from the planning office. We're having an orientation for new faculty on Monday and Tuesday next week, and I'd like Kate to talk about the role of the Marketing Department on Tuesday. I will talk to her when she returns

### **Questions 13-15 refer to the following conversation**

M: Thank you for calling PC World customer service. This is Howard Reynolds speaking. How can I help you?

W: Hi, I bought a computer from your online store last month. Yesterday it suddenly shut down and now it won't turn on. I need to have my computer fixed. How can I get it serviced?

M: There are two things you can do. You can bring it into one of our PV world branches, or you can have one of our technicians sent to your home or office, you will be charged for it

W: okay, I don't think I have time to drop it off at your store, so I prefer to have someone visit my office

### **File 9**

#### **Questions 1-3 refer to the following conversation**

M: Sharon? It's Tim- Tim Franklin, from Jefferson University

W: Tim, is that really you? How long has it been-15,20 years?

M: At least. And now here at a trade show for automotive parts suppliers. It's a funny world. You know, I tried writing to you a few times, but my letters were all returned

W: Oh, we moved about 10 years ago. Wow, it's really great to see you again. Come on let's grab a cup of coffee

#### **Questions 4-6 refer to the following conversation**

M: It's finally getting cooler. I thought the summer would never end

W: I know what you mean. I had to keep all three of our air conditioners going day and night, and that barely did the job. Unfortunately, the fall here is short, which means winter is just around the corner

M: Let's enjoy it while we can. Some of us are going kite flying at the park this weekend. Why don't you come with us?

W: I would but I want to buy some blankets while they're still cheap

File 10.

**53–55 conversation**

- M (53) OK, Ms. Florence, I have talked with my colleagues about purchasing your office building. The total offer including tax is three hundred thousand dollars.
- W That's much lower than I had expected. (54) I've had several other offers that are higher than that from other real estate agents. One agent offered me three hundred and fifty thousand dollars.
- M Well, there is room for negotiation. We are very interested in the property so I will pay more if you have other offers. We would like to sign a contract as soon as possible.
- W (55) I'm pleased you can match their offer. I will give you a call this afternoon and we can arrange the contract.

NEW

**56–58 conversation**

- W Hi, Simon. I just got a phone call from Joseph Hardy at Datsio Construction. (56) He is wondering why we have not started construction on the Marshall Tower yet. He wants to begin construction as soon as possible because they are losing money while they wait.
- M I see. My lawyers are still going over some of the clauses in the contract that may need changing. (57) I've been meaning to visit him but I have been busy with the new mall we are building on West Point. I'll go down this afternoon and have a talk with him.
- W Okay, I understand. It's probably best we make sure that the contract is right before you sign it. (58) I'll call Joseph and organize a meeting time and I'll e-mail and tell you what time to go and see him.



#### b2-b4 conversation

W Excuse me? <sup>(62)</sup> I'm on a diet at the moment <sup>so</sup> I'm looking for some healthier food options.

I like to have cereal in the morning, can you recommend something for me? My nutritionist said I should eat a lot of protein.

M There are many different breakfast options. One

of my favorites is the new Protein Plus range. It has oats, fruits, and extra protein added. Here, take a look.

W Hmm, this looks delicious! <sup>(63)</sup> But my nutritionist said I should keep my sugar intake below 20 grams a day. One serving of this cereal contains 28 grams!

M Yes. In that case, <sup>(64)</sup> I recommend that you try having eggs in the morning with some coffee. Then you can eat some sugar later in the day.



25 27 conversation