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**Berlitz Audio Script**

Revision: 0.1

**Detailed Revision History**

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| **Rev** | **Date** | **Editor(s)** | **Description of change** |
| 0.1 | 5-APR-2017 | Sang-Gu Kang | Initial Draft |
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# Script 1

## Unit 1

## Unit 23

### TRACK 36 | ACTIVITY 1 | A

- IT Support, Ron Merrifield speaking.

- Ron, this is Marina in HR. I submitted a work order for my laptop a week ago, but so far, no one’s done anything about it. And, yes, I’m still having problems with it.

- Hi, Marina. I’m sorry about that. A couple of the guys have been out sick, and we’re a bit backlogged at the moment.

- I’m sorry to hear that, but I’d appreciate it if you could have someone look at it soon. I need it for my trip next week.

- We’ll see what we can do. If we can’t fix it in time, we can lend you another one.

- Well, I prefer using my own, but if that’s the best you can do…

-. As I said, we’ll try to get someone down there.

- Thanks, Ron.

### TRACK 37 | B

- Topflight Temps, Julie McFarland speaking. How can I help you?

- Yes, hi, Julie. This is Ann Bartlett at Archway.

-. Oh, hello, Ann. What can I do for you?

-. It’s about one of your temps who started working here this morning. Cara Lewis?

- Yes? Is there a problem?

- Unfortunately, there is. Her word-processing skills are great, but it seems she is completely incapable of using a spreadsheet.

- I see. There must have been some mix-up here at the office. Do you want us to send a replacement?

- Well, we’ve got Cara typing up some documents right now, so she could go on doing that for the rest of the morning. But, yes, could you send us someone else after lunch?

- Of course. I should be able to give you a name within a couple of hours, and I will let Cara know you won’t be needing her services this afternoon.

- Thanks a lot, Julie.

- Not at all, Ann. This was clearly our fault. Please accept our apologies.

## Unit 38 - I’d like to add you to my professional network

# Script 2 : PRACTICE

## Unit 1

## Unit 23

### TRACK 31

- Hi Leigh, I regret to inform you, but there’s been a mix-up with your work-order. The contact information we had on file for you wasn’t up-to-date. Unfortunately, our technician wasn’t able to reach you yesterday. In addition, he is really backlogged this morning, and he won’t be able to begin work on your copier until sometime after 1 p.m. It’s our fault as we didn’t provide the technician with your updated address and phone number. I sincerely apologize for the inconvenience. We are figuring out what type of discount we can give you.

## Unit 24

### TRACK 32

- Hi, I’m calling because the light on the coffeemaker I just purchased doesn’t work.

- I’m sorry to hear there’s a problem. May I ask you a couple of questions so I can best help resolve the problem?

- Sure.

- So the problem is that the on / off light is not working?

- Right.

### TRACK 33

-. OK, please know that if there is a defect with a new item, we’ll replace it. We have a very strong reputation for customer satisfaction. Now, can I ask when and where you purchased it?

-. Two weeks ago online, but it just got delivered yesterday.

-. OK and the name and model number of the coffeemaker? I can help you locate the model number…

## Unit 38

### TRACK 49

-. Hi, Amy, it’s great to see you. It’s been so long.

-. I know. Time flies. How have you been?

-. Really good, It took a while to find the right job. But I did a lot of research and focused on growing my network of professional contacts. At first, I couldn’t get any face-to-face meetings, but through mutual contacts and lots of networking, I landed a great position at Digitel.

-. I’m happy to hear that, Sarah. Your hard work left a lasting impression. You deserve a good position.

# Cutting EDGE – Third Edition

## ACROSS THE GLOBE

### Language focus 1

### Vocabulary

ancient ruins

canal

cathedral

monument

skyscraper

archaeology

get some rest / take a break

### Reading

Lunar calendar <-> solar calendar or Gregorian calendar

I recommend you to do …. (wrong expression)  
-> I suggest / recommend doing …  
-> I suggest / recommend that you do …

I don’t know well (wrong expression)  
-> I don’t know.  
-> I’m not sure.

When it comes to beaches, you can’t beat Okinawa.

Team-bonding

-. (A) is a must-see!

-. (A) is a worth visiting

-. There’s nowhere quite like (it)!  
 (place name)

-. It would be right up your alley/street.

-. When it comes to beaches, you can’t beat cosamui.

### Language focus 2

[GRAMMAR]

different from

similar to similar ~~with~~ (totally wrong)

the same as the same ~~with~~ (totally wrong)

worse than

not as busy as

fewer than

less than

The train system is in Busan is exactly the same as the train system in Seoul.

[PRACTICE]

> A is as (adj) as B

Jeju is as beautiful as Hawaii.

> Some specific percentage comparing

Jeju is (not) as big as Hawaii.  
 (half)  
 (twice), (three times)  
 (almost)  
 (nearly)  
 (just) == exactly

> There are fewer As than Bs.

There are fewer erases than markers.

## REAL LIVES

### Language focus 1

Past and P.P tense

### Reading and speaking

chase(verb): to hurry after someone or something in order to catch him, her, or it

horrifying(adj): very shocking

terrifying(adj): very frightening(making you feel fear)

roar(verb): to make a long, loud, deep sound

flinch(verb): to make a sudden, small movement because of pain or fear

fearsome(adj): frightening

bounce(berb): to move up or away after hitting a surface

hit(verb): to move your hand or an object onto the surface of something so that it touches it, usually with force

yell(verb): to shour something or make a loud noise, usually when you are angry, in pain, or excited. yell at~

unbeatable(adj): unable to be defated or improved because of excellent quality

beat(verb): to defat or do better than

panicky(adj): feeling suddenly very worried or frightened

### Vocabulary

charming(adj): pleasant and attractive  
We had dinner with our director and his charming wife.  
What a charming street this is.

courageous(adj):having or showing courage  
It was a courageous decision to resign in protest at the company’s pollution record.  
It was a courageous of her challenge the managing director’s decision.

dedicated(adj): believing that something is very important and giving a lot of time and energy to it  
a dedicated father/teacher  
She’s completely dedicated to her work.  
The Green Party is dedicated to protecting the environment.

determined(adj): wanting to do something very much and not allowing anyone or any difficulties to stop you  
I’m determined to get this piece of work done today.  
She will get the job she wants – she’s a very determined person.

egotistical: considering yourself to be better or more important than other people

inspiring(adj): encouraging, or making you feel you want to do something  
She was an inspiring example to her followers.

obsessive(adj): thinking about something or someone, or doing something, too much or all the time  
He’s obsessive about punctuality.

ruthless(adj): not thinking or worrying about any pain caused to others  
Some people believe that to succeed in this world you have to be ruthless.

principle(noun): a basic idea or rule that explains or controls how something happens or works  
He/She’s got strong principles.  
The country is run on socialist principles.  
The machine works according to the principle of electromagnetic conduction.  
The organization works on the principle that all members have the same rights.

publicity(noun): the activity of making certain that someone or something attracts a lot of interest or attention from many people, or the attention received as a result of this activity  
He/She likes publicity.

He/She inspires respect.

debt(noun): something, especially money, that is owed to someone else, or the state of woing something  
He managed to pay off his debts in two years.  
The company ran up huge debts.  
They are in debt to the bank.  
He hot into debt after he lost his job.  
The company is deep in debt.

passionately(adv): in a way that shows that you have very strong feelings or emotions  
Ann has always believed passionately in women’s rights.  
I feel passionately that I did the right thing.

extremely(adv): very  
They played extremely well.  
She’s extremely beautiful.

passionate(adj): having very strong feelings or emotions  
The child’s mother made a passionate plea for help.  
Joe is passionate about baseball.

relevant(adj): connected with what is happening or being discussed  
Education should be relevant to the child’s needs.  
For further information, please refer to the relevant leaflet.  
The point is highly relevant to this discussion.  
I’m sorry but your personal wishes are not relevant in this case.

### Language focus 2

His work has always been popular.

He had a very successful career.

He grew up in a comfortable home.

He got into debt.

He was sent to prison.

He had to work long hours in a factory.

He spent a lot of time walking the streets of London.

He cared passionately about the poor.

He seems very human and real.

He really wanted to make the world a better place.

He was an extremely popular and successful writer.

He was very passionate about what he believed in.

He was funny, clever and knowledgeable.

What he wrote about is still relevant today.

## GO FOR IT

I’m going to see a bit of the world before I settle down and start a family.

I’ll be qualified next year, unless I fail my exams of course.

If I still feel confused in a month’s time, I’ll just pack my bags and go.

I probably won’t see David until I get back from travelling next year.

As soon as I make up my mind, he’ll be the first person to know.

When we have children and they go to school, I’ll have the same holidays as them.

work placement => working without being paid in order to get experience

### Making a formal telephone call

Could I speak to Marion Nelson, please?

I’ll just see if she’s available.

Can I ask who’s calling?

Could I ask what the call is concerning?

Can I take a message?

Could you ask her to call me back?

Could I take your number?

Could you tell her it’s urgent?

I’ll let her know.

I’d like to speak to Wendy Yang, please.

I’m calling about the job advert in the newspaper.

Hello. Wendy Yang speaking.

## TRUE STORIES

* Grammar: Past perfect; Reported speech
* Vocabulary: say and tell; Adverbs for telling stories
* Task: Retell a story
* World Culture: A story that rocked the world

biography: the life story of a person written by someone else  
He wrote a biography of Winston Churchill.

I don’t usually like fantasy stories like Alice in Wonderland.

Clara looked up and saw a tall dark stranger.

She had never seen him before in her life.

coincidence: an occasion when two or more similar things happen at the same time, especially in a way that is unlikely and surprising  
You chose exactly the same wallpaper as us what a coincidence!  
Is it just a coincidence that the wife of the man who ran the competition won first prize?

obsessed: unable to stop thinking about something; too interested in or worried about something  
Why are people so obsessed with money?  
As a society we’re obsessed by sex.

dinghy: a small open boat; a small sailing boat  
He was transferred to the ship by dinghy.

flare: (verb)to burn brightly either for a short time or not regularly; (noun)a very bright light or coloured smoke that can be used as a signal, or a device that produces this  
The flame above the oil well flared into the dark sky.  
We set off a flare to help guide our rescuers.

purse: (noun)change purse a small container for money, usually used by a woman

gradually: (adverb)slowly over a period of time or a distance  
Gradually, she realized that he wasn’t telling her the truth.  
The bank slopes gradually down to the river.

obviously: (adverb)in a way that is easy to understand or see  
He was in tears and obviously very upset.  
Obviously the school cannot function without teachers.  
Hannah found out today that she didn’t get that job she applied for. Obviously, she was very disappointed.

# Vocabulary

|  |  |  |
| --- | --- | --- |
| A | Ancient ruins |  |
| B |  |  |
| C | Canal |  |
| D |  |  |
| E |  |  |
| F |  |  |
| G |  |  |
| H |  |  |
| I |  |  |
| J | jet lag | get jet lag overcome the jet lag  get over the jet lag |
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