

Listening scripts

Unit 1

1.1

R=Roberto, J=James, M=Monique

Dialogue 1

- J Roberto! Good to see you again. How are things?
 R Oh, hello, James. Fine, thanks – very busy – lots of work, lots of travelling as always. Can I introduce a good friend of mine, Monique Bresson? Monique, this is James Turner.
 M How do you do?
 J How do you do?

Dialogue 2

- J Are you an importer?
 M No, a translator. I'm here with the Vinexpo translation service. I'm with a group of Italian wine producers who don't speak French.
 R Monique is a genius, James. She speaks five languages fluently.
 J Really? Which ones?
 M Spanish, Italian, and Hungarian, and of course French and English. What do you do?
 J I'm a wine consultant, like Roberto. We both write about wine. I'm a journalist with *Wine & Dine* magazine.

Dialogue 3

- J Actually, I have a job for someone who speaks English and Italian. Are you free later to discuss it?
 M I'm not sure at the moment. I'm afraid I already have several appointments today. Perhaps this evening? How about 7.00 in the main bar?
 J Fine.

1.2

M=Monique, J=James

Ah, Monique.

1 Sorry I'm late.

That's OK. A glass of champagne?

Thank you. So, what does a wine journalist do?

Well, I go to the wine regions and I interview people in the business to get information for my articles. I travel to Italy two or three times a year.

Do you enjoy your job?

Oh, yes, I really love my work, especially the travelling. I meet so many interesting people.

enjoy travelling, too ...

Yes, I see from your business card that your translation agency has offices in Paris, London, and Rome.

Yes, that's right. I live in London, of course, but I often travel in Europe and I come to Paris regularly, usually for work. Sometimes I come to visit my parents. They live near Milan. So, why do you need a translation agency?

Well, to help with interviews for my book about Italian wine.

Really? How interesting. We have a lot to discuss! Let's go. Do you have time for dinner? The restaurant is excellent.

Thank you very much.

1.3

- a Do you speak Italian?
 b Which languages do you speak?

1.4

- 1 Do you travel a lot?
- 2 How often do you come here?
- 3 Do you speak French?
- 4 How often do you go to Italy?
- 5 Do you work here every year?
- 6 Who do you meet here?
- 7 Where does he live?
- 8 Does James speak Italian?
- 9 What does Roberto do?
- 10 Which languages does Monique speak?

1.5

The world's ten most important languages are: first, Mandarin Chinese, which 726 million people speak as a first language; second, English, with 377 million speakers; third, Spanish, with 266 million; fourth, Hindi, with 182 million; fifth, Arabic, with 181 million; then sixth, Portuguese, which has 165 million; seventh, Bengali, with 162 million; eighth, Russian, with 158 million; then ninth, Japanese, which has 124 million; and tenth, German, with 121 million.

1.6

I=Interviewer, L=Language expert

- I Do we know how many people in the world speak English as a second or foreign language?
 L Well, we don't know the exact number, of course, but we know the approximate number, and that's more than 1.1 billion.
 I And today I imagine it's the main language used on the Internet?
 L Yes, that's certainly the case at the moment. Over three quarters of the information on the Internet is in English and 80% of the people who use the Internet communicate in English, although we expect that percentage to decrease as the number of people using the Internet increases.
 I How many people in the European Union speak English?
 L Well, including the population of the UK and Ireland, who speak it as a first language, at present about half the population of the EU – the European Union – speaks English, so it's quite a high number, but as more countries join, this number will go down. But 69% of the people in the EU who don't speak English as a first language think it's the most important language to learn.
 I And are there any figures for the number of people in the world who are learning English at present?
 L Again, it's not possible to know the exact number but the estimated number is over two billion.

1.7

Dialogue 1

T=Tony, M=Monique

T Excuse me, are you Ms Bresson?

M Yes, that's right.

T May I introduce myself? I'm Tony White. How do you do?

M How do you do, Mr White?

Dialogue 2

J=Jeanne, R=Roberto

J Roberto! Nice to see you again. How are you?

R Hello, Jeanne. Fine, thanks. How are you? How's the family?

J Oh, very well, thank you, Roberto.

Dialogue 3

R=Roberto, L=Luigi, J=James

R James, I'd like to introduce you to Luigi Bastini. He represents some growers in the Chianti area of Italy here at Vinexpo. Luigi, this is a journalist friend of mine, James Turner.

L Pleased to meet you, Mr Turner.

J How do you do? Please call me James.

L Then you must call me Luigi.

1.8

M=Monique, J=James

J Monique, I must go now. It was very nice meeting you, and I look forward to seeing you in London next month.

M I really enjoyed meeting you, too, James. Have a good trip back.

J Thank you, and the same to you. Bye.

M Bye. See you soon.

Unit 2

2.1

Extract 1

I=Interviewer, JM=José Manuel

I José Manuel, you're from Portugal but you live and work in Spain?

JM Yes, that's right. I'm the Operations Director in Unilever's Food Division, and I live and work in Barcelona.

I Do you need to speak good English, working for a big international company like Unilever?

JM Yes, English is the company language so I use it every day for emails and phone calls, and all international meetings are in English.

I How often do you go to international meetings?

JM I go to our head office in the Netherlands twice a year, and I sometimes have meetings in other countries in Europe too. But most of my meetings are in Spain, with Spanish people, so I don't have to speak English then!

Extract 2

I=Interviewer, G=Geneviève

I Geneviève, you work for a TV production company in Paris called Télémages. Do you need English in your job?

G Yes, every day. We have a lot of foreign visitors in our office and we usually communicate in English, and I make lots of phone calls in English because I contact people in different countries to arrange meetings and so on. And I use English for emails, too.

I Do you have any problems speaking English on the phone?

G Sometimes, with some nationalities. I find Japanese and Americans more difficult to understand. But I think my English is improving because it's getting easier!

Extract 3

I=Interviewer, K=Kensuke

I Kensuke, as Sales Manager, Professional Products, for Electrolux in Tokyo, do you travel a lot for work?

K Yes, I travel a lot in Japan, for meetings with managers and salesmen, and to visit our most important retailers to negotiate sales. And I go to Sweden, two or three times a year.

I To your company's head office?

K Yes. I usually stay there for about a week.

I And you have to speak English then?

K Yes. I also speak English in Japan, in meetings with the President of Electrolux Japan, because he's Swedish.

I And he doesn't speak Japanese?

K No, and our company language is English!

2.2

Extract 1

I=Interviewer, JM=José Manuel

I José Manuel, are any things changing in Unilever, Spain at the moment? Are there any new developments?

JM Yes, in fact there's a very big change. We're changing our distribution system, from the present system of three distribution centres to just one big centre. So right now I'm having a lot of meetings with consultants, to find the best system to use in the new centre. It's a lot of work, and it's very important I make the right decision!

Extract 2

I=Interviewer, G=Geneviève

I Geneviève, are any changes taking place in your company, or your job?

G Well, Télémages is expanding very quickly, so that means I'm making new contacts and working with more people in my job. And in France right now the number of TV channels is increasing. My company wants to buy a TV channel so we're working hard in order to be successful. We're hoping to get the news soon that Télémages has got its own TV channel.

Extract 3

I=Interviewer, K=Kensuke

I Kensuke, there are problems in the economy at present. Are companies like Electrolux having problems, too?

K Yes, most companies are having problems. In my division, Electrolux Professional Products, sales are decreasing, but the Consumer Products Division isn't having this problem, in fact sales are going up a little there. But I expect an improvement in my division in two to three years ...

2.3

1 a Do you work in Paris? b Yes, I do.

2 a Does she live in Madrid? b Yes, she does.

2.4

1 Where do they live?

2 Does she speak English?

3 Yes, she does.

4 What time do we arrive?

5 Do you often travel abroad?

6 Yes, I do.

2.5

First, I'd like to welcome you all to Electrolux, and give you a brief introduction to the company before we begin our tour. As you know, Electrolux is a Swedish company with its head office here in Stockholm. Now I expect when you hear the name 'Electrolux' you probably think of a refrigerator – or a fridge as we usually call it – or maybe a vacuum cleaner, and in fact these were the company's first two products. Electrolux started as a company in 1921 when it produced the world's first vacuum cleaner. Four years later, in 1925, it produced its first refrigerator, and these are still two of its best-known products. But today the company is very different from what it was in 1921. What you perhaps don't know is that it now owns many well-known consumer brands, including AEG, Zanussi, Frigidaire, Flymo, and Husqvarna and Partner, and this makes it the world's largest producer of powered appliances for kitchen, cleaning, and outdoor use. Today it employs 81,971 people and sells its products in more than 150 countries. Its worldwide turnover in 2002 was 14,552 million euros.

It has two global divisions, called Consumer Durables and Professional Products. Seventy-five per cent of the company's sales comes from the Consumer Durables Division. This division includes the appliances we have in our homes, for example cookers, vacuum cleaners, and washing machines. Professional Products includes much larger appliances, for example food service equipment for hotels and restaurants, and outdoor products for the garden. Right, that's all I'll say about the company for the moment. I hope that gives you a general idea to start with. I'll be happy to answer any questions, then we'll begin our tour ...

2.6

R=Receptionist, J=James

R Good morning. Bresson Translation Services.

J Oh, hello. Could I speak to Monique Bresson, please?

R Who's calling, please?

J This is James Turner from *Wine & Dine* magazine.

R Hold the line, please, Mr Turner. ... I'm sorry, she's in a meeting. Can I take a message?

J Yes. Could you ask her to call me? My number is 020 7331 8582.

R 7331 8582. Thank you. I'll give her your message.

J Thank you. Goodbye.

2.7

R=Receptionist, J=James, M=Monique

R Bresson Translation Services.

J Can I speak to Monique Bresson, please?

R Who's calling, please?

J It's James Turner.

R Hold the line, Mr Turner. Monique?

M Speaking.

R I have James Turner for you ...

2.8

R=Receptionist, J=James

R Good afternoon. Bresson Translation Services.

J Good afternoon. This is James Turner speaking. Is Ms Bresson there, please?

R I'm afraid she's in Paris this afternoon. Can I give her a message?

J Er ... yes. Could you tell her that the meeting with Mr Michelmore is on Wednesday at 11.00?

R Could you spell that, please?

J Yes. It's M-I-C-H-E-L-M-O-R-E. And could you ask her to call him? His number is 020 7623 4459.

R Yes, Mr Turner. I'll give her your message.

J Thank you.

Unit 3

3.1

I=Interviewer, T=Tim Smit

I Tim, in 1998 Eden was just a hole in the ground, but today it's a great success story and one of the UK's top visitor attractions. Where did the idea of the Eden Project come from?

T One evening I was in a pub with a friend, an architect from Cornwall called Jonathan Ball. We had a discussion about Cornwall and its problems. We wanted to bring more visitors to the area and create more jobs. At that time there was a lot in the newspapers and on TV about the Amazonian rainforest, and we thought why not build the biggest greenhouse in the world and put a rainforest inside it!

I And three years later you and Jonathan Ball founded the Eden Project?

T Amazingly, yes. And the idea became a reality.

I What was your biggest challenge in creating Eden?

T Oh, there were lots. Money, for example.

I How much did the project cost?

T £86 million.

I And where did you get the money from?

T Half of it, £43 million, came from the Millennium Commission – that was the organization that gave money to special projects to celebrate the year 2000. The problem was that we needed to find the same amount, another £43 million, ourselves, before they gave us the money.

I Did you find it?

T Yes, we did. But it wasn't easy. And the weather certainly didn't help us. When work began in 1998 it rained every day for 100 days. The workers didn't make any progress for three months. That gave us a lot of problems. We thought it was the end of our great idea.

I A million people visited Eden in the first year. Did you expect so many visitors?

T No, we didn't. It was the best thing that happened.

I The Eden Project was a huge challenge. How did you do it?

T We did it because we had a wonderful team of people. We all had the same vision. We believed in the idea of Eden and worked incredibly hard to make it a success.

I Do you have plans for the future?

T Oh, certainly – exciting plans, but that's the topic of another interview.

3.2

- a lived
- b helped
- c visited

3.3

arrived	rained	watched
started	increased	received
worked	expected	needed
wanted		

3.4

Yesterday, a 57-year-old mother of three became the first woman to fly solo around the world in a small one-engine aeroplane. Polly Vacher, a music teacher, arrived back at Birmingham Airport 124 days after she left the same airport on the 12th of January. On the 46,670-kilometre journey she flew over deserts and oceans and survived tropical thunderstorms, engine problems, and a frightening experience over the Pacific when her plane ran out of fuel. Her flight was a personal challenge, but it also raised £150,000 for a charity which gives disabled people the chance to learn how to fly.

3.5

R=Receptionist, J=James

R Good afternoon, can I help you?

J Good afternoon. My name's James Turner. I have an appointment with Wayne Brown.

R Oh, yes, Mr Turner. Mr Brown is expecting you. Please take a seat and I'll tell him you're here. ... Mr Brown, I have Mr Turner in reception for you. ... OK. Mr Turner, Mr Brown will be with you in a moment.

3.6

W=Wayne, J=James

W Hello, James! Welcome to California! It's good to meet you.

J It's good to be here at last.

W Did you have any problems finding us?

J No. Jack Michelmore gave me directions in London last week. I got a taxi here.

W Good. How was your flight?

J There was a short delay in London, but the flight was fine. Fortunately, I slept on the plane, so I'm not very tired.

W Glad to hear it. You've got a busy programme ahead. Let's discuss it over lunch. I booked a table for 1.30. Do you like Mexican food?

3.7

W=Wayne, J=James

W Where did your career in the wine business begin?

J Right here, actually. I came to San Francisco when I was a student. That was when I discovered Californian wines.

W When was that?

J Nearly fifteen years ago.

W Did you work in California?

J No. I returned to Europe, and I got a job with a wine merchant. Later, I wrote an article for a wine magazine. That's how it all began! How did you get into the wine business?

W Well, actually, I'm a lawyer. But I grew up in Napa Valley, and my uncle owns a winery there.

J Really? How big is it?

W Its production is quite small, but the wines are excellent. Anyway, when I finished university my uncle asked me to work for him. I look after his business affairs.

Unit 4

4.1

J=Jan, M=Mark

J Hello.

M Hi, Jan, it's Mark. I'm phoning to give you the final details for the seminar in Prague next weekend and to tell you which sessions we're doing.

J Right.

M You're not doing anything on Saturday morning. I'm giving the first presentation, from 9.00 to 10.45. Then after the coffee break Vana's talking about cultural differences from 11.00 to 12.45. We're having lunch from 1.00 to 2.00 and your first session is after lunch. You're giving a presentation on intercultural communication. I hope that's OK?

J Yes, that's fine. How much time do I have?

M From 2.00 to 3.30. As you can see from the programme, we're having three sessions in the afternoon.

J OK. Is Vana doing the workshop on working with multicultural teams?

M Yes. Then I'm giving the talk about body language.

J What times are those sessions?

M Vana's workshop is from 4.00 to 5.30 and my session is from 5.30 to 6.30.

J Right. What are we doing in the evening?

M We're meeting in the hotel bar for drinks at 7.00 and then going to a restaurant for dinner.

J Good. So that's everything for Saturday?

M Yes, I think that's everything.

4.2

M=Mark, J=Jan

M OK, let's move on to Sunday now. I didn't send you any information because we're not going to have a fixed programme on Sunday. The activities are going to be more informal and practical, and give everyone the chance to find out about our training materials and ask us lots of questions.

J Are we going to demonstrate any of our materials?

M Yes. We're going to show our training videos and our online courses, and give people the chance to learn how they can use them in their companies. They can choose what they want to watch, and how long to spend on each one, and ask us questions about them.

J How much time are we going to spend on the videos and online courses?

M I think we need about three hours, so say from 9.00 until about 12.15, which will give us time for a coffee break in the middle. Then that leaves fifteen minutes to bring everything to a conclusion and finish at 12.30. After that we can talk to people individually about their company's needs and discuss what training we can do for them ...

4.3

a Who are you writing to?

b Are you writing to Mark?

4.4

1 Is he going to Japan?

2 He's going to change his job.

3 Which country is he travelling to?

4 Are they coming to see us?

5 Which companies is he writing to?

6 Where are you going to stay?

7 Which airport are you flying to?

4.5

R=Receptionist, S=Secretary

R Good morning. Meridiana Hotel. How can I help you?

S Oh, hello. I'm looking for a suitable hotel for a group of managers and I wanted to check what facilities your hotel offers. Do you have a restaurant and a bar?

R Yes. We have a restaurant and a cocktail bar on the top floor with lovely views over the city, and there's another bar and a lounge on the ground floor.

S Oh, good. What about parking?

R The hotel has its own car park. We also have a fitness room and a sauna, and a business centre which provides fax, Internet, and photocopying services.

S Right. Are there connections for PCs in the guest rooms?

R Yes, all guest rooms have computer and fax points, and of course multi-line phones and satellite TV.

S OK. And air-conditioning?

R Yes, all rooms are air-conditioned.

S And are there tea- and coffee-making facilities in the rooms?

R No, but all rooms have a minibar, and we offer 24-hour room service.

S Right. Well, I think you have everything we need. Oh, oh, just a couple more things – do the guest rooms have hairdryers and safes?

R They have hairdryers, but not safes. Guests can leave money and valuables in the hotel safe at reception.

S Well, thanks very much for the information. I need to check on the dates with the managers and I'll get back to you to make the booking ...

4.6

R=Receptionist, J=James

R *Hotel Leon d'Oro. Buongiorno.*

J *Buongiorno.* Do you speak English?

R Yes. How can I help you?

J My name is James Turner. Last week I booked a room from the 3rd to the 6th of April ... um, you confirmed the reservation by email.

R Oh, yes, Mr Turner. I remember.

J I'd like to book a single room, for a colleague, for the 4th of April.

R Let me see. Oh, I'm very sorry, Mr Turner, but we're fully booked on the 4th of April, because of Vinitaly.

J Oh, what a pity.

R You could try the Hotel Europa.

J Yes, I'll do that. Thank you for your help. Goodbye.

R We look forward to seeing you on the 3rd of April, Mr Turner. Goodbye.

4.7

J=James, R=Receptionist

J Good evening. My name is Turner. I have a reservation.

R Yes, a single room for four nights?

J Yes, that's right.

R Could you fill in this form, please, and sign here? Thank you. Here's your key. Your room is on the first floor. The porter will take your luggage.

J Thank you. Oh, could I have an early morning call, at 6.30?

R Yes, certainly. Do you need anything else?

J No, that's all, thank you.

4.8

J=James, R=Receptionist

J Could I have my bill, please? Can I pay by credit card?

R Yes, that's fine.

J Good.

R I hope you enjoyed your stay here.

J Oh, yes, very much. And I'm sure I'll be back here for Vinitaly next April.

R We'll be delighted to see you again, Mr Turner. Goodbye, and have a good flight back.

J Thank you. Goodbye.

Unit 5

5.1

- a coffee
- b champagne
- c exercise

5.2

- 1 vegetable
- 2 problem
- 3 alcohol
- 4 research
- 5 sandwich
- 6 advice

5.3

- 1 butter
- 2 holiday
- 3 colleague
- 4 weekend
- 5 headache
- 6 energy

5.4

Speaker 1

For me one of the great pleasures of travelling to another country or to another part of your own country is eating different food – discovering local dishes and specialities that are completely new to you. That's why I think Slow Food is important. I don't want to find the same food everywhere I go, but that's what fast food is doing to us. I want to stop that.

Speaker 2

Some people say Slow Food is only for people who have lots of money to buy the best food and wine, and have lots of time to sit, eat, drink, and talk. But Slow Food can be simple and inexpensive. What's important is that it's fresh, that it tastes good, and that it's healthy and good for you. And of course that you don't eat it fast!

Speaker 3

There's a saying, 'families that eat together stay together'. I think it's true. But in a lot of families that doesn't happen any more. A meal is something you buy, ready to eat, from the supermarket. All you do is put it in the microwave for two minutes and eat it in five minutes in front of the TV. Or if you're not at home, you can eat your food walking along the

street. I don't think that's the way to live. Things were much better in the past.

Speaker 4

A lot of our towns and cities have squares in the centre, and they're great places to sit and eat, have a drink, and meet friends. But in many towns the main square isn't for people at all – it's just a big car park. That's why I think it's good that Slow Cities promise to keep town squares for people and not use them as car parks. And of course that they improve lots of other things so the quality of life really is better for the people who live there.

5.5

W=Waiter, M=Monique, J=James

W Good evening.

M Good evening. I booked a table for two. The name is Bresson.

W Oh, yes, madam. Your table is over here.

J This is a wonderful surprise, Monique. How did you know it was my birthday?

M Oh, that's a secret. Anyway, I would like to discuss the trip to Hungary with you, but let's order first.

J Mm, it's a difficult choice. What do you recommend?

M Well, the meat is usually excellent here. Let's see ... I recommend the beef or the lamb cutlets.

W Are you ready to order?

M James?

J Yes, I'll have the duck and red cabbage as a starter, and then beef in red wine with onions.

M And I'd like cold cucumber soup with prawns, and lamb cutlets with roast potatoes and courgettes.

W Certainly, madam. And what would you like to drink?

M You choose.

J OK. A bottle of Beaujolais, please.

5.6

M=Monique, J=James

M This wine is very good, isn't it? Do have some more.

J Mm. Yes, it's very good. And the beef is excellent.

M Good, I'm pleased you like it. Now, how about a dessert?

J I'm sure they're all wonderful, Monique. Thank you, but I couldn't eat any more.

M Are you sure? Would you like some coffee, then?

J Yes. That would be very nice.

M Now, about the trip to Hungary ...

5.7

M=Monique, J=James

J Thank you for a lovely evening, Monique.

M I'm glad you enjoyed it, James.

J Now ... when's *your* birthday?

Unit 6

6.1

I=Interviewer, C=Travel industry consultant

I I'd like to ask you about no-frills airlines. More people are flying with them and fewer people are flying with the traditional airlines, which are of course usually a lot more expensive. How can airlines like Ryanair and easyJet offer such cheap fares?

C They can do it by having much lower costs than the traditional airlines and saving money in different ways. First, they sell directly to the customer, either online – that's on the Internet – or by phone. Their biggest number of sales is online and because that's the least expensive way of selling, they save money. Second, they don't use tickets. Passengers just get a reference number, then a letter which they show when they check in.

- I So it's a much easier way of booking a flight?
- C Exactly. And this means they can employ fewer people because there's much less paperwork. A third way they save money is by not serving meals on the flight.
- I What about flight attendants? Do they have as many flight attendants as on traditional airlines?
- C No they don't, so again that's another way of cutting costs.
- I But passengers can buy drinks and sandwiches on the plane?
- C Yes, so they make a little money from that. Another way they cut costs is by having just one type of aircraft, which is a lot cheaper than having different types of aircraft, and they use them in a more efficient way. Their turnaround time – that's the time between when the aircraft lands at an airport and takes off again – is only thirty minutes, so that's another way they save money.
- I Do they use the big airports, like Heathrow, those nearest to the city centres?
- C No, when they fly to a big city it's normally not to the main airport nearest to the city centre but the one that's farthest away.
- I So you get the cheapest fare but you have the longest journey to the city centre?
- C Yes, that's certainly one disadvantage, but then smaller airports are usually not as busy as the big ones, and less crowded, so getting your luggage is often quicker.

6.2

- a a lot cheaper
b quicker than
c the most popular
d as busy as

6.3

- 1 easier than
2 a higher fare
3 the same as
4 much quicker than
5 not as cheap as

6.4

Speaker 1

What methods of travel do I use, and why? Well, when I make business trips I always travel by plane because it's faster. For holidays I go either by plane or car. I prefer going by car because you're more independent, but for longer distances flying is of course quicker. To get to work every day I travel by train and then underground. I never go anywhere by bus. I use my car to go out in the evenings, and at weekends in the summer I get my bike out and go cycling.

Speaker 2

I travel by plane only for holidays – I don't travel in my job. And for shorter distances, when I'm not going far on holiday, I prefer to use my motorbike. For me it's the most enjoyable way to travel. To get to work I go by train or motorbike. Going by train is more expensive, of course. I could go by bus but it's the slowest way because of all the traffic, so I don't use buses. I don't have a car but I've got a bike and I use it to go to my local sports club and to go cycling with friends.

6.5

- 1 Your attention, please. Will Mr Carlos Siga, travelling on a connecting flight to Dubai, please go to the British Airways information desk.
- 2 May I have your attention, please. Will Mr and Mrs Harcon, the last remaining passengers travelling to Madrid on Flight IB3615, please go immediately to Gate 14 where the aircraft is waiting to depart.
- 3 We are now ready to board. Would passengers in seat rows 15 to 23 board first. Please have your boarding cards and passports ready.

- 4 This is a security announcement. Passengers are reminded that they must keep their bags with them at all times. Any unattended luggage may be taken away and destroyed.

6.6

I=Interviewer, E=Tourist guide (Erica)

- I Erica, both the Musée d'Orsay and Tate Modern are very different from other famous modern art museums because they weren't originally designed as museums. What do people think of them?
- E Well, some people like them and others don't. Most people find the exterior of the Musée d'Orsay a lot more attractive because it was a hotel. Tate Modern is an industrial building and some people think the exterior is very ugly. They think a modern art museum should be beautiful like the Guggenheim Museum in Bilbao, for example. Other people think Tate Modern is a perfect place to show modern art because you need a lot of space, and Tate Modern has an enormous amount of space.
- I Yes, when you go in you're in this enormous hall. There aren't many museums with an entrance hall of that size.
- E No, in fact that hall is 200 metres long – as big as a square in the middle of a city. When the building was a power station that huge area was the turbine hall and the architects decided to keep it as a huge space. The Musée d'Orsay's got an enormous hall as well, almost as long as the Tate's, which was the area where the trains and platforms were when it was a station. Now it's ideal as an exhibition space for an art museum.
- I It's interesting that the museums are similar in other ways, too – their locations, for example ...
- E Yes, it's true. They're both on the banks of rivers and the advantage for visitors is that you get wonderful views from them. From the Musée d'Orsay you can see the River Seine in front and the Louvre and the Tuileries Gardens opposite. From Tate Modern you've got a great view of the River Thames and St Paul's Cathedral opposite. And now there's a new bridge for pedestrians so you can get to St Paul's Cathedral on foot, by walking straight across the river.
- I ... Or to Tate Modern if you come from the other side.
- Well, thank you very much, Erica, for describing these two museums – it's been really interesting ...

6.7

R=Receptionist, M=Monique, D=Duncan

- R Monique, I have a Mr Duncan Ross on the line.
- M Oh, yes, put him through. ... Hello, Mr Ross.
- D Hello.
- M Thank you for your letter. I'd be very interested to meet you and discuss the new project ...
- D That's very good news. Oh, please call me Duncan, by the way. When would be convenient for you?
- M Let me see ... I'm rather busy this week. Is next week possible for you? I'm free on Friday ... or Tuesday, if you prefer?
- D Yes, Tuesday suits me fine. Shall we say lunch on Tuesday, then?
- M Yes, that's fine. What time would suit you?
- D How about 1.30 at the Riverside Restaurant?
- M Oh, that'll be very nice.
- D Good. Well, I look forward to meeting you again.
- M It'll be very nice to see you again, too. Goodbye.

6.8

M=Monique, D=Duncan

- D Hello.
- M Hello. Is that Duncan Ross?
- D Yes, speaking.

- M Oh, hello, Duncan. It's Monique Bresson here. I'm very sorry, I'm afraid I can't manage our meeting on Tuesday – I have to go to Rome. Could we arrange another time?
- D Oh, what a pity. But yes, of course. When are you free?
- M Is Thursday the 17th possible for you?
- D No, I'm afraid I've got another appointment then. What about Friday the 18th?
- M Yes, I can make it on the 18th.
- D Excellent. So, the same time and place? One thirty, at the Riverside?
- M Yes. Thank you, Duncan. And I do apologize.
- D It's no problem at all. Have a good trip to Rome. See you on Friday ...

Unit 7

7.1

I=Interviewer, H=Harriet Lamb

- I Harriet, can you tell us first, when did the idea of Fairtrade start?
- H Well, in the UK, it started in 1992, but the first country to have Fairtrade was the Netherlands – that was in 1988. Today 90% of Dutch supermarkets sell Fairtrade coffee. Since 1988 Fairtrade has expanded into many other countries.
- I How many countries?
- H At present it's in seventeen countries, mostly in western Europe but also the USA, Canada, Australia, New Zealand, and Japan. And Fairtrade has just started in eastern Europe, with Hungary as the first country.
- I What was the reason for starting Fairtrade?
- H The reason was to help some of the poorest people in the world get a fair price for their crops. In recent years the price of coffee, cocoa, and bananas has fallen but the cost of growing them has risen. This has been a disaster for people in the Third World. But with Fairtrade, the producers get a price that covers the cost of production, plus an extra 'social premium' which they can use to improve their living and working conditions.
- I What kind of improvements have they made?
- H Oh, they've done so many things. They've built wells to give them clean water, they've built schools so their children can have an education, and health centres so they can get basic health care.
- I So Fairtrade has made a big difference to their lives?
- H Oh, yes. It's made a very big difference. It's really changed their lives.
- I And what about the sales of Fairtrade products? Have they increased?
- H Yes, they have, especially in the last five years. For example, in the UK sales went up by 50% in 2001. But we need a much bigger market. At present producers can only sell a very small percentage of what they grow to Fairtrade because the market is still very small.
- I How much more does a Fairtrade product cost?
- H Usually about 10 to 20% more than the average price. But sales are increasing and this shows more and more people are willing to pay a bit extra to help people escape poverty.
- I So you're optimistic about the future of Fairtrade?
- H Yes, there's still a lot to do but I'm optimistic.
- I Thank you, Harriet, and I hope ...

7.2

- 1 a Carla hasn't left. b I think she has.
2 a Have sales increased? b No, they haven't.

7.3

- 1 The company has expanded.
2 Has it made a lot of changes?
3 No, it hasn't.
4 Their prices have increased.
5 I'm sure they haven't.
6 I think they have.

7.4

- 1 Has she made any progress?
2 I'm sure she has.
3 I hope they haven't forgotten the meeting.
4 Do you think they have?
5 Have they finished the work?
6 They haven't started it yet!

7.5

We sold 100 units in January and sales remained stable until March when there was an increase of 10% and sales went up to 110. They continued to rise steadily in the next two months and reached a peak of 145 units in June. In July and August they fell slightly, to 140, and there was a further decrease in September, to 130. Sales levelled off at this figure in October and November, and in December we saw an improvement to 135.

7.6

P=Presenter, M=Markus

- P Good evening and welcome to tonight's *Working Week*. As usual, we begin with one of the week's most interesting business stories. Markus, what are you going to tell us about tonight?
- M Well, this week we've had the latest survey on the best companies to work for in the UK – so that's our topic today.
- P Right. Does the survey tell you what makes a company one of the best?
- M Well, it shows that the best companies to work for have quite a lot of things in common. And of course these include things like good pay and holidays, and opportunities for career development. Then there are the company benefits like private health care, company pension, bonuses – that sort of thing. In many companies only the top people get these benefits, but in the best companies everyone gets them, not just the people at the top. There are also other benefits like free meals at lunchtime, and quite a lot of companies have fitness centres and make sure their employees spend some time in them every day!
- P Sounds like a very good idea. What about working hours – flexitime, for example?
- M The survey shows that the best companies in the UK give staff more freedom about when they work so they have flexible working hours, and if an employee wants to change from full-time to part-time work then that's not a problem.
- P So the best companies are more 'family-friendly'?
- M Yes, in many cases they are, and today it's important for a company to be family-friendly, especially companies who employ more women.
- P What about a crèche for staff with babies or young children?
- M Only two of the 50 best companies in the survey have a crèche at the company, but quite a lot offer staff subsidized places at a local crèche.
- P Where staff pay less than the normal cost?
- M That's right. The survey also looks at company culture and it's interesting to see that some of the best companies have a very open and democratic company culture. They treat everyone in the same way. There are no private offices, no

executive dining-rooms – everyone eats in the same place, and when anyone in the company flies, they go economy class. And in these companies it's easy for anyone to meet and talk to the company's chief executive.

- P Do you think this is the model for all companies in the future?
- M Maybe. This kind of very open culture is common in American companies, but I think a company's culture depends on its nationality and on the country it's in.
- P Well, thank you, Markus, for that look at the best companies to work for. And if you'd like to tell us your views on what makes a company one of the best you can phone us on 020 4368 7665 or email us via our website which is www.radio6.com/workingweek. And now it's time for our round-up of this week's news ...

7.7

J=James, D=Duncan

- J Sorry I'm late, Duncan. The traffic was terrible ...
- D Oh, don't apologize. I'm glad you could find time for a meeting.
- J OK, so you want to discuss how we celebrate the tenth anniversary of *Wine & Dine*, right?
- D Yes. First, what do you think about having the celebration at my castle in Scotland, instead of at a London hotel?
- J Well, in my opinion, Scotland is too far for people to travel.
- D I agree – it's a long way. But I thought of chartering a plane from London. Then we could include travel to Scotland in the invitation. What's your opinion of that idea?
- J I think it sounds really great!
- D Good. Second, how do you feel about celebrating the publication of your new book on Italian wines at the same time?
- J That's a wonderful idea, Duncan! I certainly agree with that.
- D I thought you would! Now, we need to decide on the programme. What do you think about this idea ...

7.8

D=Duncan, J=James

- D ... OK, James. Then I suggest you give a talk on Italian wines.
- J How about having a wine-tasting too?
- D Yes, let's do that. Right, that's a very full programme on the first day. Do you have any suggestions for the second day?
- J Why don't we make the second day more relaxing? Give people an opportunity to socialize, to get to know each other better. Why not start the day with a champagne breakfast?
- D Yes, and we could follow that with a treasure hunt in the garden, with a bottle of something very special as the treasure?
- J Hmm, I'm not sure about that. What if it rains?
- D Don't worry, James. We have wonderful summers in Scotland. And then people can choose – there's tennis, swimming, golf.
- J In fact everything for a great weekend!
- D That's right. And we finish with a big party in the evening. Well, James, I think we've agreed on everything. All we need now is to check the guest list, and make sure we haven't forgotten anyone ...

Unit 8

8.1

In Russia

- 1 It's important not to give an even number of flowers as a present because Russians only give an even numbers of flowers when people die.

- 2 Smoking in Red Square, Moscow, is forbidden and you can get a large fine which you have to pay immediately.
- 3 Russians think it's very bad manners to put your coat on the back of your chair in a restaurant or a theatre.
- 4 When it snows, Russians always take off their outdoor shoes when they go indoors. They offer visitors shoes to wear indoors, but you give a very good impression if you take your own indoor shoes with you.

In Japan

- 1 The Japanese consider talking loudly or showing anger a very rude way to behave. In their culture it's important to be calm and to control emotions.
- 2 If you pour your own drink, they may think you are an alcoholic.
- 3 Westerners normally stand closer to each other than Japanese people do. Japanese people feel uncomfortable if a foreigner stands close to them.
- 4 A Japanese communal bath is not for washing but for relaxing, so you should wash before getting into a bath in Japan.

8.2

You might have a few problems, but you won't have many.

8.3

- 1 You should always be punctual, but you don't have to be formal.
- 2 You don't have to wear a suit, but you must wear a tie.
- 3 You have to get permission first, but the managers don't.
- 4 The Japanese may think you rude, but the Italians won't.
- 5 It's important to be serious at work, but not when you're at a party.

8.4

The countries that Richard Lewis gives as examples of the three different cultural groups are the USA and northern Europe for the Linear-active group, southern Europe and Latin America for the Multi-active group, and south-east Asia and Finland for the Reactive group. Of course it's important to remember when someone describes different nationalities in this way they're not saying every person who lives in a particular country is the same. They're giving a general picture, to help people who are going to another country understand why things are different.

8.5

Now, looking at the differences between the groups, you can understand there are often problems when they do business together because they have a different idea of what is 'normal'. Let me give you a few examples. People in Linear-active and Reactive cultures think punctuality is normal. So they think a southern European who arrives ten minutes late is rude. But in Multi-active cultures it's normal to be unpunctual. Another example. An American asks a Japanese a question. The Japanese doesn't reply so the American asks another question. The Japanese is surprised. In a Reactive culture like Japan's, long pauses in a conversation are normal. In the other two cultures long pauses are uncomfortable, so someone speaks to end the silence. To work together without problems people need to understand their differences. If they don't, they may get a bad impression of the other culture. Another difference is eye contact. For example, a southern European talking to a Japanese doesn't understand why the Japanese doesn't look at him but at the window behind him. The Japanese is uncomfortable because the southern European looks at him directly. The reason? In Multi-active cultures there's a lot of eye contact. In Linear-active cultures less, and in Reactive cultures very little eye contact at all. The last example I'll give you is people's different sense of

personal space – that's how close you stand to the person you're talking to. In Linear-active and Reactive cultures people stand further away from each other. In Multi-active cultures they stand much closer. So, for example, when a Brazilian and a Finn are in conversation together, the Brazilian moves closer but the Finn moves further away. Each is trying to find the personal space that is normal for them. And when they communicate, people in Multi-active cultures use a lot of gestures. In Linear-active cultures they use some, but in Reactive cultures almost no gestures at all.

8.6

D=Duncan, M=Monique

D Hello. Duncan Ross.

M Hello, Duncan. It's Monique Bresson. My secretary said you called.

D Yes. Thank you for calling back. I wanted to make sure you've received the invitation.

M Yes, I have. Thank you. I'd be delighted to accept.

D Good. Er ... Monique, some friends of mine are going to stay at Glencross for a few days after the celebration, and I'd like to invite you to stay, too. Would you join us for four or five days?

M Oh, I'd love to, Duncan, but I'm afraid I can't. I've already arranged to go to Brussels on the 18th ...

D Well, would you like to stay until the 17th? I'm sure you need a break from your busy schedule. You work too much, Monique!

M You're right. Thank you, Duncan, I'd love to stay until the 17th.

8.7

J=James, D=Duncan

J Hello.

D Hello, James, it's Duncan. How's everything? I hope you're ready for the big event at Glencross!

J Not yet, but there's still time.

D James, some friends are going to stay at Glencross for a few days after the celebration. How about joining us?

J Thanks a lot, Duncan, but I'm going to be very busy during that week.

D Ah, that's a pity. Monique Bresson is going to stay and I know you enjoy her company.

J Is she really? Then let me think about it, Duncan. Perhaps I can manage to change a few appointments ...

Unit 9

9.1

I=Interviewer, O=Oliver Gore

I Oliver, you've written a lot of books about the business world including several best-sellers. Your latest book, called *For Over a Century*, will be in the bookshops next week. Can you tell us what it's about?

O Yes, it's about companies that have been doing business for more than 100 years, and in some cases much longer than that.

I Does that make them the oldest companies in the world?

O Some of them certainly are. Some of the oldest companies in the world are family businesses and you find that the same family has been running the business since it started. For example, some wine producers in countries like France, Italy, and Spain have had the same vineyards for hundreds of years. The oldest wine business in France, the Château de Goulaine, has been in the same family since the year 1000, and Barone Ricasoli in Italy has been producing wine for more than 850 years. Some famous banks, too, have been in the same family for generations, although this isn't true of the world's oldest bank.

I Which bank is that?

O An Italian bank called Banca dei Paschi di Siena that's been in the banking business since 1472, when it was founded in Siena. But it is true of another Italian company, Beretta, which makes guns for police forces such as the Italian Carabinieri and the French Gendarmerie – and for James Bond and other Hollywood stars, of course!

I How long has Beretta been making guns?

O It was founded in 1526 so the Beretta family has been making guns for nearly 500 years.

I That's quite something!

O Sure is. Another company with a long history, but not a family business, is the French company, Saint-Gobain, which is today the world's biggest manufacturer of glass and building materials. Its first project was the glass for the famous Hall of Mirrors in Versailles in 1665, at a time when mirrors were more valuable than paintings by great artists. It's been making glass since then and has developed hundreds of products in its long history, including more recently the glass for the Louvre Pyramid in Paris and an incredibly strong glass for the windscreens of one of the fastest trains in the world, the Japanese Shinkansen.

I Well, thank you, Oliver. Unfortunately we don't have time to hear about more of the companies in your book, but we'll look forward to reading about them and hope this book will be another best-seller for you ...

9.2

a employer

b industry

c development

9.3

Stress pattern a

develop, producer, investment, consumption

Stress pattern b

management, company, government

Stress pattern c

industrial, economy, competitor

9.4

D=Duncan, C=Carol, Duncan's secretary

D Oh, Carol, can you come into my office? It's about my trip to France.

C Yes, of course. So, you have meetings in Paris on Monday and Tuesday.

D Yes. I'll be in Scotland at Glencross the week before, so could you book me a flight from Edinburgh to Paris, on Sunday afternoon or evening if possible?

C Right. Shall I book a hotel in Paris?

D Yes, please, for three nights. Then on Wednesday I want to travel to Bordeaux, either by plane or by train.

C Would you like me to get some information on both?

D Thank you, I'd appreciate that. I need to be in Bordeaux by about 1 p.m. I think the TGV is probably best. Would you mind checking arrival times of the TGV and flights?

C No, of course not.

D Right, thanks very much, Carol. That's all for the moment. I'm not sure about the trip back yet, but we can arrange that later.

9.5

D=Duncan, C=Carol

D Carol, I'd like to give you the other details about my trip to France.

C Yes, fine.

D Right. I need to be back in London on the Friday evening. Do you think you could check the times of direct flights from Bordeaux?

- C Yes, certainly. What about accommodation? Do you want me to book you a hotel in Bordeaux?
- D Thanks, but that won't be necessary. I'm going to stay with some friends. They've got a little château and some vineyards, and they produce some very good wine.
- C Mm, it sounds a lot more enjoyable than a hotel.
- D Yes, I think it will be.

Unit 10

10.1

- a will
b wheel

10.2

- 1 Are you going to leave?
- 2 Where do you live?
- 3 Do sit down.
- 4 Do take a seat.
- 5 Would you like some chips?
- 6 That restaurant is very cheap.
- 7 Shall I fill your glass?
- 8 Do you feel better?

10.3

- 1 Is this your key?
- 2 We invited thirty people.
- 3 Did you have a good trip?
- 4 Is it time to eat?
- 5 Did you sleep well?
- 6 He was very ill.

10.4

E=Eddie, A=Alma, T=Tonia

- E According to this newspaper report we've got a 50% chance of living to be 100. It seems incredible, doesn't it? I'm not sure I want to live to be 100. Do you, Alma?
- A Well, if I'm healthy and enjoying life, why not? People are living much longer today. And it's what you'd expect because we've got better health care, and we know more about what we should do to stay healthy. I'm sure that 50 years from now there'll be a lot more people living to be 100 because life expectancy is increasing with each generation. What do you think, Tonia?
- T I agree, and yes, it's a good thing that so many older people are healthier and more active today – but unfortunately we won't all be wonderfully healthy and active at 90. Most of us will need more help and medical care as we get older, and the cost of providing this will increase as more of us live longer. I think that'll be a big problem for governments in future. I don't know what you think, Eddie?
- E Yes, it'll certainly be a problem. And as well as the cost of medical care, there's the cost of paying pensions. I think the biggest problem will be in developed countries. I read an article the other day which said that in 50 years' time, for the first time in history, there'll be more old people than children in the developed countries of the world. That means the working population will be smaller so there'll be fewer people to pay the pensions of all the retired people. Today there are four workers for every pensioner – by 2050 there'll only be two.
- A So we'll all have to work longer?
- E Yes, I'm sure we will. Most likely until we're 70 or more. And I don't think there'll be a fixed retirement age. If you want to work until 75, the government won't stop you.
- T Mm, I can't say I like that idea.
- E Nor do I, but if you think about it the retirement age has stayed the same for 50 years, but our life expectancy hasn't. It's gone up quite a lot – so you can see why governments want to change it.

- T Yes. I can also see that we'll need to live longer and be healthier and more active because we'll still have to get up and go to work in our seventies!

10.5

R=Reservations clerk, British Airways, C=Carol

- R British Airways reservations. How can I help you?
- C I'd like some information about flights from Edinburgh to Paris, on a Sunday afternoon, please.
- R Certainly. Let me check. ... OK. There's one flight at 14.45, and two later flights at 16.00 and 18.00 hours. They all involve a transfer at Heathrow.
- C What time does the first flight arrive?
- R At 18.45.
- C Could you repeat that, please?
- R It arrives at 18.45.
- C And when do the later flights arrive?
- R The 16.00 gets in at 20.50, and the 18.00 at 23.05.
- C Right, I've got that. Could you tell me the times of flights from Bordeaux to London, travelling on a Friday?
- R One moment, please. ... Right, there's just one British Airways flight daily, leaving at 14.40 and arriving at Gatwick at 15.10.
- C Do you know if Air France flies from Bordeaux to London?
- R I'm afraid I don't have any information about Air France flights. I can give you their telephone number.
- C No, don't worry, I think the 14.40 flight will be fine. Thank you for your help. I'll get back to you later to book the flights.

10.6

R=Reservations clerk, French Railways, C=Carol

- R Good afternoon, French Railways.
- C Good afternoon. I'd like to know the times of trains from Paris to Bordeaux.
- R Um ... Can you tell me when you want to travel?
- C Yes, on a Wednesday, arriving in Bordeaux by about 1 p.m.
- R There is a TGV which arrives in Bordeaux at exactly 1 p.m.
- C Oh, good. Could you tell me when it leaves Paris?
- R Yes, it leaves at 10 a.m.
- C So the journey takes three hours?
- R Yes, that's right.
- C And do you know which station it leaves from?
- R Yes, from Paris Montparnasse.
- C Thank you. Oh, just one more question. Do I need to make a reservation?
- R Yes, it's advisable.
- C OK. I'll check with my boss, then phone you back. Thank you for your help.
- R You're welcome.

Unit 11

11.1

C=Chairman, A=Member of audience, J=John, S=Susanna, D=David, K=Kate, N=Nick

- C Welcome to tonight's discussion programme, *Ask the panel*. As usual our panel is here to answer questions from the audience. So let's have our first question, please.
- A If members of the panel were responsible for transport in towns and cities, what would they do to reduce the problem of traffic congestion and pollution?
- C John, would you like to begin?
- J Well, I think the problem is so bad in big cities that the only solution is to follow the example of places like Singapore and introduce a system of charges. I'm sure that if we charged motorists for driving in city centres, we'd reduce traffic congestion. It would be very unpopular, of course, and it certainly wouldn't solve the problem completely, but

I think it would make a big difference. Then we could use the money to improve our public transport system, as Singapore and other cities have done.

C Susanna?

S I think the only way to reduce traffic congestion in our cities is to have a good public transport system. People use their cars because they just don't have a choice – our public transport is expensive, inefficient, and overcrowded, and takes longer than using your car. If we had a really good public transport system, people would use it. Just look at the cities that do have good systems – they're the ones that don't have all the traffic jams!

C David, what do you think?

D I agree with Susanna about public transport. But there are other ways we can reduce the number of cars in cities. For example, encouraging people to use bicycles. Most journeys in town centres are very short, just a few kilometres. We'd have less congestion if more people used bikes for short journeys. You'd need special cycle lanes, though, to make cycling safer, but if cycling was safer, more people would travel that way, I'm sure.

C Are you in favour of bikes, Kate?

K Well, bikes aren't much good when it rains. If I were responsible for transport, I'd ban private cars from city centres and have lots of free car parks outside the centre. If we did that, and had a good bus service from the car parks to the centre, we'd have less traffic in cities and we'd all get around faster.

C Nick?

N You'd be surprised how many of the people who live in the same area travel the same route to work every day, but they all travel in their own car. Most of the cars on our roads have only one person in them. If more people travelled in the same car, there'd be a lot less traffic. Companies could do a lot to help, too. If they organized car-sharing schemes, people from different companies could join in. That way everyone would save money, and maybe they'd make new friends, too.

C Right, so quite a few ideas from our panel there. Can we have our next question, please? ...

11.2

a If they don't reply soon, we'll send another letter.

b I wouldn't accept the offer if I were you.

11.3

1 If she's late, she'll miss the plane.

2 I'd drive to work if I had a car.

3 If you come tomorrow, I'll meet you at the airport.

4 We'd have fewer problems if we changed the system.

5 We won't find a solution if we don't do something quickly.

6 If they don't get here before six o'clock, I won't see them.

7 They wouldn't leave the company if there wasn't a problem.

8 She wouldn't work if she didn't need the money.

11.4

P=Presenter, M=Markus

P Good evening and welcome to *Working Week*. In an earlier programme in this series, Markus reported on the best companies to work for. In this programme, he's going to tell us about the results of the latest survey on the best cities to live in. Markus, which cities are the winners in this survey?

M Well, first I should explain that the survey looks at a lot of different categories to decide which cities offer the best quality of life. These include areas like public transport, traffic problems, pollution, and crime. It also includes the political and economic situation, schools and education, and health care. And the things we enjoy – restaurants,

cultural facilities like theatres, cinemas, and music, and sports and leisure facilities.

P How many cities does the survey cover?

M Altogether, 215 cities, in all five continents.

P Quite a lot. So, based on all those factors, which cities come top of the list?

M For overall best quality of life there are two cities at the top – Vancouver and Zürich, followed by Vienna. Then three other cities are very close to Vienna – they're Copenhagen, Geneva, and Sydney.

P So of the top six cities in the list, four are in Europe?

M Right.

P What about cities like Paris and London?

M Paris and London are both lower down the list. Paris comes thirty-third and London fortieth. In the same survey a year ago they were both higher. I think the main reason they've gone down is because crime has increased in both cities. If a city does well in most categories but badly in one or two areas, that puts it further down the list. The USA, for example, has twelve cities in the top fifty. They do well in many areas – political and economic situation, health care, sport and leisure facilities, and so on, but they have more crime so they come lower down.

P Which other cities do well in the 'best quality of life' category?

M Well, in Central Europe, Prague, Budapest, and Warsaw are at the top for best quality of life – they were also at the top last year. In Latin America, Buenos Aires and Montevideo are the winners, and in Asia, Tokyo comes first, followed by Yokohama.

P Which cities offer the best choice of restaurants and cultural and leisure facilities?

M Not surprisingly this is where Paris and London do well – in fact they come right at the top here, together with Sydney and three cities in the USA – New York, Los Angeles, and Washington DC.

P Right, well, thank you for that Markus. And let's hope not all our listeners are going to get on the next plane to Vancouver or Zürich! Now it's time to move on to our round-up of this week's business stories from around the world ...

11.5

1 I'm sorry. I didn't catch your name.

2 How about a drink?

3 You're from Spain, aren't you?

4 Sorry I'm late.

5 Can I get you something to eat?

6 We've got a lot of problems at the moment.

7 Thanks very much for your help.

8 Have a good weekend.

11.6

1 I'm sorry. I didn't catch your name.

It's Simon. Simon Grant.

2 How about a drink?

Not at the moment, thanks.

3 You're from Spain, aren't you?

Yes, that's right.

4 Sorry I'm late.

Don't worry.

5 Can I get you something to eat?

Thank you. That would be very nice.

6 We've got a lot of problems at the moment.

Oh, I'm sorry to hear that.

7 Thanks very much for your help.

Not at all.

8 Have a good weekend.

Thanks. The same to you.

11.7

- 1 May I use your phone?
- 2 Have a good holiday.
- 3 Could I ask you something?
- 4 I'm sorry, I've got the wrong number.
- 5 Thanks for the lovely flowers.
- 6 Someone stole my car last night.
- 7 Do you mind if I join you?
- 8 I'm getting married tomorrow.

11.8

- 1 May I use your phone?
Yes, of course.
- 2 Have a good holiday.
Thanks. You, too.
- 3 Could I ask you something?
Yes, go ahead.
- 4 I'm sorry, I've got the wrong number.
Don't worry.
- 5 Thanks for the lovely flowers.
Don't mention it.
- 6 Someone stole my car last night.
I'm sorry to hear that.
- 7 Do you mind if I join you?
Not at all.
- 8 I'm getting married tomorrow.
Congratulations.

Unit 12

12.1

- a Were any products exported in April?
- b How are the engines assembled?
- c Two hundred engines have been imported.

12.2

- 1 Cork is produced in Portugal.
- 2 Many cork products are exported abroad.
- 3 Champagne was invented in the 18th century.
- 4 Experts are worried about increasing sales of plastic stoppers.
- 5 A lot of money has been spent on improving quality.
- 6 Cork is used for insulation in rocket engines.

12.3

Report 1

A British company reports that its profits have increased by 200% since it introduced a new policy of being nice to its staff. When they arrive at work every morning, staff get a hug from the boss. Music is played in the office and no one works on their birthday. Every two weeks there are social activities where everyone gets together. The new policy has been welcomed by the staff. They think a hug from the boss is an excellent way to start the day and say everyone is more relaxed and friendly, and their company has become a great place to work.

Report 2

Forty-seven university graduates who were given jobs by two UK companies have now been offered €15,000 to spend a year travelling round the world before they start work. The graduates were offered jobs before the two companies agreed to join together and become one company. The new company now finds it has more staff than it needs, but it wants to keep the graduates because it believes it will need more people in a year's time. So far, the offer has been accepted by five of the forty-seven graduates and the company hopes it will be accepted by two more.

12.4

Report A

For the first time, goats have been used to help reduce the risk of fires in San Francisco, California. Four hundred goats have been put in areas where machines can't be used and where the dry grass easily catches fire in hot weather. The company that rents out the goats says they offer a better solution than other methods. Business has doubled in the last five years, and the company is having problems finding enough goats for all its customers.

Report B

Australia has started selling camels to Saudi Arabia. So far 120 camels have been sold and the trade is expected to grow to about 5,000 a year. Camels were first introduced into Australia from the Canary Islands in 1840 and this number has grown to about 400,000 today. The camels have been bought by a Saudi Arabian client.

12.5

P=Pierre, D=Duncan, A=Anne-Marie, M=Monique, J=James
Dialogue 1

- P Duncan, we really must leave now or we'll miss our plane back to Bordeaux. Thank you for inviting us, we've had a wonderful time.
- D I'm glad you enjoyed it. And thank you for inviting me to stay with you. I'm really looking forward to it.
- A And so are we. Goodbye, Duncan. See you next week in Bordeaux.
- D Goodbye, Anne-Marie, Pierre. Have a good flight.

Dialogue 2

- M Duncan, thank you very much for your hospitality. I really appreciated it.
- D Well, I'm very pleased you agreed to stay a few more days. You must come and stay whenever you like.
- M Thank you, I promise I will. So, goodbye, Duncan. See you in London on the 22nd.
- D Yes, I'll ring you next week to fix the time. Goodbye, Monique.

Dialogue 3

- D Well, James, thanks for all your help organizing the *Wine & Dine* celebration, and congratulations – everybody was very impressed by your book. I think you should write another one!
- J Yes, I'll think about it. Er, Duncan, you're meeting Monique in London on the 22nd?
- D Yes, to discuss the French edition of *Wine & Dine*. Monique has agreed to do all the translation work.
- J Oh, good. I thought ... well ...
- D Don't worry, James, it's strictly business. Although I must say Monique's a very attractive and interesting person!
- J Yes, I know, that's the problem. Well, I must be off. I'm driving Monique to the airport. Thanks a lot, Duncan. Everything was great.
- D Bye, James, and don't forget to think about that second book, not just your social life! Bye, James. Bye, Monique.