

Listening scripts

Unit 1

1.1

P=Piet, E=Eric

- P ... OK, then, yes, goodbye. That was Rosa. She's leaving the office now. She'll be a little late, I'm afraid.
- E No problem. So, you and Rosa started NMP together?
- P That's right. Rosa and I set up the company fifteen years ago. But we've known each other since we were at university. The company started as NVP - Network Video Productions. We've been NMP for two years. We decided to expand into other multimedia production work - web design, media presentations, management training, and e-learning.
- E Have you expanded the management as well, or is it still just you and Rosa?
- P We've recruited two more managers since we became NMP, but Rosa and I are still very active.
- E Do you and Rosa have separate roles?
- P Yes, although we always discuss everything together. Rosa's the creative person. She gets the ideas. She knows the market very well and understands what the customers want. Rosa manages the projects from start to finish. My job is mainly to develop the business. I negotiate with the people who buy the programmes. For the big projects that cost a lot, I look for financial partners who will share the costs - and the profits.
- E I see. And what about the two new managers?
- P Paul, our new Financial Manager, deals with the financial aspects of running the business. We also have a new Promotions Manager, Louise. You're meeting her this afternoon. She handles all the marketing and advertising. She's working on two big launches at the moment, so currently she's very busy.
- E Do you and Rosa travel much?
- P Yes, we both do. I usually go abroad at least four or five times a month. And Rosa is rarely in her office for more than two days at a time. At the moment she's working on two major projects, so she's travelling even more than usual. And Louise is very busy with the launches here.

1.2

L=Louise, E=Eric

- L Right, Eric. Thanks for coming along. As Piet probably explained, I need to get some information on you for our publicity department, for when we start to promote the project.
- E OK.
- L I'd like to ask you a few things about your background first. Where were you born?
- E I was born in Cornwall, in a small seaside town, but my parents moved to London when I was four.
- L Did you grow up in London?
- E Yes, I grew up in London and went to school there.
- L What did you do after school?
- E I went to college to study for a diploma in Cookery, Catering, and Hospitality Management. I'd been interested in cookery since I was fourteen. My mother went out to work then and I had to cook for my younger brother and sister.
- L What did you do when you finished the cookery course?

- E After the course I started working as a chef in London. I worked at two restaurants, the Hilton and the Buckingham, where I was Head Chef.
- L Where did you work after that?
- E After the Buckingham, I went to France and then Italy. Partly to learn more about cooking and partly to learn the languages.
- L What languages do you speak?
- E I speak English, French, and Italian. I really enjoy speaking other languages - although I'm not so good at writing.
- L How long have you had your restaurant?
- E I've had my own restaurant since 1999. It's hard work, but I love it.
- L What do you enjoy doing in your free time?
- E Apart from cookery, I enjoy playing tennis in the summer and skiing in the winter.
- L OK, and finally, do you have any plans for the future?
- E Yes, I do. My ambition is to open my own cookery school.
- L Great. Well, thanks Eric. I think we've got what we need. Good luck with the project.
- E Thanks.

1.3

P=Piet, E=Eric, C=Claire

- P Hello, Eric, how are you? Good to see you again.
- E I'm fine thanks, Piet. And you?
- P Yes, very well. Eric, I'd like to introduce you to Claire, our secretary. Claire, this is Eric Carlin. He's going to play a major role in our new project.
- C Yes, Rosa's told me all about it. Pleased to meet you, Mr Carlin.
- E Pleased to meet you too.
- C I recognize you from your television programmes of course. I really enjoy them ...
- P Claire's another of your fans, Eric! Anyway, come into my office. I want to show you our plans for the project.

1.4

P=Piet, W=Mr Wyatt

- P So, did you have any problems finding us?
- W No, none at all. I walked here. My hotel is only a few minutes away.
- P Oh really? Which hotel are you staying in?
- W I'm staying at the Garrick. It's in King Street. Do you know it?
- P I know the name. What's it like?
- W Oh, it's very pleasant. I always stay there when I come to London.
- P How often do you come to London?
- W Four or five times a year. What about you? Do you travel abroad much?
- P Yes, I do quite a lot of travelling - mostly in Europe, but I go to Canada and the States as well - about two or three times a year.
- W Canada? That's interesting. Have you been to Toronto?
- P No, I've never been to Toronto, but I had a wonderful holiday on Vancouver Island not long ago.

1.5

- I
- P How long are you staying here?
- W Just three days. I'm flying back the day after tomorrow.
- 2
- P How long have you been with your company?
- W I've been with Star TV for four years now.

3

- W Isn't this weather wonderful?
- P Yes, it is. We do get good weather in London sometimes.
- 4
- P Where did you spend your last holiday?
- W I went to New Zealand with my wife and our two daughters.
- 5
- P Do you do any sport?
- W Yes, I play ice-hockey in winter and I do some sailing in summer.

Unit 2

2.1

I=Interviewer, JP=Julie Pankhurst

- I Julie, when did you first get the idea for 'Friends Reunited'?
- JP Well, it really started in July 1999 when I was on maternity leave from work, and a lot of the time before the baby was born I didn't actually have much to do. I started to look back on my life. I thought about the friends I had at school, and I found myself wondering where they were now. Did they have families of their own? Did they still live in the same area? Were they married, divorced, still alive?
- I And you thought the Internet would be the ideal way to get in touch with old friends?
- JP Yes, that's right. I was a programmer at the time so I had the skills. And it fitted in with my husband Stephen's plans. He's a web designer and he and his partner Jason Porter wanted to start a new company. So, the three of us set up Friends Reunited dot com.
- I And how does it work? What do you have to do?
- JP It's a very simple idea, really. You have to be a member. For a small registration fee, members can put their details and messages on the site and then they can get in touch with former school friends. You just look up the school, look up the year, and away you go! We didn't want to make it difficult - we wanted people who didn't use the Internet very much to be interested as well.
- I What sort of things do people do when they're online?
- JP I think a lot of them just browse and find out what has happened to their old schoolmates. But often they exchange memories, discuss old teachers, funny things that happened, and so on. Lots of them arrange to meet and have real reunions.
- I The idea grew quite fast, didn't it?
- JP Very much so. After just three years, in 2002, we had seven million members and 45,000 schools and universities were registered.
- I I know Friends Reunited has been one of the most successful dot com companies. But what about future plans?
- JP Well, we started in the UK, but since 2002 we've launched international sites in Australia, South Africa, New Zealand, and many other countries in Europe and beyond. We've also added over 400,000 workplaces to the system so that people can locate old work friends. We just want to keep on expanding, but keep the idea simple.
- I Julie, thank you for talking to us. That was Julie Pankhurst, founder of ...

2.2

I = Interviewer, ML = Martin Leach

I In this edition of 'Working lives' I'm pleased to welcome Martin Leach, CEO of the Italian sports car manufacturer, Maserati. Martin, can I start by asking you to tell us something about the company?

ML Sure. It was founded in 1914, and in the early years it was run by the Maserati brothers from their base in Bologna in Italy. The local origins and a reputation for craftsmanship are still an important part of the company's style. The quality sports car industry is an industry where tradition is important, but you also have to be modern.

I The company moved from Bologna, didn't it?

ML Yes, they moved the headquarters to Modena in 1940 and continued to produce cars for the international market as well as for racing. But I think the big change came in the 1990s; that's when Maserati really became a modern company.

I In what way?

ML Well, the Fiat Car Company bought 100% of the share capital in 1993 and in 1997 there was a takeover of Maserati by Ferrari.

I So Ferrari is the parent company and Maserati is a subsidiary?

ML Yes, although the two brands were kept separate. At the same time they closed the factory and installed an ultra-modern assembly line which opened for production in 1998 and increased output to two thousand cars a year. And in fact nowadays we produce about 25 a day. That's still not a lot compared to the big companies, but remember we're a specialist company. There were more changes in 2004, particularly with senior staff, including my own appointment as CEO in June 2004.

I What do you think are the key factors in the success of this Maserati 'relaunch' in recent years?

ML I think tradition and reputation is important, as I said before. The company pays a lot of attention to design, and to research and development. We also have good client loyalty, and we involve our owners and enthusiasts in new developments and designs. Above all, we're a local company with an international appeal. We have representatives in 45 countries, and we're always looking for new markets.

2.3

I I can't help noticing that you're British. Is it unusual to be in charge of an Italian company?

ML Perhaps. But my background is in cars, and sports cars in particular.

I When did you first become interested in cars?

ML When I was small, our family used to go to Italy for our holidays. I have a picture of me in the first ever Ferrari I went in - I was about seven and it was owned by the hotel owner's son. Then at the age of eleven I started racing go-karts - in fact I won the European Cup and came third in the World Championships.

I Your first job was with the Ford Car Company, I believe?

ML That's right, at the age of 17. They also sponsored me to study engineering in England. I think that over the years I've worked in every department at Ford: the engineering department, marketing, sales, forecasting, and so on.

I Did you work outside the UK before joining Maserati?

ML Yes. I worked in Japan for Mazda from 1996 to 1999, then moved to Germany to be Vice-President of Product Development for Ford Europe. In 2002, I became CEO of Ford Europe - until 2003. Then I was a freelance consultant for a while and then joined Maserati as CEO in June 2004.

I Do you speak Italian?

ML I suppose I'm intermediate, but I'm learning fast. At the moment we've agreed to hold all senior meetings in English. In fact we use a bit of both languages, and for me that's probably the best way to improve my Italian.

2.4

I So, can you describe a typical week for you?

ML I usually leave my house in Bologna at 7.15, and start work around 8 a.m. and finish around 7.30 in the evening. I'm responsible for the whole Maserati operation in Modena, and I like to start early. There's plenty of variety in my work. Last week for example, on Monday morning, after checking my emails of course, I started with a meeting with Claudio Berro, the head of the racing department. It's important to understand all aspects of our product, and racing is a very important part.

I And one that you have a particular interest in.

ML Yes, indeed. After lunch, I made my usual tour of the factory. It's my job to make sure everyone is working to the best of his or her ability. I think when you're the CEO, you need to be visible, and show people who you are and that you're interested in their work. My job involves a lot of contact with different people - which I like - from the directors, to the department heads, to the workforce themselves. On Tuesday morning, I had a meeting with the Product Marketing team to look at plans for a new model, and in the afternoon there was a long meeting with the directors in the boardroom. On Wednesday, there was another meeting - with the Honorary President of the Maserati Members Club. As you can see, I spend a lot of time in meetings! On Wednesday afternoon, I had to give a speech - in Italian - to around 3,000 Ferrari and Maserati suppliers. It was only fifteen minutes, but I was very nervous. The part of my job that I enjoy most is working with the cars, and on Thursday I spent a few hours on the test track evaluating a prototype of a new car. Then I flew to Rome for a ceremony with the Italian President on Friday morning. We presented him with a new car with special features, including extra security protection.

I And then you came back home?

ML Yes. After lunch with the head of Fiat, I got back to Bologna just in time for an ice cream with the children. I always try to have time with the family in the evening. You have to know how to balance work with relaxation - that's the most important skill to have. I think that was a fairly typical week.

2.5

R=Rosa, E=Eric's answerphone

R Er, let's see, where's Eric's number? Ah, here it is.

E Hello. I'm sorry I can't take your call at the moment. Please leave your name, number, and message, and I'll get back to you as soon as possible. Please speak after the tone. Thank you for calling.

R Hello Eric, it's Rosa Lanson. I'm calling to arrange a meeting. Could you manage next week? Monday or Tuesday would be best if you could make it then. Could you call me to arrange a time? Thanks. Goodbye.

2.6

C=Claire, E=Eric

C Good afternoon, Network Multimedia Productions. Can I help you?

E Good afternoon. Could I speak to Rosa Lanson?

C I'm afraid Ms Lanson isn't here today. Can I help you?

E Is that Claire?

C Yes, it is.

E Hello, Claire. This is Eric Carlin.

C Oh, hello Eric. How are you?

E I'm fine, thanks. Erm ... I got a message from Rosa on my answerphone, asking me to contact her about a meeting.

C Ah, yes. Rosa told me about it. Could you make it on Monday or Tuesday?

E Unfortunately, I can't make it on Monday or Tuesday morning, but Tuesday afternoon would be OK.

C I see. Would two fifteen suit you?

E Yes, that would be fine.

C Good. Then let's make a provisional appointment for two fifteen. That's Tuesday the third, right? But I need to check the time with Piet and Rosa. Could I call you back to confirm?

E Yes, of course. Speak to you later. Goodbye Claire.

C Thanks Eric. Goodbye.

2.7

E=Eric, C=Claire

E Hello, Eric Carlin speaking.

C Hello, Eric. It's Claire again. I'm phoning about the meeting next weekend. I'm sorry, but Piet isn't available at the time we arranged, he's got another appointment. But he's free later on. Would four o'clock be possible for you?

E So that's four o'clock instead of two fifteen?

C Yes. Is that time convenient for you?

E Yes, that's fine.

C Good. So, we look forward to seeing you next Tuesday, then. Goodbye, Eric.

2.8

six	Tuesday	this	think
seventy	Wednesday	then	thirteen
Saturday	hours	there	thirty
weeks	miles	mother	Thursday

2.9

1 sick	2 thing	3 think	4 mouse
5 path	6 worse		

2.10

Tuesday the third of March
Saturday the twelfth of August
Thursday the thirteenth of July
Monday the sixteenth of April
Wednesday the twenty-fourth of February
Sunday the twenty-sixth of September
Friday the thirtieth of December

Unit 3

3.1

I=Interviewer, AH=Andrea Harris

I If you want to be a better communicator in the international business world, you need languages. So, let's hear from someone who uses languages every day in her work.

Andrea Harris, you arrange business trips for companies keen to promote themselves in Europe and Asia. Is that right?

AH Yes, it is. It's demanding but also really enjoyable. I often have to deal with clients who don't speak English. My two other languages are Spanish and Japanese, which are totally different to each other.

I Can you tell us a little bit about how you learnt these languages?

AH Sure. The first thing I realized is that learning a foreign language can be a lot harder than you think. As a child I studied French at school, as most people do in Britain, and learning a language when you're young is much quicker and easier than when you're older. I think your brain slows down over time. But a few years ago, I started learning Spanish. At first it was a little harder than I'd expected. For me, Spanish was slightly more difficult than French, and the other students in the class seemed to make much better progress than me. I nearly gave up. But after a while it got a little easier and I started to enjoy the lessons.

I How did you practise outside the lessons?

AH My husband, whose Spanish is excellent,

helped me. Now, five years later, my Spanish is pretty fluent. One day, I would like it to be as good as my English. I think to achieve this I would have to go and live where Spanish is spoken by everybody. I can now look back and say that learning Spanish was one of the most interesting and most useful things I've ever done.

I And what about your Japanese?

AH Of course, it's the least like the other languages I speak. My company paid for me to have lessons. My teacher, who was Japanese, was the best teacher I have ever had. He's from Osaka originally but he now lives in London, where we met. He's really one of the nicest and most patient teachers you could hope for! And he had to be – I was useless at first, much worse than I'd been at Spanish. But then, as I said, Japanese is much more difficult than Spanish for English speakers anyway – there aren't many words in Japanese that are similar in English, and then there are the written characters to learn.

I So, how good is your Japanese now?

AH Good question! I can actually communicate with Japanese clients now without too much difficulty. I'm not sure what my exact 'level' would be! Certainly, my Japanese is not as fluent as my Spanish, but one day it will be. I would also like to study Arabic, but it's a matter of finding the time. Anyway ...

3.2

P=Presenter, RC=Ruth Chan

P And now to our technology update. We've all heard of the Rosetta Stone but how many of us know about the Rosetta Disk? Linguists and scientists are hoping it's going to be as important in recording information about the languages of the world today as its predecessor was over two thousand years ago. We sent Ruth Chan to find out more.

RC The aim of the new Rosetta Project is to create a permanent physical archive of one thousand of the world's languages. The new Rosetta 'Stone' will be a spherical container which will hold and protect a special micro-etched disk. The project organizers also plan to produce two other media: an online archive and a single-volume reference book. The project was the idea of linguists and scientists who work at the Long Now Foundation, which is based here in San Francisco. The disk will contain a description of each language, which will include its grammar and pronunciation system, a word list of two hundred core words, and a parallel text from the Bible – Genesis, chapters one to three. This text was chosen because biblical texts are the most widely and carefully translated texts on the planet. The new Rosetta Disk will be quite small. People will need a microscope to read it – with magnification of 1,000 times. The project organizers plan to produce lots of disks, which will be distributed throughout the world to help ensure their survival. Material on languages is collected through a website, www.rosetta-project.org, where scholars and native speakers contribute their research. There are currently 664 volunteers working on the project throughout the world. I asked one of the organizers to show me some of the fascinating information they've already collected ...

3.3

R=Rosa, E=Eric, P=Piet

R Right. Shall we start? The aim of this meeting is to discuss our new project. As you know, we're planning to make ten programmes on the food and drink of other countries. The cost of the first three programmes will be financed by NMP, but to produce the other seven programmes we'll need investment from other companies. In this meeting we must decide

first which countries we want to have in the pilot programme. So, what are your views? Eric, would you like to start?

E Well, in my opinion the first programmes should be about the most exotic countries – say Japan, Mexico, and Thailand. I'm sure the programmes about these countries will be the most exciting ones because everything there is so different.

P Yes, you could be right, Eric, but from a financial point of view, the cost of making programmes in those countries will be too high for NMP's budget, so I'm afraid I can't agree with that idea. We must have European countries in the first three programmes.

E OK. Then how do you feel about having Japan, Mexico, and Thailand in later programmes?

P Yes, I agree with that, on the condition that we can get the investment we need, of course.

R Yes, Piet's right, Eric. We must think of the cost. Personally, I think France, Italy, and Spain would be the best choices. I really do think it's better to start with high-profile countries because—

E Sorry, Rosa, I don't quite follow you. Could you explain what you mean by 'high-profile countries'?

R Well, I mean countries whose food and drink is well-known in other countries, well-known internationally.

E Maybe, but the French or Italian or Spanish food that other nationalities eat in their countries is often very different from the real thing!

R Yes, and if people don't know that already, they'll discover it from watching our programmes!

E Let's hope so.

R Right. Do we all agree then? France, Italy, and Spain for the first three programmes?

E Yes, definitely!

P Yes, I'd go along with that.

R Good. Then let's move on to the next topic – the pilot programme. We need to decide which country ...

3.4

E So, the pilot programme is very important?

R Oh, yes, it's extremely important. Our pilot programme has to do two important things – first to make investors want to put their money into the project and second to make TV companies want to buy the programmes. Of the three countries—

P Just a minute, Rosa. Could I just ask something? When you and I discussed this before we agreed that the pilot programme would be one of the ten programmes, didn't we?

R Yes, we did. So, of the three countries I'm inclined to think that France would be the best choice. However, before we make a decision we need to find a consultant for each programme, someone who knows the country and its cuisine very well, so we can get the information we need before we plan the programme in detail.

P Yes, that's an important point. Do you think someone who's written a book about the country's cuisine would be the kind of person you need?

E Oh, before you go on, could I say something? I know a Spanish person who's written an excellent book on Spanish cuisine. She lives in London and her name's Maria Ferrando.

R Really? Do you think she'd be interested in being a consultant for the programme on Spain?

E I'm quite sure she would.

R That's great! Then let's contact her straightaway. If she says yes, do we all agree on Spain for the pilot programme?

P I agree completely.

E Yes, definitely.

P That's lucky, Eric. Maybe you know some experts on French and Italian food and drink as well?

E Yes, I'll think about it. Maybe I do ...

R Well, I think that's everything. Is there anything else you want to discuss?

E No, I'm fine.

P No, I don't think so.

R So, to sum up, then. We've agreed that the first three programmes will be about France, Italy, and Spain, and that if we can get Maria Ferrando as a consultant, we'll have Spain in the pilot programme. Good, let's call it a day, then. Thanks Eric, Piet. Well, I don't know about you two, but I could do with a drink now.

3.5

1 Could you explain that again?

2 Could you explain that again? ✓

3.6

1 a Could you begin, James? ✓

b Could you begin, James?

2 a Excuse me. Could I come in here?

b Excuse me. Could I come in here? ✓

3 a Can we get back to the main point?

b Can we get back to the main point? ✓

4 a Would you mind repeating that? ✓

b Would you mind repeating that?

5 a Could you go over that again? ✓

b Could you go over that again?

3.7

1 Could you begin, James?

2 Excuse me. Could I come in here?

3 Can we get back to the main point?

4 Would you mind repeating that?

5 Could you go over that again?

Unit 4

4.1

The graph shows the average number of hours that people watched television in the UK last year. During the winter, particularly in December and January, people always watch more television. In January last year, the average number of weekly viewing hours stood at 28.1. This figure went down steadily for the next two months, reaching 27.2 in February and 25.5 in March. The number of viewing hours then fluctuated a little: they increased slightly to 26.1 in April. They then fell dramatically to 23.3 in May. The figure then rose very slightly to 23.5 in June and then more or less levelled off for the summer, which is traditionally the time when people watch the least television. The figure decreased slightly back to 23.3 in July and reached its lowest point in August at 23.2. Average viewing hours went up sharply in September to 25.3 and then increased more gradually for the rest of the year to 26.1 in October, and 27.4 in November. The figure reached its highest point in December at 28.2 hours per week. So the overall seasonal trend last year was a gradual fall in the first part of the year, a levelling off in the summer, and then a steady rise in the last part of the year.

4.2

P=Presenter, JR=John Rivetts, NK=Naomi Kent

P Globalization is certainly a hot topic. As consumers, it seems that we are all increasingly using the same products, eating the same food, even watching the same TV programmes and films. Does this mean that the differences between our societies are disappearing, with more and more people buying fewer and fewer brands? If so, how does the average consumer feel? To try to answer these questions, I have with me John Rivetts, an economics journalist, and Professor Naomi Kent, a consumer affairs specialist. John, is globalization in consumer products really increasing that fast?

JR Yes, I think it is. People in the developing world want many of the things that they see coming from the developed world, and in the West we're constantly looking for new markets. We're very successful at persuading people to buy everything from fast food to cigarettes and designer clothes.

P And how does the average consumer feel about this?

JR Well, you have to ask 'Who is the average consumer?' You could argue globalization means some consumers can get the products they really want. However, other consumers see it as 'a bad thing'. Look at cigarettes, for example. Global production of cigarettes is increasing more slowly than before, as people in the developed world in particular become more worried about the health risks. But manufacturers have identified developing countries as potential growth markets. Between 1975 and 2000, annual deaths due to tobacco in developed countries rose steadily from 1.3 million to 2.1 million, but in developing countries they went up dramatically from 0.2 million to the same figure of 2.1 million. But it's not all bad – there are many positive and responsible forms of trade between the developed and the developing world.

P Naomi, do you share John's opinion?

NK Yes, but I think it's important to say that there's a growing trend in imports from the developing world. More and more people in the West and the developed world in general are buying products that are different and unusual, and they are asking questions about the origins of these products. Consumers won't accept that products have to be made by badly-paid workers in 'sweatshop' conditions. That's the idea behind the fair-trade movement, of course.

P What other issues worry this new kind of 'ethical consumer'?

NK Products that cause environmental damage, products tested on animals –

JR Yes, but the total market share of ethical goods and services in the UK remains at under 2%. Perhaps we need to think of the 'bigger picture'. Take the Hollywood film industry, for example. It dominates world cinema and stops film industries in other countries developing. It also advertises western consumer products and lifestyles.

NK I don't think it's as simple as that. Local consumers in developing countries don't just buy what the West tells them to buy – they make choices. You mentioned Hollywood. In India, the home-grown film industry is much more important, particularly in Mumbai, or Bombay, the home of the so-called 'Bollywood' movies. And the all-singing, all-dancing Bollywood films are in fact now becoming popular in the West.

JR Yes, I accept that it's a two-way process, but I worry that the 'traffic' is heavier in one direction. We certainly have to be careful about trends in international trade.

NK I agree, but I think more and more people in the West are becoming ethical consumers, thinking very carefully about what they buy – you know, reading the labels on products or supermarket shelves. This is making manufacturers think about these things as well. Put very simply, people enjoy their coffee more if they know it's been produced by workers who are not exploited.

4.3

R=Rosa, MF=Maria Ferrando, E=Eric

R First, Maria, I'd like to say how pleased we are to have you as a consultant for our programme on Spain.

MF I'm very happy you asked me. It sounds like a very interesting project.

R We hope so. As I explained in my letter we would like to focus on three regions with

quite different cuisines, to give some idea of the variety of Spanish cuisine. What would you suggest?

MF If you want three quite different regions, my advice would be to choose the Basque country, Catalonia, and Andalucía. Basque cooking has the reputation of being the best in Spain, and many of Spain's best chefs come from the Basque country. There are lots of interesting seafood specialities, and San Sebastián is famous for its men-only gastronomic clubs, where men get together to cook gourmet meals for themselves! It might be a good idea to include them in your programme as they're also a local speciality.

E Yes, that sounds like a good idea!

R Yes, I think we should do that. Good, so we'll definitely have the Basque country as one of the three regions ... Now, Maria, what about you appearing in the programme on Spain, perhaps to talk about the different regions –

MF Oh, I'm afraid I'm not very keen on that idea. It's very nice of you to ask me, though.

R Well, we might persuade you to change your mind later ... Now, how about some coffee, Maria? Eric?

4.4

MF Well, I'd suggest you include Catalonia as one of the three regions because it has a very interesting and varied cuisine. Its capital, Barcelona, is considered to be one of the best places to eat in Europe. I'd recommend you include some of Barcelona's tapas bars in your programme. I think you should also visit the Penedès region of Catalonia where Spain's well-known sparkling wine, *cava*, is produced.

R Yes, let's do that. Do you think we should explain the origin of typical Spanish foods like *paella* – describe where the idea came from and how these dishes vary in different regions?

MF Yes, that's an interesting idea. Then you could go to Valencia because that's where *paella* originated, although of course you find *paella* everywhere in Spain today.

R Right. Now, what would you advise us to do in Andalucía?

MF Well, if I were you, I'd go to Jerez de la Frontera, where sherry comes from. And you could go and see the bar in Seville where the custom of eating *tapas* probably originated. And another thing Andalucía is famous for is its confectionery – traditional Spanish sweets and cakes. There's a convent in Seville that's famous for the confectionery made by its nuns, so I'd suggest you go there too.

R Yes, that's something different. Well Maria, you've given us lots of helpful advice. What Eric and I need to do now is discuss all these ideas, and draw up a detailed plan for the programme on Spain. Then, how about meeting again in about a week's time, to finalize details of the programme?

MF Yes, I'll be happy to do that. In the meantime, good luck with the preparation.

4.5

- | | |
|----------|--------|
| 1 sherry | cherry |
| 2 shoes | choose |
| 3 dish | ditch |

4.6

- 1 Would you like a cherry?
- 2 Excuse me. This is my share.
- 3 I can't see any ships.
- 4 Did you say they were cheap?
- 5 Shall I watch it?
- 6 Do you want me to cash it?

4.7

- 1 a Would you like a sherry?
b Would you like a cherry?
- 2 a Excuse me. This is my share.
b Excuse me. This is my chair.

3 a I can't see any ships.

b I can't see any chips.

4 a Did you say they were sheep?

b Did you say they were cheap?

5 a Shall I wash it?

b Shall I watch it?

6 a Do you want me to cash it?

b Do you want me to catch it?

4.8

- | | | |
|----------|------------|----------|
| 1 chess | 5 merchant | 8 shops |
| 2 shelf | 6 dish | 9 chops |
| 3 rich | 7 ditch | 10 Czech |
| 4 shells | | |

Unit 5

5.1

DB=David Bowers, D1=Delegate 1,

D2=Delegate 2, D3=Delegate 3

DB Well, good morning, ladies and gentlemen, and welcome to the Crowne Plaza business centre at Coogee Beach. I'm David Bowers, your host for the next two days, and I just want to give you some practical information. Another conference is being held at the hotel at the same time as this one. They are using the conference rooms on the first floor, so you may see some delegates you don't recognize – don't worry. They are being looked after by my colleague, Lidia Marchiori.

OK. Coffee, tea, and cold drinks are served all day in the café which is located just inside the main entrance to the conference suite. Lunch is served between 12 and 2.30 in the private dining room next door to this room. This evening you are invited to join the management for drinks by the swimming pool. The General Manager usually makes a short welcome speech. I'd like to apologize for the temperature. I'm afraid it's a little warmer than usual in here because the air-conditioning in the business centre is being repaired. However, the work will be completed before lunchtime.

Right. There are some changes to the conference programme. Unfortunately, one of the main speakers has cancelled her talk and so a couple of the sessions have been cancelled or rescheduled. Some of the rooms have also been changed. The updated programme is being printed at the moment. My colleague Anna is working on it and it will be available in the lobby, in good time for the first session.

One more thing: the business service centre is currently being extended, but there is a temporary business centre, which can be found in the reception area.

Now, before we go for breakfast, are there any questions?

D1 Are we expected to dress formally for dinner?

DB No, we ask everyone to be 'smart casual'. You're not permitted to wear shorts, but we try to be informal.

D2 Will we be shown round the fitness centre?

DB Yes, you'll be given an induction session this evening before dinner, if you're interested. The Fitness Centre Manager will come to the drinks party as well.

D3 Er, sorry but my newspaper wasn't delivered to my room this morning.

DB Oh. Did you request it at reception last night?

D3 Yes, I did.

DB OK, I'll look into it.

5.2

1 Abib Cury

I try to do some kind of exercise or sport most days. Sometimes, it's hard to find the time, because I have a full-time job and I'm also doing an MBA part-time. My gym opens at 5.30 a.m., so I try to fit in a 45-minute workout before I go to the office. There's a start-the-week class on Monday mornings and I rarely miss that. It helps me get in shape for the week. I lift weights once or

twice during the week too, but it depends how much energy I have. Swimming is another regular activity – my gym has a 20-metre pool, which is OK for a quick swim in the morning.

I think it's important to be healthy and fit. I probably don't eat as well as I should. I never have breakfast, just a strong black coffee. And I usually phone out for lunch and have a sandwich at my desk. I really enjoy eating out with friends in the evening. I do that at least three times a week and I don't always think about what's healthy. I never eat before 11 at night and usually not until after midnight. At weekends and in the summer, I like to spend time at the beach with friends. We play soccer on the beach and there's always lots of watersports going on. But these days I rarely go because I have coursework to catch up with at the weekend. The building where I live has a tennis court, so I usually play tennis on Sunday evenings. I also play soccer for my sports club team on Friday evenings. It means I have a good excuse to get out of the office at the end of the week.

2 Gao Da Cheng

I work most of the day and I don't have much time for recreational activities. On my day off on Sunday, I like to spend time with my family. I used to play basketball in school, but it's a long time since I did any real sport. I think it is important to be healthy. In terms of health, I'm very lucky. I believe that good health comes from a good, regular diet and a happy and positive outlook on life. As far as exercise goes, I sometimes join my father early in the morning in the local park for t'ai chi, a very old Chinese martial art. It is very good for the mind as well as the body but my generation, and certainly people younger than me, tend to look at t'ai chi as a little old-fashioned. So, it isn't as popular as it was in the past, but I enjoy doing it – it certainly pleases my father!

I always eat at regular times, which is very, very important – breakfast at 6.30, lunch at midday, and dinner at 6 p.m. I think my body is better for this ... and I must admit I don't feel right if I eat at unusual times! I read a lot about the health of people in the West and all the exercise they do – running, working out in the gym, playing squash, and so on. I think they are trying to stay young for a long time! I don't worry too much about becoming older – it's a natural thing and, in Chinese culture, I think older people are respected much more than in the West.

5.3

- Hi, you've reached Rosa and Colin. We're not here right now to take your call, but if you'd like to leave a message we'll get back to you as soon as possible.
- This is Executive Travel Services. The office is closed at the moment. Our office hours are nine o'clock to six o'clock Monday to Friday, and nine o'clock to one o'clock on Saturday. Thank you for calling.
- Hello, I'm sorry I can't take your call at the moment. Please leave your name, number, and a message, and I'll get back to you as soon as possible. Please speak after the tone. Thank you for calling.
- The person you called is not available. Please leave a message after the tone. You can re-record your message by pressing 1 at any time.
- Thank you for calling Compu-Help. All our operators are busy right now. If you want you can hold, or if you prefer you can leave your name, number, and a short description of the problem you are experiencing and an operator will phone you back in the next 30 minutes. Thank you.

5.4

- This is a message for Maria Ferrando. This is Rosa Lanson. I just wanted to thank you for all the help and information you gave us. I'm going to research a few things and then we'll fix up another meeting. Thanks again.
- Hello, this is Rosa Lanson on 020 84 double 8 3497. I'm having trouble connecting up to the Internet – my computer keeps crashing. Could you get back to me soon, please? It's just after four o'clock. Thanks.
- Hi, Eric. It's Rosa. I've got some more information from the Internet about the places Maria suggested, so we ought to have another meeting. Could you manage later this week? Thursday or Friday would be best if you could make it then. Call me when you get a moment. Bye.
- Hi, Rosa. It's Eric. I got your message. I'm afraid I can't make Thursday or Friday morning, but Friday afternoon's OK. How does that sound? Let me know – any time from two o'clock. Speak to you soon. Bye.

5.5

Hi Eric. It's Rosa. I've got some more information from the Internet about the places Maria suggested, so we ought to have another meeting. Could you manage later this week? Thursday or Friday would be best if you could make it then. Call me when you get a moment. Bye.

5.6

- Sorry, I can't hear you.
- You're breaking up.
- It's a bit difficult to talk at the moment.
- I'll be quick, the battery's r ...
- I'm in a meeting. Can I call you back?
- I'm afraid I lost you just then.
- Sorry, can you repeat that?
- What was that?

Unit 6

6.1

I=Interviewer, CM=César Murillo

- Where do you come from, César?
- CM I come from Huelva, a city in the southern Spanish region of Andalucía.
- When did you come to England?
- CM I came to London in 1998. I was studying English Literature at a university in the south of Spain when I had the chance to come to the UK. I wanted to make a new start and London seemed like the ideal place.
- You got a job as a teacher?
- CM Yes. Before I went back to university, in Spain, I'd taught for five years in a Catholic school. So, I had some experience. But the teaching was very different.
- How was it different?
- CM At the beginning it was difficult. It was completely different from what I'd known before. The pupils came from so many different backgrounds and cultures, and a lot of them were from very poor families. There were also problems of discipline and classroom behaviour. I was teaching one day when a pupil stood up and shouted, 'This is boring', and walked out. That type of thing had never happened in Spain. But I saw this as a challenge. What at the beginning I thought was rudeness in my pupils was, in most cases, a different way of understanding life and learning.
- What do you like about London?
- CM I like the variety of London. It has every food and culture. Before I came to London, I had never seen anyone from India, for example. I also like the village atmosphere, the sense of different Londons within London, the way you can be in three different worlds in one day.
- Do you still enjoy what you do?
- CM Oh yes, even after all this time. There are more than seven million stories in London and I'm lucky to hear some of them as I work in a school with 1,200 students.

6.2

I=Interviewer, CS=Chris Stewart

- Tell us a little bit about your background. You were a musician to start with, I believe?
- CS Well, sort of. When I was at school some friends were putting together a band. I'd learnt the guitar, but I also played drums and they needed a drummer, so I was invited to join. We played a few gigs, made a record or two, and became 'Genesis' – you may have heard of them. The others left school to continue the band, but I stayed on to do my exams. I don't regret it. I did a lot of different exciting things.
- Such as?
- CS I worked as a shepherd. I learnt languages. I travelled a lot.
- You wrote travel guides, didn't you? How did that happen?
- CS I met these people at a party and got talking to them about travelling and my desire to go to China. They didn't say anything, but a week later, I was sitting at home when the phone rang. It was Mark and he told me he was the editor of a series of travel guides and asked if I wanted to go to China, expenses paid, to write 'The Rough Guide to China'.
- When did you decide to move to Andalucía?
- CS I suppose it started in 1973, when I was working in France. I was picking grapes on the *vendange* when I met an American woman. She told me how wonderful Seville was, especially as a place to study the guitar. When the grape-picking finished, I immediately hitched to Seville, and fell in love with the place – the architecture, the music, dances and songs, the poetry, and the whole romance of southern Spain. I went back whenever I could.
- But you didn't move there until much later?
- CS That's right – in 1988. I'd met Ana and got married by then. One day we were feeling miserable and talking about how dull and unexciting our lives had become. 'If only we lived in Spain', we said to each other – and so we did. We moved soon after and bought *El Valero*, this wonderful old farm, with no access road, no running water, no electricity.
- So, you suddenly became a farmer and had to take care of pigs and goats as well as crops like olives and lemons. Was it difficult?
- CS Ana and I had already farmed in England for many years when we came here, so we knew about sheep and farming. I'd learnt to shear sheep at the age of 21, for example. But there was, and still is, an awful lot to learn. They were very hard but happy days.
- And now? Is it still exciting?
- CS Oh, yes. There's always something to do. Right now the sky looks very dark over to the west. That means heavy rain, which means we'll probably lose the bridge again. So, more bridge-building for me. And then there's plenty more olives and oranges ...

6.3

I=Interviewer, DD=Dean Douglas

- Dean, could you tell me why you decided to take a gap year?
- DD I was working as an investment banker. It was a well-paid job, but it was a stressful environment. I thought a lot about it, and then three years ago, after I'd collected my bonus, I handed in my notice. I was 34. I had no definite plans, but a few days later I was walking past a travel agency and I saw an advert for a round-the-world trip. I just went in and bought it!
- So, where did you go?
- DD Cuba first, then Mexico, then Australia, New Zealand, and south-east Asia.
- What was the best bit?
- DD The complete freedom. Every day I woke up and thought 'Shall I stay here, go somewhere else, or even go home?' I fell in love with New Zealand.
- And the worst?

DD In Cuba I was very sick. I checked into a smart hotel and was treated by a local doctor. I lost about a third of my body weight, and nearly came home.

I What do you do now?

DD When I first got back, I joined an Internet company, but when that wasn't going very well, I changed direction and set up a gardening business. It's not as well paid as banking, but I'm very happy. And I'm planning to go back to New Zealand some time soon.

I=Interviewer, AR=Alicia Rubio

I Alicia, you took a gap year a few years ago when you were 21 years old. Why did you do it then?

AR I was a medical student in Madrid, and I was studying very hard and coming to the end of the first part of my studies. I was enjoying it a lot and I could see my future working as a doctor in Spain, and everything. I liked the idea but I also knew that I wanted to get some wider experience and see what medicine was like in other countries, outside Europe. We had a chance in our course to take an elective programme – a year's work experience, so I said 'Yeah, I'd like to do it in Africa'.

I Where exactly did you go?

AR I went to Ghana and worked in a hospital in Accra, the capital. Mainly just doing basic nursing duties, but it was fascinating.

I What did you like most about it?

AR I suppose the fact that it was just so different. And also that I got to have more responsibility. I was working mainly in the maternity department, and one day, quite early on actually, I had to deliver a baby all by myself because I was the only one on duty! I was so frightened, but everything went well. That was definitely the best bit.

I And the worst?

AR Not understanding the local language properly at the start. It can make you feel really lonely and a bit useless. My Spanish wasn't much use, but I had good English and French, and I soon picked up what I needed. But at the start it was difficult.

I So what do you do now? Has the experience helped you?

AR Definitely. I'm working in a big hospital, in the maternity department, and I think every day I use a technique or something that I learnt in Ghana.

I=Interviewer, HR=Hortense Robert

I Hortense, you were a teacher before you took your gap year, weren't you?

HR Yes, I'd worked as a teacher for nearly 30 years, teaching science. And I took early retirement.

I Did you know what you wanted to do?

HR I wanted to travel, but I also wanted to do something with conservation and use my knowledge of science. I had one or two options, but in the end I chose a placement in Malaysia, northern Borneo to be precise, working on a marine project to help conserve the coral reef.

I Why did you choose that?

HR In my youth I'd been a very keen diver and I was in fact a qualified scuba instructor. The project involved a lot of diving and I knew I probably wouldn't be able to do it for long, but they also needed instructors to train and supervise the younger volunteers, as well as work with the local people – giving basic teaching and raising conservation awareness. I just knew it was for me.

I So, you went out to Malaysia for a full year?

HR A year and a half in the end.

I Is that because you enjoyed it so much?

HR That's right. The best thing was my first proper dive out on the reef. I hadn't dived for about ten years, and it was just so spectacular. There are some of the best dive sites in the world out there, and you see everything – fish of all sorts, not to mention

the corals, lobsters, and crabs. I realized a year wasn't going to be enough.

I Was it all good, or did you have any bad experiences?

HR It was virtually all good, but I had one bad experience at the end, when I got into trouble on a dive and lost consciousness. Luckily I was with others, but it was the worst experience I'd had, very scary. I thought to myself: 'I'm in my early 50s, I'd better slow down a bit'. That's when I made the decision to come back.

I I gather you still do work for marine conservation.

HR Yes, I give lectures and talks, and try to recruit people for some of the projects going on round the world.

6.4

R=Rosa, C=Claire

R Hi, Claire. I know you're very busy, but could you do something for me?

C Yes, of course.

R Would you mind phoning Executive Travel Services to get some information?

C Not at all. Is it for your research trip to Spain?

R That's right. Eric and I need to visit quite a few places. Do you think you could find out about flights?

C Yes, that's no problem. Could you give me the details?

R Right. We want to go to San Sebastián first. Er ... I think the nearest airport is Bilbao, but do you mind checking that with them?

C No, of course not. If it is, would you like me to ask about flights to Bilbao?

R Yes, if you could, for Sunday the second.

C So, London to Bilbao on Sunday the second.

R Then we'd like to fly from Bilbao to Seville on Tuesday the fourth, and possibly from Seville to Valencia on Friday the seventh.

C Just a minute ... Bilbao to Seville on Tuesday the fourth, and Seville to Valencia on Friday the seventh. Right, I've got that.

R After that we want to go to Barcelona. Erm ... I'm not sure which day yet. Can you get flight times for Saturday and Sunday – that's the eighth and ninth.

C Yes, I'll do that.

R And then we'll fly back to London on the Tuesday.

C Shall I get flight times from Barcelona?

R Thanks, Claire, but you needn't bother. There are plenty of flights between Barcelona and London. Good, that's everything.

C Well, that's quite a trip!

R Yes, I just hope that at the end of it we'll be able to remember who we met and where we met them!

6.5

J=Jan, C=Claire

J Good afternoon, Executive Travel Services. Jan speaking. How can I help you?

C Oh, hello, Jan. It's Claire from NMP. I'd like some information on flights, er, quite a lot of information, actually.

J Right, where to?

C To Spain. First, do you happen to know if Bilbao is the nearest airport to San Sebastián?

J Yes, it is.

C Good, then could you tell me what flights there are from London to Bilbao on Sunday the second?

J That's the second of this month, is it?

C Yes, that's right.

J Right, let's see ... OK. There's a daily flight to Bilbao in the morning, departing at 11.15 and arriving at 13.05.

C So, departing 11.15, arriving 13.05.

J And there's another one in the afternoon too, leaving at 18.15, arriving at 20.15.

C Sorry, did you say twenty fifteen or twenty fifty?

J Twenty fifteen.

C OK, I've got that. Now I'd like some information about domestic flights in Spain.

First, can you tell me if there are flights between Bilbao and Seville on a Tuesday?

J Bilbao to Seville on Tuesday ... I'm just looking for that. Yes, there's one at 8 in the morning. That arrives at 9.10.

C Right, thanks. Next, I'd like to know if there's a flight from Seville to Valencia on a Friday.

J Valencia ... Yes, there's a daily flight, departing Seville at 12.25 and arriving in Valencia at 14.25.

C So, departing 12.25, arriving 14.25.

J No, sorry I've made a mistake. It arrives at 13.25, not 14.25.

C OK, arriving 13.25. Just one more question, Jan. Is there an evening flight from Valencia to Barcelona, on a Saturday and a Sunday?

J Let me check ... Yes, there's one at 19.10, that's the last flight of the day, arriving at 19.50.

C So, departing 19.10, arriving 19.50. Right. That's everything, Jan. Thanks a lot. I'll get back to you as soon as possible to book the flights. Bye.

6.6

1 No, not the 7th, the 17th.

2 No, not Málaga, Madrid.

3 No, not 10.35, 10.25.

6.7

1 No, not the 14th, the 4th.

2 No, not the 30th, the 13th.

3 No, not Zürich, Geneva.

4 No, not Berlin, Frankfurt.

5 No, not 12.45, 12.30.

6 No, not 07.20, 07.30.

6.8

a So, travelling on the 7th—

No, not the 7th, the 5th.

b So, departing at 11.45—

No, not 11.45, 11.35.

6.9

1 So, travelling on the 13th of June—

No, not the 13th, the 30th.

2 So, departing on the 9th of September—

No, not the 9th, the 19th.

3 So, staying in Milan—

No, not Milan, Rome.

4 So, travelling to Chicago—

No, not Chicago, Toronto.

5 So, arriving at 13.30—

No, not 13.30, 13.45.

6 So, arriving at 15.15—

No, not 15.15, 15.50.

Unit 7

7.1

WC=Wu Chao, MM=Mike Millard

WC It's my first trip to the US, of course. I know I must be prepared for things to be very different.

MM As you say, you mustn't expect the way of doing business to be the same. For me, the biggest difference for people from Asian countries is the speed of negotiation – Americans are fast and direct. They're not always very patient and sometimes they can be insensitive to other cultural differences. You have to remember that American business culture is largely individualistic – they stress the importance of individual initiative and achievement, and they can be very competitive in work and leisure. You need to think clearly and quickly when you're doing business.

WC Yes, that's what worries me.

MM Oh, you needn't worry. In American business culture, they stick to the rules. They'll give you time to make decisions – but make your point as quickly as you can. Americans tend to dislike periods of silence in meetings. They may continue to speak simply to avoid the silence. You don't need to spend a long time on social formalities. Things like status, protocol, and honour are not so important to Americans. It's all about doing business.

7.2

WC And do I need to know about American popular culture – sports, TV, that sort of thing?

MM It helps, but it's mainly for small talk.

WC It says in my notes that in conversation you mustn't talk about religion, politics, or other controversial subjects. I suppose that's fairly obvious, but what topics is it advisable to talk about – for example, when starting a conversation?

MM You could ask about a person's job in general terms, sports they play, leisure interests, and so on. You mustn't ask questions that are too personal. For example, you shouldn't ask a person how old they are, and it's not a good idea to ask a woman if she's married. But if she tells you, you may ask a few questions about her husband and children.

WC What else must I be careful about?

MM You may find you don't understand everything people are saying. But the important thing to remember is that you can stop the person you're talking to and ask for clarification. It's perfectly acceptable. You mustn't interrupt them in an angry or rude way of course, but you needn't be shy either. And also, going back to the sports thing, if you're there for a longer period of time, you might be invited for a round of golf. Some Americans do a lot of business on the golf course. You should practise your golf before you go!

WC Hm. I'm leaving tomorrow! Oh, one last thing – timekeeping. It says in my notes that you always have to be punctual. Is that true? Do I have to be on time for everything?

MM Yes, you have to be on time for meetings and business appointments. But for parties and social occasions you don't have to arrive exactly on time – you can be a few minutes late.

WC Great – that's all really helpful advice. Thanks a lot, Mike. And now, I must go and pack. My flight is at seven in the morning.

MM Good luck! And send me a postcard!

7.3

- 1 I don't have to go to the talk.
- 2 You really mustn't be late.
- 3 You needn't worry about me.
- 4 You don't need to take an umbrella.
- 5 We mustn't forget to ask him.
- 6 Do you have to leave early tomorrow?
- 7 He has to work very hard.
- 8 What do you think I should do?

7.4

Welcome to the San Francisco convention and visitors' bureau information line. We hope you will enjoy all that San Francisco has to offer, from its unsurpassed beauty to its world famous attractions and activities. We offer suggestions to ensure that your stay here is enjoyable and safe. Please select from the following options:

Press 1 for advice and information on sightseeing.
Press 2 for advice and information on shopping.
Press 3 for advice and information on personal security.

Press 4 for advice and information on vehicle safety and parking.

Thank you for selecting vehicle safety and parking. The best advice to those visiting San Francisco by automobile is: 'Park it!' Rely on your feet and public transport. If you must drive, remember cable cars and pedestrians always have the right of way. A full international driving license and auto insurance are required for all drivers. The wearing of seatbelts is obligatory, and it is forbidden to drive under the influence of drugs or alcohol. When parking on San Francisco's 'roller coaster' hills you must curb your wheels – turn the tires towards the street when facing uphill, and towards the curb when facing downhill. It is forbidden to stop or park at red curbs at any time. Only commercial vehicles are permitted to load at yellow curbs.

All vehicles are allowed to stop at green curbs for a maximum of ten minutes. The following tips are recommended for tourists driving in the Bay Area: Do not advertise that you are a visitor. Place maps, travel brochures, and valuables out of sight in the glove compartment or trunk. If your car is bumped, do not stop. You should drive to the nearest public area and call 415-553-0123 to report the incident to the police. Always lock your vehicle and take the keys. Check the interior of your vehicle before getting in. Park in well-lit busy areas. Thank you ... and happy driving! To return to the main menu, please press zero.

7.5

M=Mark, P=Paula, J=John

M What do you think about the increase in international outsourcing – is it a good thing or a bad thing?

P Well, it's certainly a growing business – most western companies are doing it at the moment. So, I suppose it must be a good thing for them. I think they do it mainly for cost reasons. It's cheaper to base your call centre in a country like India because all your costs – labour, rent, equipment, and so on – are cheaper.

J I think the companies often get a better standard of operative as well. A lot of the call centre staff are university graduates, for example. The job has higher status than it sometimes does in the West.

M But are there any disadvantages for companies?

P Obviously there's the lack of control – they have to trust other companies to do the training and the monitoring of staff. But the main problem I think is cultural differences. Someone phoning a call centre for information or for advice, or even to complain, likes to feel that they're talking to someone who understands their situation and comes from the same background as them.

J I agree that cultural difference can be a disadvantage, but I also think it can be exaggerated. After all, the main point is that the call centre operative is friendly and efficient, not that they can chat about the weather and the latest sports news.

M What about for the countries where these companies that outsource are based, mainly western and developed countries – is it a good thing for them?

J If it keeps costs down and gives the customer a cheaper service with no loss of quality, then yes. But there is also a danger that you are taking away jobs from the home country. In times of rising unemployment that could be a definite disadvantage – and it could also make the companies that do it unpopular.

M And for the countries where the call centres are based?

P On the whole, I think it's a good thing. It brings income into the country and helps the economy. It also helps to develop their telecommunications and IT industries. On the other hand, there is the danger of exploitation – the workers might be paid lower wages for example, and there could be the feeling that the western companies are dominating and keeping the wealth for themselves.

J There is increasing evidence that a lot of call centre operatives are under stress – working long hours, often late at night because of the time difference ...

7.6

CH=Carol Hunt

CH Good morning everyone, and welcome to our seminar. This morning, I'm going to give you guidelines for preparing and delivering talks and presentations. I'm going to start by looking at preparation. This stage is extremely important and there are six key areas you need to think about when

preparing your presentation or talk. The first one is objectives. You need to think carefully about the aim of your talk, and what you want to achieve. Second, the audience. Think about who they are, and what they need to know. The third area is content. Concentrate on giving the important information and make sure it's interesting. The fourth area is organization. Your presentation needs to have a clear and logical organization. You must make certain that you are using what we call 'signposting language' so that the audience can follow each stage of your presentation. The fifth area is visual information. Presenting information visually, for example through a computer, or on an overhead projector or a flipchart, adds interest to a presentation and makes it easier to follow, but make sure you know how to use the equipment and that you're not showing too much information on the screen or slide at one time. The last key area is practice. When you've finished preparing your talk, practise giving it. This way you'll discover if there are any problems and be able to check the timing. It should also make you feel more confident. Now, before I move on to the second part of my presentation, are there any questions?

7.7

CH Now we come to the last part, delivery. You need to consider five key areas here. The first one is nerves. Most of us feel nervous when we speak in public, especially if we're speaking a foreign language. It can help if you breathe deeply. Breathing deeply calms you down and stops you speaking too quickly, which usually happens when you're nervous. The second area is voice. Obviously it's important to speak clearly and not too quickly, but it's also important to sound interesting. If your voice sounds monotonous your audience will fall asleep! Next, body language. Try to give the impression that you're relaxed and confident even if you're not, and try to avoid nervous gestures or movements. An important element of body language is eye contact, and keeping eye contact with the audience is important to keep them interested in what you're saying. For this reason you shouldn't read your talk or presentation. Instead, list key points on a flipchart or transparency, and refer to notes as well, if you need to. Stand rather than sit, but make sure you don't stand in front of visual information. And visual information is the fourth key area on our list. I mentioned earlier the importance of not presenting too much information at a time, and you saw in the handout phrases for focusing the audience's attention on what you want them to look at. Remember, too, to give them enough time to take in the information you're showing them. The fifth and final area is questions. The best policy is to answer questions in a polite, diplomatic way. The phrases in the handout should give you some help here. So, to sum up, the five areas you need to think about when delivering your talk or presentation are nerves, voice, body language, visual information, and questions. Well, this brings me to the end of my presentation. Thank you for your attention, and now if you have any questions I'll be happy to answer them. Yes, you have a question there ...?

Unit 8

8.1

WA=WaterAid representative, D1=Delegate 1, D2=Delegate 2, D3=Delegate 3

WA Right, everyone. Thanks for coming along today. The idea of this meeting is to go through some details of the itinerary for the Ethiopia trip. So any last-minute ideas, thoughts, or suggestions that you have will be very welcome.

D1 Can I just ask – is everything finalized in terms of the programme? I'm thinking particularly of the dates.

WA The main points are, yes. For example, the flight leaves on the 4th of March and returns to London on the 14th at 8 p.m., and the internal itinerary once we're in Ethiopia is fixed – because we had to arrange the transport and accommodation. Let's start with the itinerary. You've got the outline in front of you. I'm going to send all the travel documents on to you, but are there any questions at this stage?

D2 Sorry, what time does the flight get into Addis Ababa?

WA Erm, it arrives at 15.00 on the 4th, then we're transferring to the hotel, checking in, and getting ready for the reception at the Government offices. You can see that it's going to be a tiring day. We're not doing anything on the 5th, so there's time to rest before the main itinerary.

D3 Who's coming to the reception? Any important government leaders?

WA Unfortunately, the President of Ethiopia isn't available so he isn't coming, but a number of senior ministers are coming, and also representatives of most of the ten regional governments.

D3 Isn't it important to meet some local people and local leaders?

WA Definitely, so, after a day in Addis Ababa, on the 6th you're travelling out to the east of the country to a rural village. This is where some of the worst water problems exist.

D3 And who are we going to meet there?

WA You're meeting local community leaders at the village on the 7th. Then the day after, on the 8th, you're also meeting *woreda* and *kebele* leaders, as well as a women's group. We see the role of women as particularly important in getting the message of hygiene and sanitation across.

8.2

D1 What about the language? Are we going to take any professional interpreters? My Human Resources department has a good contact if we need to take an interpreter.

WA No, we're not going to take interpreters – I'm afraid it's too expensive. We're providing local interpreters from our volunteers already working out there. I think you'll find them good enough.

D1 That's fine. I won't contact our HR people.

D2 I'm interested in the rainwater harvesting schemes. When are we visiting one of the projects?

WA On the 9th of March – we're going to a project in the Rift Valley. Rainwater harvesting is one of our key projects – we're starting five more rainwater harvesting projects next year. As you can see, on the 10th and 11th we're also visiting a sanitation scheme and a factory where they build sewage disposal systems. Back in Addis Ababa on the 12th we're seeing a redevelopment project in slum areas.

D2 It looks great, you've clearly arranged things so that we're seeing a full range of activities. Can I just ask about publicity – are we going to take a photographer, for example?

WA We're going to take a small TV crew and our own photographer for publicity and press coverage.

D2 I don't know if you're interested, but I'm coming with my wife who's a professional photographer. She's interested in doing the publicity shots if you want.

WA Fantastic! In that case, we'll leave our photographer behind. Are you sure it's OK?

D2 I'll check with her, but yeah I'm sure.

D3 Could we see any photos or articles on previous trips like this? Have you got any here?

WA That's a good idea. I'm sure we could find something. I'll just call through to the press

department. We could have a break while we're waiting?

D1/D2/D3 Yes, good idea. Why not?

8.3

D2 Sorry, what time does the flight get into Addis Ababa?

WA Erm, it arrives at 15.00 on the 4th, then we're transferring to the hotel, checking in, and getting ready for the reception at the Government offices. You can see that it's going to be a tiring day. We're not doing anything on the 5th, so there's time to rest before the main itinerary.

2

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3

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WA Fantastic! In that case, we'll leave our photographer behind. Are you sure it's OK?

D2 I'll check with her, but yeah I'm sure.

8.4

R=Representative, J1=Journalist 1, J2=Journalist 2, J3=Journalist 3

J1 ... so what makes London so suitable?

R Well, with a major event like this you've obviously got to look at the infrastructure of the city – airports, transport, accommodation, stadiums – as well as the running costs of the event itself. Now, London is in a good situation here. The basics are there – good airports, good roads, good transport, and plenty of accommodation.

J1 But won't they need to be improved and expanded? What's the expenditure?

R Yes, but this is already going to happen under existing plans, separate from the Olympics. However, we have allocated some money for infrastructure development in the 403 million pounds for the building of new facilities.

J2 403 million pounds sounds a lot of money, but what does that actually buy?

R That will mainly be for a new 80,000-seat stadium. The next item is the buying of land in east London on which to build the new stadium and facilities, which we estimate will cost another 325 million pounds. We've included three other main items of expenditure. The first is for the cost of actually staging the event, which we estimate will be 679 million pounds. Then there's approximately 50 million for the cost of security.

J2 A major concern these days, no doubt.

R Indeed. We've also allocated 127 million pounds towards improving the British team's chances of winning some medals, and finally 106 million pounds on what we call 'risk money' to cover any unforeseen problems. So, the total expenditure would be 1.69 billion pounds. On the income side we're looking at a total figure much bigger than that.

J3 Can you give us some details of your income estimates?

R Of course. We calculate there will be at least 1.3 billion pounds in direct revenue. That's

864 million from ticket sales and 436 million from other sources. Then there'll be a contribution from the IOC – we don't quite know how much, but it could be about 100 million pounds. As well as that there's all the sponsorship and advertising deals, which we estimate will be approximately half a billion pounds. Then after the event the resale of surplus land used for the Games will bring in at least 430 million pounds. And, of course, tourism generated by Olympic visitors and the tax from the 9,000 jobs created will bring in another 810 million pounds.

J3 So, your final estimated profit figure is?

R Just under one and a half billion pounds, but we think it could be much higher in practice. Also there are the business opportunities that the Games will bring – job creation, investment in poor areas leading to economic revival, housing, food and catering, advertising. It's all good for business and these are all long term benefits that will generate income for years to come, and add to the profit side of the balance sheet. Are there any further questions?

8.5

P=Piet, R=Rosa

P ... so, have you finished planning your trip to Spain yet?

R Just about. Would you like me to give you the details?

P Sure.

R Right. Well, I haven't finalized all the details yet but we've decided which places we're going to visit and we've booked some of the flights and hotels. We're still waiting for one of the hotels to fax through confirmation. We also had a problem with one of the flights.

P Yes, I saw your memo to Claire.

R Yes, there was a change to one of the flight times and I wanted her to check all the others, just in case.

P Did you decide to follow Maria Ferrando's advice?

R Yes. Maria's been very helpful in arranging visits and meetings for us.

P Hmm, good. So, tell me your plans.

R Well, we're leaving in two weeks, on the 2nd of May. We're going to San Sebastián first, so we're taking a flight to Bilbao on the 2nd. In San Sebastián we're planning to interview the chef of one of Spain's top restaurants. He's very famous but quite old-fashioned and doesn't usually give interviews. But with Maria's help I've written him a letter explaining the project.

P And he's agreed?

R Yes, apparently he phoned Maria the other day and said he'd be delighted. Then on the 4th, we're flying to Seville and staying until the 7th. We're going to the bar where the custom of *tapas* began and we're going to visit a convent where traditional Spanish confectionery is made. If we have enough time, we'll go to Jerez de la Frontera to find out all about sherry production. From Seville, either we'll fly straight to Barcelona or we'll go to Valencia. If we go to Valencia, it'll be to see *paella valenciana* being prepared, and to eat it of course!

P It sounds as if you're going to spend most of your time on this trip eating and drinking!

R Some of it, yes, but that's an essential part of researching these programmes! On the 8th, that's a Saturday evening, a friend of Maria's who lives in Barcelona is going to take us on a tour of all the best *tapas* bars. And on the 9th, we're hoping to spend the day visiting vineyards in the Penedés area of Catalonia, talking to *cava* producers. Then we're flying back on Tuesday. I'm going to write a full report on all the visits for the editorial and production team – I'll copy you in of course.

- P Hmm, it all sounds very enjoyable. Now I understand why you wanted to make these programmes on the food and drink of different countries! You knew what fun it would be!
- R Well, maybe that was one of the reasons, but of course not the main one!
- P OK. Shall we go out for lunch later on? I've invited Eric – I've left a message on his answerphone. Would Maria be able to join us as well?
- R I think she said she's out of the office all morning. I know, I'll text her and tell her where we're going to be.
- P Great, see you later.

8.6

- 1 He won't have time to come to the meeting.
- 2 Are you coming on the excursion with us on Saturday?

8.7

- 1 Are you planning to work abroad next year?
- 2 I'll meet you at the cinema after the film.
- 3 Is it true that you're going to change your job again?
- 4 We're going to Canada for our holiday next summer.

Unit 9

9.1

I=Interviewer, P=Peter, J=Jola, Y=Yves

- I Peter, Jola, and Yves, thanks for coming in to talk to us. We're here to find out about your opinion on lifestyles in the future – particularly the balance between working life and family life. Let's start with the family. Do you think the family will disappear as the main social unit? Peter?
- P I'm sure that won't happen. The family is far too important. I suppose it's possible that it will become a little less important – that may happen – but it won't disappear.
- I Yves?

- Y I'm not so sure. I think it's very likely that the family as we know it will disappear – eventually. People will live more with people their own age, or with people they work with. I think that will be true even when people have children – they'll want to live in groups with people like them, not the traditional extended family. For example, after I finish my studies, I'll live with friends – it's better to be with people your own age. If I was a young child again, I'd like to be brought up in a group environment, not just my family.

- I Jola, what do you think? Will young people move away from the parental home earlier and earlier?

- J I doubt if that'll happen. I live with my parents and it suits me. If I left home, I wouldn't know how to look after myself. I need my family. When I'm ready to start my own family, I'll move out. But I'll certainly have to learn how to cook before I leave home!

- I Peter, you wanted to say something?

- P Yes, I agree with Jola. There definitely won't be a move away from the family for young working people – for financial reasons as much as anything. I'd like to have my own place, but I'll need to save a lot of money first, so I have to live with my parents – and most of the time it's OK. I won't leave the family house until I can afford a comfortable place.

- I So, part of the problem for young working people is to find accommodation they can afford? Will there be cheaper independent accommodation for young people in the future?

- Y That'll definitely happen. Society needs young people to work in the centres of cities, for example in businesses, in hospitals, in schools, and so on. I'm sure there'll be cheaper accommodation for young working people, and key workers in

general – maybe smaller and less comfortable, but affordable.

- I Jola?

- J I expect it'll probably happen, because, as Yves says, society needs it. But it's unlikely to mean the end of the family. If generations don't live together, maybe they'll be closer in other ways.

- I OK, we must leave it there. Opinions are divided, but what do our listeners think? You can email us on ...

9.2

- 1 I'm sure that won't happen. The family is far too important. I suppose it's possible that it will become a little less important – that may happen – but it won't disappear.

- 2 I'm not so sure. I think it's very likely that the family as we know it will disappear – eventually.

- 3 I doubt if that'll happen.

- 4 Yes, I agree with Jola. There definitely won't be a move away from the family for young working people – for financial reasons as much as anything.

- 5 That'll definitely happen. Society needs young people to work in the centres of cities, for example in businesses, in hospitals, in schools, and so on. I'm sure there'll be cheaper accommodation for young working people, and key workers in general – maybe smaller and less comfortable, but affordable.

- 6 I expect it'll probably happen, because, as Yves says, society needs it. But it's unlikely to mean the end of the family.

9.3

- a My car has broken down.
- b We've put the meeting off.

9.4

- 1 What time do you usually get up?
- 2 Did you turn on the TV?
- 3 Shall I turn it off?
- 4 Could you fill in this form?
- 5 They've managed to put the fire out.
- 6 Has the plane taken off?
- 7 I've just sorted out the problem.
- 8 What time did they set off?

Unit 10

10.1

I=Interviewer, LD=Lennart Dahlgren

- I Mr Dahlgren, IKEA has been investing in Russia for several years, and you arrived at the start. How long have you been living in Russia?

- LD I've been living here since 1998. That's when IKEA started operations in Russia.

- I When did you open the first store?

- LD We opened our first store near Moscow in 2000.

- I I know that you've expanded since then. How many stores have you established?

- LD We've opened five stores so far, and we've also built several large shopping malls in the last few years. These contain a variety of smaller retail outlets. In our first year, sales were more than \$100m. This doubled to more than \$200m in the following year. In fact, sales have been increasing every year – and we think this will continue.

- I It does seem a remarkable growth. Why do you think it's been successful?

- LD Russia offers a huge market. Consumer demand has been growing steadily since we opened the first store – dramatically even – and if this continues the market will be unlimited for companies like IKEA, and for most Western companies who are able to come here.

- I Russia is not just important as a consumer market – I believe it's also an important supply source?

- LD Yes, it is. Russia offers good natural resources, such as wood, oil for plastics, and metals. It has 25% of the world's hardwood reserves, for example. It also has many factories able to produce in huge volumes. We've been increasing the percentage of our global supply that comes from Russia for a number of years. We've opened several factories throughout Russia – near St Petersburg, Moscow, and Karelia.

10.2

- I The business has obviously been successful, but have there been any major problems?

- LD Yes, I would say there have been two main difficulties for us. Firstly, the bureaucracy can sometimes be frustrating. When we started there was a lot of paperwork – licences and so on. But bureaucratic problems have been getting fewer recently. For example, the Government has reduced the number of licences that are needed for a new company to set up.

- I And the second difficulty?

- LD I suppose the attitude of some of the older industrial leaders has also been a bit old-fashioned. However, we've been doing a number of things in the time we've been here. We've set up management training programmes to help new Russian entrepreneurs. We've tried to show how a modern company has to work to survive in the international market. The younger generation understand this, and it's no surprise that the richest and most successful business people in Russia are all relatively young. There's a lot of ambition in this country.

10.3

- a performance
- b encouragement
- c satisfaction

10.4

- | | |
|-----------------|---------------|
| 1 appearance | 6 expectation |
| 2 definition | 7 explanation |
| 3 development | 8 improvement |
| 4 dismissal | 9 promotion |
| 5 establishment | 10 resistance |

10.5

I=Interviewer, R=Rob Yeung

- I Rob, you've been working as a management consultant for a number of years and you've written on the psychology of job interviews. What general changes have you noticed in the way interviews are conducted?

- RY I think in general job interviews are becoming more professional in their approach, asking much more wide-ranging questions. They're particularly interested in putting candidates to the test. For example, they might ask questions to throw the candidate off-balance. If you stay cool, then they know that this person can cope under pressure. You occasionally hear questions like 'Could you tell me what sort of animal you'd like to be?', or 'Do you know how many cars there are in Australia?', or 'Would you mind if I recorded this interview?' The first question is probably a bit silly, but the interviewer is just interested to see how you react. But the second one is more revealing. The idea is not to make a wild guess, but to give a reasoned explanation about how you would calculate it. The candidate who manages to get a fairly accurate answer by estimating population, ratio of people to car and the number per household, is showing a willingness to think a problem through – the person is good at thinking logically.

- I And the question about recording the interview?

- RY The question about recording the interview is

partly because it can be useful for the interviewer to analyse things afterwards, but it's also to see if the candidate doesn't mind being put under pressure. The answer of course is: 'Go ahead. I don't mind being recorded.'

10.6

- I But interviews these days are not just question-and-answer, are they?
- RY No, indeed not. Many companies are keen on giving assessment tests and tasks. These might be in-tray exercises, role-play or simulation, and presentations. They're usually timed. For the in-tray exercise, the candidate is given a tray full of documents and the interviewer or assessor wants to see how you deal with it, and how good your organizational skills are. The best thing is usually to divide the contents into three piles: urgent information that needs immediate action, important information that needs action but only when the most urgent items have been sorted out, and the non-urgent information that can wait until later. Sometimes, there may be regular interruptions as you are given more material to test how you perform under pressure.
- I Are there any other typical tasks that interviewers give?
- RY Obvious things really. Like if you're going for a job using a computer, you'll probably be given a short keyboard exercise to see if you really do know how to use it. If you're applying to be a waiter, they'll want to see that you're good at working with people and you're able to remember orders. They might give you a memory test, so be ready for it – you might be asked something like: 'Do you remember the name of the receptionist who showed you in?', 'What items do you remember from the menu board you saw at the front?' That sort of thing.
- I Is there any particular advice you would give?
- RY I'd say the main weakness of most candidates is poor preparation. Too often in the interview they rely on giving stock responses rather than talking about the relevance of their skills have to that particular job. If I only give one piece of advice, it's this: study the job ad, research the company, understand what the company is looking for, and tailor your approach accordingly. If you succeed in doing those things, you're halfway there – and you can look forward to starting the job of your dreams.
- I Rob Yeung, thanks very much.

10.7

E=Eric, JP=Javier Pérez

- E Well, first, Señor Pérez, thank you for welcoming us here today to your *bodega* to talk about the production of sherry. Could I start by asking you about the area of production? Is sherry produced only in this area of Spain?
- JP Yes, that's right. It's produced in the area formed by the three sherry towns – that's Jerez de la Frontera, where we are now, and the two coastal towns, El Puerto de Santa María and Sanlúcar de Barrameda.
- E So, all sherry comes from this area?
- JP Yes. Since a European Union law of 1966, only wine from this area, which is called 'the classified sherry zone', can be called sherry. Wines from other areas, or other countries can't be called 'sherry' because it's a protected name, like *champagne* in France.
- E Yes, I understand. Now, I imagine a lot of the sherry that's produced is exported – is that the case?
- JP Oh, yes, certainly. Today about 70% of total production is exported. And in fact exports of sherry represent a quarter of all Spanish DO wine exports.
- E Er... by 'DO wine' do you mean the wine produced in classified areas?
- JP Yes, in Spanish it's *Denominación de*

Origen, it's like *appellation contrôlée* in French, so yes, wine from an area where quality is controlled.

- E I see. Thank you. And which countries are your main export markets?
- JP Historically, Britain has always been our most important export market but today Holland is our number one export market, with Britain next, and Germany third. They're our three big markets. Then come the USA, other European countries, and Canada.
- E So, if 70% of sherry is exported, then only 30% is actually drunk in Spain?
- JP Yes, that's right. And Spanish tastes are different. In Spain we prefer the dry, lighter sherries, whereas the export markets prefer the medium and sweet sherries, although tastes are beginning to change.
- E You say tastes are beginning to change. Could you explain in what way?
- JP Well, a lot of changes have taken place in the sherry industry in the last decade or so. Most of the big sherry companies are now part of multinational drinks groups, although there are still some Spanish-owned sherry producers. The traditional markets for sherry are in decline so we want to give sherry a more youthful image that will attract the younger market. We're promoting the dry, lighter sherries for this market, and it's showing definite signs of growth.

10.8

- E Could we talk about the final stage of production now? Earlier, on our tour of the *bodega*, you referred to the *solera* system and said it was the system used for maturing the sherry and for maintaining a consistent quality. Could you describe how the *solera* system works?
- JP Yes, by all means. A *solera* is several rows of barrels, usually four or five rows, one on top of the other. In a *solera*, the oldest wine is in the barrels at the bottom and the youngest wine is in the barrels at the top. When wine is needed for bottling, it's taken from the barrels on the bottom row, and these barrels are filled with an equal amount of wine from the next row up. Then the barrels on that row are topped up with wine from the row above and that process continues until the top row is reached. Finally, at the end of the process, new wine is added to the barrels on the top row. In this way, the characteristics of the older wine are taken on by the younger wine and the quality of the wine is kept consistent.
- E And how long does it take for the wine on the top row to progress through the *solera* system?
- JP The minimum period is three years. For a good sherry it will be longer – five to six years, and for a premium sherry it's likely to be eight years or longer.
- E Well, thank you very much, Señor Pérez. It's been most interesting.
- JP It was my pleasure. Now you must come and try some of our sherries...

Unit 11

11.1

- a The boss is still the boss, even outside work. The Australian employee should have been a little more formal, and he should have waited to be introduced to the Director's family. Also, he shouldn't have shown that he knew more than his boss about cars, especially in front of his family. If he'd waited for the Director to speak to him, he might have asked for his opinion. That way, he would have made a good impression. An easy mistake to make perhaps. In general, Australian culture is more direct and friendly than German culture.
- b She shouldn't have criticized the worker in public. It would have been better if she'd just found out the facts, expressed her concern,

and then let them deal with it themselves. The Japanese production team would have supported the worker responsible, and made sure he didn't make mistakes in the future. The American boss should have realized that the Japanese culture of the subsidiary company was different to the US parent company. In Asian culture, it's fair to say there's more emphasis on the group rather than the individual.

- c They should have taken more time to get to know the company. They shouldn't have rushed so quickly to the business side of things. Also, perhaps they were over-confident. If they'd built up a good personal relationship with their potential clients, the British sales team would have won the contract. The 'social' side of business is important in Argentina, and in South America generally. The Swedish sales team obviously understood this.

11.2

- a He should have waited to be introduced.
b They shouldn't have rushed so quickly.

11.3

If they'd built up a good relationship, they would have won the contract.

11.4

I=Interviewer, LP=Leah Pattison

- I I'm joined by Leah Pattison, who was 'Woman of the Year' a couple of years back, and is co-founder of the charity START, which works with Indian women who have leprosy. Leah, the idea of leprosy, ever since Biblical times, is of people at the bottom of the heap: untouchable, terrifying, disfigured, incurable. Actually, that's years out of date, but there is still a terror associated with the word 'leprosy'.
- LP Yes, there is. In India it's known as *maharugi*, which means 'big disease'. It's 100% curable, but the tragedy is that despite that, women particularly are hiding their condition, and not coming forward for early treatment.
- I Why not?
- LP I think it's because they're ashamed. Modern India now puts a lot of pressure on women to be educated, beautiful, and so on. So, if you have a disease like leprosy, it really does spoil that, and these women can become outcasts, rejected by society.
- I You were a university graduate in Fine Arts, so what first took you into a leper colony nine years ago?
- LP To be perfectly honest, when I look back, perhaps naivety, just a sense of wonder about the world and wanting to go out and explore it. It was as simple as that for me. Initially, I'd gone there to teach. It was a working holiday, with an element of wanting to see rural India. Yet when I got into the colony I was faced with young girls, young women of my age, who really made me look at who I was, and ask questions about myself.
- I Did you find it hard at first?
- LP Well, I was shocked by the appearance of some of the patients in the colony who were very deformed, but what happened over the course of six months was that these leprosy patients became people, became individuals. Suddenly the deformities were secondary. I didn't notice them. That made me think about the whole importance of being an individual, and having rights as an individual rather than being grouped together as a mass. The women need support and treatment of course, but above all they need to understand they are individuals with rights and with a future.
- 11.5
- I Were you afraid of catching leprosy yourself?
- LP No, not at all. Maybe I should have been,

because I did catch it. I have to stress that leprosy, despite the fact that I caught it, is a very difficult disease to catch. One day I had patches on my left hand and wrist, but I didn't think they were important. Luckily, there was a specialist in the colony at the time who noticed them and said, 'I'll see you in the clinic tomorrow'.

- I You could have returned to the UK and had specialist treatment, but you didn't. That was a tough choice and brave decision, wasn't it?
- LP I don't think so. I suppose it would have been easier to recover if I had returned to the UK, but it wouldn't have been right. I wanted to be with the women I was working with. My friend, Usha Patil, had had leprosy as a child and I took courage from that. For me there was no decision to make. I stayed in India, had the treatment, and recovered.
- I You mentioned your friend Usha Patil. You and Usha founded the charity START to help Indian women with leprosy. How do the women respond? Do you find them easy to get through to at first?
- LP No. It's quite a tough job in that these are women who have been isolated. They've been abused – physically and verbally – for many, many years. They've lost social skills. They don't know how to interact with people. Usha and I spend our days trying to break through that barrier and find the personality behind the patient. A lot of these women consider themselves to be nothing other than leprosy patients, but they're not – they're individuals. They had a disease, and that's it. No big deal.
- I Well, Leah. Thank you very much for sharing your story. I'm not sure I would have made the same choice as you if I had contracted leprosy – it seems a very courageous one to me. And now, let's turn to ...

Unit 12

12.1

You are looking down at the main chamber. The parliament is made up of 129 elected members, or MPs, using a proportional representation system. The MPs sit in a U-shaped arrangement with the Government members on the left as you look, and the Opposition on the right. MPs for other parties, such as the Greens and the Liberals, sit between the Government and the Opposition. One MP is elected to be the Presiding Officer or Speaker. He or she sits in the chair at the centre of the chamber. The front benches of the Government side are where the Prime Minister and the Cabinet sit. As you know, the Cabinet is the group of senior ministers in government. The public gallery, where you are standing, is divided into two sections. At the front there are seats for members of the electorate, the voters in other words, who have arranged with their MPs to visit Parliament. At the back there are seats for the press gallery for reporters and journalists, and on the right is a gallery for the official reporters and VIPs. Push button 8 to continue the tour.

12.2

Research published yesterday claims that children who become addicted to computer games may actually be more intelligent than average, and even be more likely to go to university and get higher-ranking jobs. The study looked at kids who had been hooked on games for at least five years. Although many of the games were aggressive and violent, it didn't find any evidence that the children became aggressive and violent adults. In fact, a follow-up study of the same children five years later discovered they had generally done well at school, gone to college, and then into top jobs.

2 Are celebrities being treated differently by the courts? The question has been asked again after

the recent case of pop star Cool T, who was given a six-month driving ban and a fine for a drink-driving incident in which a pedestrian was badly injured. In the same week, in a separate incident, a minicab driver was given a prison sentence of one year for a similar offence. Outside the court, the family of the minicab driver said there seemed to be one law for the rich and famous, and another for ordinary members of the public.

3 New figures published by the Motion Picture Association, which represents the world's largest film studios and TV production companies, show that DVD and video piracy is on the increase. This is especially true in Asia, which the MPA believes now accounts for a quarter of the three billion dollars lost to film piracy each year. China, Malaysia, and Taiwan were identified as leading centres for mass copying, with new blockbuster movies becoming available in pirate versions way before official release. An MPA spokesman warned that what had already happened to CDs, was now happening to DVDs. He called for tougher laws to stop the problem getting worse.

4 As another top level professional footballer is banned from the sport for twelve months, fears are growing that drug abuse in football is more widespread than previously thought. And it could even be getting out of control. Drug abuse has long been recognized as a problem in sports like athletics, cycling, and baseball, but recently it's emerged in sports such as tennis and football. A spokesperson for the International Sports Council said she feared drug abuse was spreading in many sports. 'At the same time,' she said, 'it's getting more difficult to tell the difference between illegal performance-enhancing substances and ordinary medicines and food supplements that sportsmen and women are allowed to take.'

12.3

R=Rosa, MF=María Ferrando

MF Hello, María Ferrando speaking.

R Hello, María. It's Rosa. I'm phoning to tell you the good news – we've got the money to complete the *Food and drink* project!

MF Really? Oh, that's wonderful, Rosa!

Congratulations! When did you hear?

R Well, yesterday Piet and I presented the project to two investors. We told them our ideas for the ten programmes and showed them the programme on Spain. They were really impressed with the programme, María, so we've got a lot to thank you for. Well, we didn't expect them to make a decision for some time but at the end of the meeting they said they thought the project would be a great success and agreed to the investment.

MF That's marvellous. Is Eric pleased about it?

R Pleased? He's absolutely delighted! Anyway, on Saturday we're having a party to celebrate, so you and your husband must come. I hope you're not doing anything then?

MF No, we're not. Thanks, Rosa, we'd love to come.

R Great! It's at Piet's flat, starting around eight o'clock. And Eric's preparing a big buffet, so don't eat before you come.

MF Mmm, sounds good. So, look forward to seeing you all on Saturday, then.

R Yes, bye for now, María.

MF Bye, Rosa.

12.4

[1]=quite enthusiastic, [2]=very enthusiastic

- I got the job. Really? Great! [2]
- Do you like the new area manager? Oh, yes. He seems very friendly and efficient. [1]
- I'd like you to go to the conference in Florida for us. Of course. I'd love to go. [1]

4 I see you've got your name in the newspaper. I know. I didn't realize they were going to print it! [2]

12.5

- I'm afraid I didn't catch your name.
- Eric, do you remember Antonio? He sends his regards.
- Do you mind if I open this window?
- I hope the next programme goes well.
- How do you like your coffee?
- I'm afraid Sara couldn't come. She hurt her back yesterday.
- Oh, dear. I've just spilt some wine.
- I hope you have a good weekend.

12.6

- I'm afraid I didn't catch your name. It's Claire. Claire Hallan.
- Eric, do you remember Antonio? He sends his regards. Thank you. Do give him mine.
- Do you mind if I open this window? Not at all.
- I hope the next programme goes well. Thanks. I hope so too.
- How do you like your coffee? Black, one sugar, please.
- I'm afraid Sara couldn't come. She hurt her back yesterday. Oh, I'm sorry to hear that.
- Oh, dear. I've just spilt some wine. Never mind.
- I hope you have a good weekend. Thanks. The same to you.

12.7

P=Piet, R=Rosa, E=Eric, MF=María Ferrando,

- P If you ask me, Eric, I'd say good food is definitely one of life's pleasures.
- R That reminds me, María, Señor Pérez sends you his regards.
- E As you say, Rosa, we've got a very busy year ahead.
- P Talking of good wines, Eric, what was the name of that wine you recommended?
- MF As I was saying, Rosa, I think Jean Leblanc would be ideal as consultant for the programme on France.

12.8

MF=María Ferrando, P=Piet, R=Rosa, E=Eric
MF Piet, Rosa, we really must be going. Thanks for a really enjoyable evening.

P We're very pleased you could both come.

MF And Eric, the food was wonderful.

R Yes, everyone's said how good it was, Eric.

E Thank you. Well, I must say after all that excitement I'm ready for a good night's sleep!

R Yes, me too. It's wonderful to know we've got the money to go ahead with the programmes, but now we've got to make all of them!

P Oh, Rosa, you and Eric are going to enjoy every minute of it, I mean, touring the world, eating the best food, meeting all sorts of interesting people—

R You make it sound like a holiday, Piet. It's going to be lots of hard work!

P Oh, I know, I know, Rosa. But I'm sure you'll manage to enjoy it, too? Just a little?

R Yes, of course!

12.9

- I really must be getting back to the office. Thanks very much for inviting me out to lunch. I've really enjoyed it.
- I think I understand the system now. Thank you very much for all your help. I really appreciate it.
- I think I should get back to my hotel now as I'm leaving very early tomorrow morning. Thank you for a superb meal.
- I must go now or I'll miss my plane. Thank you so much for all your hospitality. I've had a wonderful time and I'm really looking forward to seeing you again.