

Appendix 1 Useful language

Unit 7

Things you can say

I just need to check a few things.
I wonder if you could provide ...?
Could you possibly provide ...?
I'd be grateful if you could do this for me.
I'd appreciate it if you could help me.
If possible we'd like to have a late check-out.
I need something to put these posters up.
Have you got anything for removing stains?
Sorry, are you in the middle of something?
I could really do with a hand to finish this.

Things you might hear

How can I help?
Let me just get my booking sheet.
OK, fire away!
All our rooms are accessible to wheelchair users.
These rooms can manage a maximum of fifteen each.
I'm sure we can do that for you.
I'll see what we can do.
How are you getting on with that?
I'll get someone to help you out.

Unit 8

Things you can say

I'm looking forward to working with you.
I work for a large finance company.
I'm in charge of professional development.
I'm responsible for hiring and firing.
My main responsibility is to set targets.
My job involves taking tough decisions.
I manage a group of ten people.
I'm interested in research and development.
I'm mainly concerned with quality control.

Things you might hear

Let me introduce you to the rest of the team.
I'd like you to meet our marketing manager.
We aim to grow our share of the market.
Last year our turnover was in excess of £250 million.
We pride ourselves on being at the forefront of technology.
Our overriding objective is to deliver quality products.
The CEO is in charge of three divisions.
The President has control of four divisions.

Unit 9

Things you can say

I need it urgently.
How can we sort this out?
Can you post the order special delivery?
I think the air conditioning's on the blink again.
I can't get this fax to go through.
The computer keeps crashing.
Have you any idea what this symbol means?
You could try pulling that lever.
It might be worth changing supplier.
Have you tried asking a technician to look at it?
You'd like delivery on Friday, is that correct?

Things you might hear

Paul speaking. How may I help you?
I'm very sorry for the delay.
I do apologize for the mix up.
Please give me a moment and I'll check.
Could you bear with me a moment, please?
I'm afraid your order hasn't been processed yet.
I'm sorry but there's been an administrative error.
I'll get onto it immediately.
I'll sort it out right away.

Unit 10

Things you can say

Would it be possible to speak with Mr Jones, please?
Is Joanne there?
Will he be available this afternoon?
Do you know when she'll be back?
Please don't put me on hold.
Can you ask him to call me?
Can you say I called?
Sorry, can you run that by me again?
I think we have a bad connection.

Things you might hear

I'm afraid he's in meetings all morning.
She's out of the office at the moment.
He should be available after lunch.
She's on another call at the moment.
I'll put you through right away.
Sorry, the line's engaged.
Would you like to leave a message?
I'll make sure he gets the message.

Unit 11

Things you can say

Let's get down to business, shall we?
I'm in favour of it.
I agree to some extent.
I'm not very keen on the idea at all.
I'm not completely opposed to it, but ...
I see your point, but ...
I can see pros and cons each way.
I can't agree to that, I'm afraid.
Sorry, can I come in here?
I'd like to say something if I may.
Would it be fair to say that was a mistake?

Things you might hear

Perhaps we can get started.
The purpose of this meeting is to ...
You can see from the agenda that ...
How do you feel about that proposal?
Tony, what are your thoughts?
Could you please let me finish?
Perhaps we should consider closing the factory down?
I have no problem with that.
Does anyone have anything else to add?
Shall we move on?
I think we're drifting off the point.

Unit 12

Things you can say

Could you explain what you mean by ...?
What exactly are you getting at?
Can you go into a bit more detail on ...?
Would you expand a little on ...?
The talk was about ...
The speaker began by ...

Things you might hear

I'd like to begin by ...
By that, I mean ...
So, now I've covered that I'll start with ...
Basically, what I want to say is ...
I suppose what I'm driving at is ...
The point I'm trying to make is ...
In other words, what I'm saying is ...

Appendix 1 Useful language

Unit 13

Things you can say

To put it another way ...
In other words ...
In short ...
To sum up, then ...
To show you what I mean ...
I'd like to draw your attention to ...
You'll notice that ...
I've told you about ... so let's move on to ...
Now we've looked at ... let me turn to ...
The thing to remember here is ...
The crucial point here is ...

Things you might hear

You can see from this chart that ...
This graphs shows that ...
What we can see here is ...
As you can see from ...
Let's take a closer look at ...
As you can see from this forecast, ...

Unit 14

Things you can say

Do you think you could say a bit more about ...?
I'd like to hear more about ...
Do you have any specific details about ...?
Can you give an example of ...?
In other words, I'd like to know why ...
Basically, what I want to know is ...
I guess what I'm really asking is ...
I agree with some of what you've said ...
That's not really what I meant.
That's the way I feel, too.
So, what you're saying is ...

Things you might hear

I don't quite see it like that.
That's not quite how I see it.
I'm not sure I agree.
I think you might be mistaken on that point.
I'm not sure you've got that right.
I don't think you've got that right.
I think that's a good point.
Sorry, can I finish what I was saying?
I don't really go along with that.

Unit 15

Things you can say

Next year I intend to study abroad.
I plan to go to the US.
My main goal is to improve my English.
How exactly do I go about searching for a book?
What's the charge for overdue books?
Can I access the Internet on my laptop?

Things you might hear

It just depends what you fancy.
Each report will have equal weighting.
We have wireless hotspots dotted around the place.
The fine for overdue books soon mounts up.

Unit 16

Things you can say

I graduated in Hotel Management from ...
I think I'm good at working in a team.
I work well under pressure.
I'm an effective trouble-shooter.
I always meet deadlines.

Things you might hear

You should try to play to your strengths.
Employers look for people who can relate on many levels.
You need to be a good people person.
They want people who can act on their own initiative.
It shouldn't take you long to get up to speed.

Appendix 2

Pronunciation features

Sound smart

Sound smart gives additional guidance to help you develop your pronunciation skills. You will find **Sound smart** activities in most units of this book. This Appendix contains a list of the pronunciation areas covered in **Sound smart** at this level.

You can use this Appendix in the following ways:

- 1 Choose a pronunciation focus you want to practise. Go to the unit where the **Sound smart** section appears and practise again.
- 2 Find a pronunciation focus that you think is especially useful. Practise once more, but this time record yourself and listen afterwards. Try to identify areas you can improve.
- 3 Practise again, but this time listen to a different recording. Look in the audioscript first to find a suitable recording.

Practise each pronunciation focus in **Sound smart** several times. The more you practise, the better your pronunciation will become.

List of pronunciation areas covered in Sound smart

Unit 1	Indicating emotion
Unit 2	The schwa /ə/
Unit 3	Using stress to correct misunderstandings
Unit 6	Exaggerating Stress and rhythm
Unit 7	Detecting mood
Unit 8	Word stress
Unit 9	Linking /w/ and /j/
Unit 10	Connected speech
Unit 11	Using stress to emphasize a contrast
Unit 13	Mentioning several points
Unit 14	Sounding polite
Unit 15	Intonation in questions
Unit 16	Sounding confident

Appendix 3

Speaking strategies

Speaking strategies

Speaking strategies are useful techniques to help you communicate in a wide variety of situations. You will find several **Speaking strategies** in each unit of this book. This appendix contains a list of the **Speaking strategies** covered at this level.

You can use this appendix in the following ways:

- 1 Choose a strategy you want to practise. Go to the unit where the strategy appears and practise again.
- 2 Find a strategy that you think is especially useful. Practise once more, but this time record yourself and listen afterwards. Try to identify areas you can improve. If possible, practise with an English-speaking friend.

Practise each strategy several times. The more you practise, the easier it will be to use the strategies when you need them in real life.

List of **Speaking strategies** covered

Unit 1	Asking follow-up questions Using question tags Reply questions	Unit 10	Leaving a message Handling incoming calls effectively
Unit 2	Asking how to use something Negotiating Describing a problem	Unit 11	Controlling a meeting Being diplomatic
Unit 3	Checking you understand	Unit 12	Talking about a lecture Asking for clarification
Unit 4	Speculating about causes Giving strong advice Explaining consequences	Unit 13	Describing charts and graphs Linking ideas Giving verbal cues
Unit 5	Asking for clarification Being concise and to the point	Unit 14	Disagreeing politely Asking for more detail
Unit 6	Describing features Making strong recommendations	Unit 15	Describing plans in detail Asking for opinions and recommendations
Unit 7	Making polite requests Explaining what you want Asking for something and justifying reasons	Unit 16	Talking about yourself
Unit 8	Describing a company Talking about your strengths Describing your job		
Unit 9	Dealing with complaints Confirming information Putting forward a solution		

Appendix 4

Presentation skills

Presentation evaluation

Organization

- Were the aims clear?
Were the ideas clearly linked?
Was the summary effective?

	Excellent	Satisfactory	Weak
Were the aims clear?	6	5	4
Were the ideas clearly linked?	6	5	4
Was the summary effective?	6	5	4

Content

- Were the facts and information accurate?
Was the content relevant to the topic?
Did the talk hold the audience's attention?
Did the speaker deal with questions effectively?

Were the facts and information accurate?	6	5	4	3	2	1
Was the content relevant to the topic?	6	5	4	3	2	1
Did the talk hold the audience's attention?	6	5	4	3	2	1
Did the speaker deal with questions effectively?	6	5	4	3	2	1

Language

- Was the speaker's language accurate?
Did the speaker use a wide range of vocabulary?
Did the speaker use signposts effectively?

Was the speaker's language accurate?	6	5	4	3	2	1
Did the speaker use a wide range of vocabulary?	6	5	4	3	2	1
Did the speaker use signposts effectively?	6	5	4	3	2	1

Delivery

- Was the speaker's voice clear and easy to understand?
Was the speed and volume appropriate?
Did the speaker emphasize important points well?

Was the speaker's voice clear and easy to understand?	6	5	4	3	2	1
Was the speed and volume appropriate?	6	5	4	3	2	1
Did the speaker emphasize important points well?	6	5	4	3	2	1

Body language

- Did the speaker use gestures where appropriate?
Did the speaker maintain good eye contact?
Did the speaker appear relaxed and in control?

Did the speaker use gestures where appropriate?	6	5	4	3	2	1
Did the speaker maintain good eye contact?	6	5	4	3	2	1
Did the speaker appear relaxed and in control?	6	5	4	3	2	1

Visual aids

- Were any visual aids clear and well presented?
Did the speaker exploit the visual aids fully?

Were any visual aids clear and well presented?	6	5	4	3	2	1
Did the speaker exploit the visual aids fully?	6	5	4	3	2	1

What is your overall impression of the talk?

- Good points: _____
Weak points: _____
Suggestions for improvement: _____

My performance

- Organization
Content
Language
Delivery
Body language
Visual aids
Overall impression

Group's grades

Group's comments

- My strengths: _____
My weaknesses: _____
Group's suggestions for improvement: _____

Audioscript

These recordings are mostly in standard British English. Where a speaker has a different accent, it is noted in brackets.

CD1 Social and Travel

Unit 1

 (d and e = American)

- a What did you get up to at the weekend?
- b How's work going?
- c Did you see the news last night?
- d It's been hot today, hasn't it?
- e So, how are the family?
- f Wow! I like your jacket.

 (5 = American)

- 1 Yeah, terrible, wasn't it? I can't believe all the damage that hurricane caused.
- 2 They're all fine, thanks. Julie, that's my youngest, has just started primary school.
- 3 Nothing much. I wanted to play tennis on Sunday, but the weather wasn't any good.
- 4 Thanks! I bought it last Saturday. It was in the sale.
- 5 Yeah. Great weather for being outside. Shame I had to work all day!
- 6 It's going well, thanks. I got promoted last month, actually.

 4

A

Tim: Hi, I'm Tim.

Kerri: Hi, I'm Kerri. I'm a friend of Michael's.

Tim: Right ... Great party.

Kerri: Yes, it is.

Tim: I like the music.

Kerri: Me too.

Tim: I'm in a band, actually.

Kerri: Oh, really?

Tim: Yes, we're quite good. Rock and roll.

Kerri: Hmm, really?

Tim: Yes, we play in pubs and places. I'm free tonight, though. There was a cancellation.

Kerri: I see. Oh, I think I see a friend over there. Nice talking to you, Tim.

Tim: Oh, right. Er yeah. Cheers, then.

B

Nick: Hi, I'm Nick.

Kerri: Hi, I'm Kerri. I'm a friend of Michael's.

Nick: Me too. So, how do you know Michael?

Kerri: We work in the same department.

Tim: Oh, I see. How long have you worked there?

Kerri: Nearly a year.

Tim: Great. Are you enjoying it?

Kerri: It's OK. Every day's different, you know.

Nick: Sounds good. Great party, isn't it?

Kerri: Yeah, it's really good.

Nick: Sorry for asking but ... is that an Irish accent?

Kerri: Yes, I come from Dublin originally.

Nick: Do you? That's great. They say it's a really fun city.

Kerri: Yes, it is. Have you ever been to Dublin?

Nick: No, but I've always wanted to go. It's not expensive, is it?

Kerri: Well, prices have been going up ...

 (5) (b and f = Japanese, c, d, e and h = American)

- a I have two children.
- b I work in London.
- c I'm going away on business next week.
- d I'm really tired at the moment.
- e I saw a great movie last night.
- f I really love cooking.
- g It's my wedding anniversary next weekend.
- h I bought a new computer last month.

 6

a Nick: Great party, isn't it?

Kerri: Yeah, it's really good.

b Kerri: Have you ever been to Dublin?

Nick: No, but I've always wanted to go. It's not expensive, is it?

 7

a A: I bought a new car last month.

B: Did you? What model did you go for?

b A: I don't like classical music at all.

B: Don't you? I love it.

c A: I've got terrible backache.

B: Have you? Oh dear.

 (8) (a, c and g = American)

a It's my birthday today.

b My car broke down last night.

c I won't be here tomorrow.

d I'm not feeling very well at the moment.

e John's passed his driving test, you know.

f Jane's going on holiday next week.

g This computer doesn't work properly.

h I didn't like that film very much.

 9

a Emma: Oh no. It's raining!

Tony: Great. I was going to play golf this afternoon.

b Julie: It said on the news that property prices are going to fall.

Frank: Really? That's great. I've just bought a new flat.

 10

a

A: Henry. Will you please hurry up? It's nearly half past eight.

B: Sorry. I can't find the car keys.

A: Oh, that's marvellous. Now I'm going to be late for my job interview.

b

A: Is there anything on TV tonight?

B: Not really. Just a black and white film, and I think we've seen it.

A: How exciting. I don't know why we bother having a television.

c

A: I'm full. I don't want dessert, thanks.

B: Oh, what a pity. I'll have to eat this chocolate cake all by myself.

 11

a Guess what? I've passed all my exams. That's great.

b There's nothing to do and nothing on TV either. That's great.

 12

a, b That's really interesting.

c, d How marvellous.

e, f That's exciting.

g, h What a good idea.

Unit 2

 13 (b = American; d = South African)

a Customer: So it's got maps of the whole of Europe?

Assistant: That's right. You can plan your route to wherever you want to go. It's touch screen, too, so it's very easy to use.

b Customer: It's quite light, isn't it?

Assistant: Yeah. It's very portable. Perfect for carrying around with you on vacation. You can record up to three hours of video onto the hard disk, with audio, and take still pictures too, of course.

Customer: That sounds great.

c Assistant: This one has a 50-inch screen. The picture quality is amazing, especially if you're watching in high definition.

Customer: Yeah, I love watching movies so this will be great. I just hope it will fit in my living room!

d Customer: It's wireless, isn't it?

Assistant: Sure, and it's very light. It has an 80 gigabyte hard disk, and a 3 gigahertz Intel processor, which is really fast. The screen's big, too ... 17 inches, and it's got all the latest software of course.

Customer: Wow. That's pretty cool.

e Assistant: It can do 24 pages a minute in black and white, and it's a fax, so you can send documents too, if you like.

Customer: Great. And can I make copies as well, yeah?

Assistant: Yeah. Just lift this lid and put what you want to copy in here.

14 (Paola = Italian)

Assistant: Can I help you?

Paola: Yes, please. I'm looking for a smart phone, but erm, I don't know much about them.

Assistant: Right, well with a smart phone you can install software and use it, you know, for your appointments, as an address book for your contacts, that kind of thing... you can take notes and write documents, and link it to your computer and transfer files.

Paola: I see. I'm interested in this one. Is it a good one?

Assistant: This one? Yes, it's pretty popular. It's got all the features you'd expect ... a nice screen, a word processor, wireless internet ...

Paola: Can you tell me what wireless internet is?

Assistant: Well, it means you can connect to the Internet without have to plug into a computer.

Paola: Right. So I can check my email, can I?

Assistant: Yeah, you can read and send email, and surf the Internet too, as long as you're near a hotspot of course.

Paola: Sorry, what does, erm, 'hotspot' mean?

Assistant: That means an area where you can connect to the Internet.

Paola: Hmm. It's got a camera, hasn't it? Could you tell me about that?

Assistant: Yeah, it's really good. Five megapixels. You can take photos or video.

Paola: And it's got, er, a touch screen. I'd like to know more about that, please.

Assistant: Sure. You just press the feature on the screen you want to use, like this ... messages, or whatever ... and there you go.

Paola: I see. That's clever.

Assistant: You can download video games, and it's got an MP3 player for your favourite songs. You can even watch TV.

Paola: Wow!

Assistant: Yeah. It's very easy to use.

Paola: Oh, I nearly forgot. What's the battery life like?

Assistant: Not so great, but it comes with two batteries.

Paola: What happens if I press this button here?

Assistant: Er, nothing. You've got to turn it on first!

15

connect picture computer

16

camera popular feature address appointment

17

I often use my phone to surf the Internet.

18

- a Can I take a closer look?
- b Here's a picture of me and my friend.
- c The assistant said there's a sale on today.

19 (The assistant = Australian)

- Can I help you?
- a
- Right, well this one is pretty popular.
- b
- Sure. Here you are.
- c
- That switches it on.
- d
- That's for typing messages, like emails and notes.
- e
- It switches on the wireless internet connection.

20 (James and the assistant = American)

James: I'd like this DVD recorder, please.

Assistant: Sure. Er, we have a special offer on this at the moment ... pay \$50 now and then just 20 a month for 12 months.

James: That makes it, what ... \$290? It only costs 230. That's \$60 more.

Assistant: Yes, but it's for people who want to spread the payments, you know.

James: No thanks. I'll pay in full now.

Assistant: Fine. By the way, the manufacturer's warranty is a year, but for an extra 49.99 you can have our three-year instant replacement guarantee. That means if anything goes wrong, just bring it in and we'll exchange it for an equivalent model, no problem.

James: Hmm. No thanks. Oh, I nearly forgot. I don't want to carry this around all day ... Do you deliver?

Assistant: Yes, our standard delivery charge is \$40.

James: Oh, I see. Er, well ... if you give me free delivery, then I'll take the extended warranty option. How's that?

Assistant: Hmm. OK. I think we can work something out here.

21 (Henri = French; Karen = American)

Jane: Hello, I got this for my birthday a couple of months ago but the thing is I never really listen to music. I wonder if I can change it for something else? I haven't even opened it.

Henri: This was a present but the problem is I already have this one. Can I to exchange it,* please, for a different game? I haven't played it.

Pete: Yes, I got this last week but I'm not sure it's working properly. The problem seems to be mechanical – the paper gets stuck all the time. I can't use the fax function, either.

Karen: I've only had this a few months but I don't understand why it keeps crashing all the time when I'm on the Internet, and sometimes when I make a call I can't hear anything. I'd like a refund please.

*Did you notice?

Henri says *Can I to exchange it, please?* A native speaker would say *Can I exchange it, please?*

Unit 3

22 (a = American; d = Spanish)

- a I've had a really splitting headache all morning. It's more like a migraine. Do you have anything for it? It's killing me. What are those, on the shelf behind you ...?
- b I'd like to make an appointment, please, for as soon as possible. I've had a high temperature for a few days now, and I feel dizzy and nauseous. I need to see a doctor.
- c A friend recommended you. I'd like to book a check-up, please, and maybe have a polish, too. I'm not registered here, so what do I need to do?
- d Can you please to tell me* which ward Ricardo Suárez is on? He's my father. He was brought in earlier this morning, feeling breathless with a pain in his chest.

*Did you notice?

The speaker here says *Can you please to tell me ...?* A native speaker would say *Can you please tell me ...?*

23

- 1 I think he's in MIU, that's the Minor Injuries Unit. It's on the fourth floor.
- 2 These? They're new. They're quite effective. Let me see ... you can take two tablets now and another couple in four hours or so. That should get rid of it ... They're £4.50.
- 3 You'll have to come for a new patient check-up before you can be treated. We'll take an X-ray and check your teeth to see what work needs to be done.
- 4 Right, well we can fit you in at four o'clock this afternoon with Dr Wilson. Is that any good?

24 (Beata = German)

Beata: Hello, I'd like to register as a patient, please? I'm a student from Germany.

Receptionist: Right, well first you need to fill in this registration form. Do you live locally?

Beata: Yes. Just round the corner.

Receptionist: That's all right, then. As you're not a British citizen we need to see your passport, and proof you are working or studying here, so a letter from your school.

Beata: OK.

Receptionist: Once we've looked at your documents and you've filled in your registration form, we give you what's called a database card. You can fill this in at home, with your health details, and details of your family's medical history.

Beata: Oh yes.

Receptionist: Then you can come in for a Well Person Check, which is a basic health check to make sure you're in good shape. Does that sound OK?

 (Beata = German)

Beata: Oh, and what do I do if I feel sick? Receptionist: Well, you can either drop in or phone to make an appointment. We try to see everyone within two days. For blood tests, vaccinations and so on you can see the nurse. She's here Monday to Friday, from 8 am to midday. If you are very ill, then we do offer home visits, but you must call before 10.30 in the morning. And if you are sick out of hours, then we have an emergency number you can call. Oh, and if you just want advice, you can phone and speak to the nurse or a doctor between 11.30 and 12 on weekdays. It's all in the leaflet. Erm, what else? Oh, we have a Well Person Clinic on Wednesday and Friday afternoons, where you can get advice on diet, smoking, stress, and blood pressure checks. We also have special clinics for asthma, diabetes sufferers, and a baby clinic for new mothers. Oh yes, and for repeat prescriptions we need 48 hours' notice. Like I say, it's all in the leaflet.

Beata: OK. That's great. Thanks a lot.



Anne: I can't seem to switch off. I'm having trouble getting to sleep. I feel really tense and irritable.

Brian: It started a few days ago with a high temperature and now I feel weak and dizzy. I'm very lethargic and I'm shivering and sweating all the time.



Anne
Well, I think you're suffering from depression. I'm going to give you a prescription for some Nitropan tablets. They're anti-depressants. Here you are. The tablets I'm giving you are 1000 mg. They're quite strong, so just take one tablet in the morning and another at night. There's enough here for eight weeks, but come back and see me in a month, so we can see how you're getting on.

Brian
I'm afraid you have a mild case of the flu. This is a prescription for some medicine called Cordosole 5 that should sort it out. I want you to take two tablets three times a day, before meals. It should get better in a few days. OK?

 (Beata = German)

Beata: I feel nauseous all the time. I've been sick a few times and I have stomach cramps and diarrhoea. I feel absolutely awful. I don't know what's wrong with me.

 (Beata = German)

Doctor: Right, well I think you've got food poisoning.

Beata: Oh, no. Really?

Doctor: Yes, I'm afraid so. But it's not too bad. I'll give you a prescription for some tablets.

They're very good. Take two every four hours, and it should sort itself out in a few days.

Beata: OK, so I need to take two tablets every four hours.

Doctor: Yes, and if you're not feeling better in a week, come back and we'll try something else.

Beata: OK. Thank you very much, doctor.



- This is a prescription for some medicine that should help sort it out. Take two tablets three times a day, before meals.
- Well, I'm going to give you a prescription. Here you are. Take a couple of spoonfuls of this after every meal.
- Now, these are quite strong, so just take one tablet in the morning and one at night.
- There's enough there for four weeks. Finish the course and then come back and see me if you're not better.
- I'd say it's just a bad case of indigestion. I won't prescribe anything. Just try to eat less and avoid rich food. Oh, and drink plenty of water.



A: So you have to take two tablets once a day?

B: No, the doctor said take two tablets **twice** a day.

A: Did you say your left ankle was swollen?

B: No, it's my **right** ankle.



a So, your next appointment is on Friday at five thirty?

b Do you have to take two tablets before each meal, then?

c So it's two spoonfuls, twice a day?

d Did you say you had a pain in your left arm?

e You're here to have a check-up, aren't you?

Unit 4



[sounds]



a (B = Chinese)

A: What's the matter? I thought you'd have left by now.

B: It's the car. It won't start.

A: Oh dear. What a drag. Do you know what's wrong with it?

B: No. I have no idea. When I turn the key nothing happens.

A: The battery may be dead.

B: Hmm. That must be it. I suppose I'll have to call the garage.

A: You'd better call them quick. It's getting late.

B: Oh no. It's nearly six o'clock.

A: Yeah, I know. They might not be open.

b (A = American)

A: There's something wrong with this printer.

B: Really? You've only had it two months.

A: I know, but it won't print anything.

B: It might have run out of paper, I suppose.

A: No. It can't be that. There's plenty of paper. The problem is it just won't print.

B: It could be the cable. Is everything plugged in properly?

A: Yes, I've checked.

B: The cartridge might have run out.

A: Oh yeah. That's a point. I'll have a look.

c (A = Japanese)

A: Hey, what's all this washing doing here? It's soaking wet.

B: I think the washing machine might be broken.

A: Oh no. What's the matter with it?

B: It won't spin, and it's full of water. Look.

A: Oh right. It looks like the pump may need replacing.

B: Maybe. I think I'll take a look inside and find out.

A: You ought to call a plumber.

B: No, no it's not necessary. It won't take five minutes ...

 (The speaker = Canadian)

a Guess what? The dishwasher isn't working again.

b I don't know why, but my radio won't work. I think it's broken.

c My printer won't print anything. Do you know why?

d I've just had a shower but it was freezing cold. I couldn't get any hot water at all.

e There's no picture on the TV. Do you think it's broken?

 (The speaker = Canadian)

- Is there something wrong with your computer? It could be the cable. It might not be plugged in.

a

- Well, it may be a fuse. One of the fuses could have blown.

b

- It might be the monitor, I suppose. It may not be switched on.

c

- Well, what about the keyboard and mouse? They're wireless, aren't they? The batteries might have run out.

d

- Well, the hard disk might have broken, then.

 37) (a = French; d = Egyptian)

- a The toilet doesn't flush properly. I think I'll take a look.
- b The cooker doesn't work properly. Maybe I should try to fix it.
- c This new DVD recorder might be broken, you know. It won't record anything. Maybe I'll take it back to the shop.
- d The air conditioning keeps to make a funny noise*. Do you think I should take a look?
- e I've been sick twice this morning. What do you think I should do?

 *Did you notice?

The speaker here says ... *keeps to make a funny noise*. A native speaker would say ... *keeps making a funny noise*.

 38) (The speaker = American)

- My car isn't running properly again. I'm a bit worried about it.
- a
- I know, it's just that last time the repair bill was so expensive.
- b
- I suppose you're right. Maybe I'll take a look myself first.
- c
- Yes, I guess you're right. But the problem is, I have to be in London tomorrow for an important meeting.
- d
- That's a good idea. I'll drop the car off at the garage on my way to the station.
- e
- OK. Good idea. Thanks.

 39)

- a I've got really bad toothache.
- b I'm tired of doing all this homework.
- c I think I eat too much fatty food.
- d Oh no. My computer's crashed again.
- e I had another argument with my boss yesterday.

 40)

- a Oh, the last emergency I had was last month. I'd been shopping and when I got back to my car I found that someone had smashed the back window and taken all my shopping bags and my handbag ... you know, with all my credit cards and money!
- b I remember driving back from a friend's house late one night. It must have been around 2 am, and er, they live in the middle of nowhere, so I was driving along this lonely, isolated road ... all on my own, and, anyway, my car just stopped ... the engine wouldn't work. I was stuck on a lonely road in the middle of the night! And I didn't have any breakdown cover or anything.
- c An emergency? Oh, yes. That's easy. A couple of years ago I came back home and found I'd been burgled. Someone had smashed a window and climbed through.

They'd wrecked the place, and taken just about everything of any value.

- d Oh, well a few years ago, I remember one day I saw this smoke coming from under the front door of my neighbours' house. There was an old couple living next door, you see, and I thought they might have set fire to something by mistake ... left the oven on, or whatever. I knocked but there was no answer ...

 41)

- 1 I called the police, of course. They came and told me to go through the house and make a list of everything that was missing. None of it was ever recovered, but I claimed on my household insurance so it wasn't a complete disaster. It was very shocking, though.
- 2 I called the police on my mobile phone and waited for them to arrive. There wasn't much they could do, of course. It was my fault. I should have put my bags in the boot, out of sight.
- 3 I tried to force open the front door but couldn't. I called 999 and asked for the fire service. Luckily they arrived very quickly and smashed through the door. It turns out my neighbours weren't in, but their TV had somehow caught fire and all the downstairs was covered in black smoke.
- 4 I called my friend and asked her to come and collect me. We left my car where it was, and the next day I phoned a garage to come and collect it. It cost a fortune, though!

Unit 5

 42)

Welcome to the UK Visa section. If your enquiry relates to somebody already in the UK, please press 1 now to contact the Immigration and Nationality Directorate of the Home Office. For information about various categories of visa and the visa application process, press 2. If you are enquiring about an appeal, press 3. If you are enquiring about a working permit, press 4. For all other enquiries, or to ...

 43)

Please note you can visit our main website at www.ukvisas.gov.uk for information on the visa application process. You can also download application forms, and email your enquiry. Alternatively, you can send a fax on 020 7008 8359, or you can write to UK Visa section, London SW1A 2AH. If you wish to speak to an operator, you can call us between 9.30 am and 1.30 pm Monday to Friday, except public holidays. To speak to an operator, press 1 now.

 44) (Yuki = Japanese)

Visa officer: Hello, UK Visa section. This is Martin speaking. How can I help you?

Yuki: Hello. I'm a Japanese citizen and I'm here as a tourist now but I'm thinking of studying here on a course. Can you tell me if I need a visa?

Visa officer: Will your course be over six months?

Yuki: Yes. I'm thinking of a one-year course.

Visa officer: Then yes, you'll need a Student Visa.

Yuki: Oh, right. What do I need to do to get a visa?

Visa officer: Well, there's quite a few things you need* First, you need to fill out a form VAF1, and send it in to your local British Embassy Visa section with your passport, two recent colour passport-sized photos and the necessary supporting documents.

Yuki: Sorry, what do you mean by 'supporting documents'?

Visa officer: A letter from the school or college to say what you'll be studying, how long the course is, etc. We also need evidence you can support yourself while you're in the UK, so your last six months' bank statements.

Yuki: I see. And can I work if I have a student visa?

Visa officer: Part-time or holiday work is OK, but you mustn't work over 20 hours a week.

Yuki: OK. Oh, I nearly forget* How much is it?

Visa officer: A Student Visa is £85.

Yuki: Hmm. How do I apply?

Visa officer: You can apply by post or in person. Just make sure you apply at least one month before you plan to start your studies, but not more than three months.

Yuki: OK. Well, I think that's everything. Thanks very much for your help.

Visa officer: You're welcome. Enjoy the rest of your holiday in the UK.

Yuki: Thanks. Bye.

 *Did you notice?

The visa officer says *There's quite a few things you need*. This is a common native speaker error. It should be *There are quite a few things you need*.

 *Did you notice?

Yuki says *I nearly forgot*. A native speaker would say *I nearly forgot*.

 45)

You'll need entry clearance to come to the UK. a

Entry clearance means official permission to enter the country, so a visa or entry clearance certificate.

If you need extra help you might want to contact the IAS.

b

IAS stands for Immigration Advisory Service. It's an organization which helps people wishing to move to the UK.

You can apply through your nearest UK Mission.

c

That's the local British embassy or consulate in your country.

The UK isn't part of the Schengen area.

d

The Schengen area is a group of EU countries that don't have border or immigration controls.

Are you from an EEA country?

e

EEA stands for European Economic Area. It's made up of the EU countries plus a few others, all in Europe.

46 (The speaker = American)

There are three main ways you can get permanent residency, or a green card. If you are coming to work in the US and you have a permanent job, then you can get an employer-based green card. If you have family here who are citizens or already have a green card, then you can apply for a family-based green card. Finally, you can win a green card through the Diversity Visa lottery programme. 50,000 green cards are given away every year to people from countries with low rates of immigration to the US.

47

There are several steps in applying for an employer-based green card. Your US employer must complete Form ETA 750 and the Department of Labor must approve the request. Then, the Department of State must approve an Immigrant Visa Petition, which also has to be sent in by your employer. That's usually Form I-140. After that, you will be given an Immigrant Visa Number.

48

You need to supply your birth certificate, a copy of your passport, and two colour photographs. We also need to take your fingerprints. You should also complete Form G325A with biographical information. We need a letter from your employer, and you have to have a physical. You don't normally need an interview.

49 (The official = French)

1

– So, when did you arrive in France?

a

– You have a tourist visa but you now want to work. Why is that?

b

– If we grant you a work permit, it will only be for nine months. How long are you thinking of staying here?

c

– Have you found a job already?

d

– I see. And have you got all the necessary supporting documentation?

e

2 (The official = Canadian)

– You're a student here. What are you studying?

a

– Why do you want to work?

b

– How long are you going to be studying here for?

c

– Have you found a job already?

d

– Have you got a Social Insurance Number?

e

e That was a bad film, wasn't it?

f I thought it was an interesting programme.

g You look angry.

h That statue's very big.

54

a Is it easy to get to?

b How expensive is it, once you're there?

c What's it like to get around?

d What is there to do?

e Are there any good beaches?

f What's the biggest attraction?

g What's the nightlife like?

h Is it famous for anything in particular?

i Are there any places to visit nearby?

j When's the best time to go?

55

1 Well, the hotels aren't cheap, but if you don't stay in the centre then you can get a good hotel at very reasonable rates, and you can eat out quite cheaply if you know the right places to go. The food is fantastic by the way.

2 The Golden Gate Bridge, for sure. You should definitely walk across it. It's amazing!

3 Er, the old-fashioned Victorian architecture, I guess, and the cable cars, of course. The food is very varied and cosmopolitan, and the views, too, I guess, over the bay area.

4 Loads. There's the bay area, you mustn't miss that. There are lots of parks, great shopping at Union Square. You should definitely go to Fisherman's Wharf, and the sea lions at Pier 39 are well worth a visit. You mustn't miss Chinatown, either. It's the biggest outside China with some great markets. You have to stay there at least five days if you want to see everything.

5 Sure. There are three airports and they're all well connected. You can take the subway system or coach, bus, train. No problem.

6 Yeah. You have to take a day trip to Alcatraz. It's quite expensive, but it's well worth visiting.

7 Well, it's on the coast but it's not really that kind of city. It's hardly ever hot enough to sunbathe or go swimming.

8 Anytime is good, but the warmest days are September and October. It's generally quite mild, so you'll need a coat whenever you go.

9 You should definitely walk, and take a cable car. It's the best way to see the city. Parking's a problem, and anyway you don't really need a car. There are lots of ferries and buses, too.

10 Pretty good. It's not famous for it, though, so you really ought to check what kind of place you want to go to. There are a few good live music bars, I guess.

56

There are three airports and they're all well connected.

It's generally quite mild, so you'll need a coat whenever you go.

Unit 6

50

Sarah: So what do you think of the view? Not bad, eh?

Paul: Yeah, it's fantastic. You can see for miles. Thanks for showing me round, Sarah.

Sarah: No problem. Glad you're enjoying it!

Paul: What's that over there? That big building with the lights outside?

Sarah: That's Ronelles. It's a good place to go if you want to go dancing. It doesn't close until four.

Paul: Hmm. Well, I'm not really into clubbing.

Sarah: Me neither. Anyway, on the left is Crosswell Hill. I quite often go for a walk there and read a book if the weather's nice.

Paul: Hmm. Crosswell Hill, eh? I guess it's handy for joggers?

Sarah: Yes, and it's popular for walking dogs.

Paul: Well I might go jogging tomorrow morning. Hey, who's that, in the middle? It's huge!

Sarah: People call him Old Keller. It's about 100 feet high, I think. James Keller was an important person here in the last century and when he died they built that. It's made of marble.

Paul: Right. And that's impressive, ... on the right, just over there.

Sarah: Yeah, people call that the Typewriter, because it looks like a typewriter. It was built after the Second World War. The names of all the men from the city who died in the war are on it.

Paul: Why are we stopping?

Sarah: Because we're going in there for a bite to eat.

Paul: What ... Figo's?

Sarah: Yeah. It's famous for its sandwiches. They're the best in town.

Paul: Great. I'm starving!

51

Sarah: Yeah. It's famous for its sandwiches. They're the best in town.

Paul: Great. I'm starving!

52

I'm starving! We're exhausted! It's fantastic! It's huge! How terrible! That's fascinating! I'm furious! I was terrified!

53

a Are you hungry?

b Are you tired?

c That meal was good, wasn't it?

d The kitchen is a bit small.



- a The beaches are good but they're very crowded.
 b Where's the best place to go for a night out?
 c How much is a single room for three nights?
 d It's a good place to go if you like wandering round street markets.

Review 1



Section 1

- 1 Why are you returning the sweater?
 2 Hey, I like your shoes.
 3 Oh no. It's raining!
 4 My car's making a funny noise.
 5 I come from Scotland originally, you know.
 6 Are you tired?
 7 The thing is, I'm not sure you're eligible.
 8 Oh no. My computer's crashed.
 9 I don't like travelling by plane at all.
 10 Can you recommend a good hotel?



Section 2

- 1
 a If you give me free delivery, I'll take the extended warranty.
 b Yes, I'd like free delivery, thanks.
 c Give me free delivery first.
 2
 a It might not be broken.
 b It can't be the fuse.
 c The battery may be dead.
 3
 a It's famous for a kind of chocolate cake.
 b The problem seems to be in the centre.
 c Yes, it's great, isn't it?
 4
 a Is it? That's great.
 b You'd better call a plumber.
 c What a terrible thing to say!
 5
 a Yes, I'm interested in that.
 b You'd better not do that.
 c Sorry. What's a Statutory Waiver Form?
 6
 a I don't understand why it's stopped working.
 b Could you tell me about this model?
 c It's stopped working, hasn't it?
 7
 a You should definitely get to know the area.
 b The thing is, I don't really know the area.
 c I'd like to know more about the area.
 8
 a If you give me 10% off, I'll take two.
 b I ought to take two.
 c You have to give me a 10% discount.
 9
 a Someone must have repaired it.
 b You really should take it to a garage.
 c You really should call an electrician.
 10
 a It can't be a smart phone.
 b I'd like to know more about smart phones.
 c Is it OK if I have a smart phone?



CD2 Work and Study

Unit 7



- Mark: Hello, The Møller Centre. Mark speaking. How can I help you?
 Client: Hello, Mark. It's Natasha Peters here from ARG in London.
 Mark: Oh hello, Natasha. How are you?
 Client: Oh, I'm fine, thanks. Busy as always.

We've got our annual sales conference coming up again and I just need to check a few things.

- Mark: OK, well let me just get my booking sheet and ... OK, fire away! Dates first, yes?
 Client: Yes. It'll be from the 5th to the 9th July, inclusive.

Mark: So that's five nights. Yes, we can do that.
 Client: Great. There'll be 34 this time. That's 19 men and 15 women, plus myself as organizer of course ... oh and two senior HR people as well.

Mark: OK ... got that. All in single rooms?
 Client: Yes ... er no. Actually, Sally and James just got married, so I guess they'd want a double. And I'd be grateful if you could give me a double room too please, if possible.

Mark: I'm sure we can do that for you. A bit of extra space is always welcome, isn't it? The HR people might prefer a double each as well.

Client: Oh, yes. Good idea. And one delegate is in a wheelchair, Mr Jackson. He'll need a room on the ground floor.

Mark: Fine. You remember most of our standard single rooms have showers rather than baths?

Client: Yes, but I'd appreciate it if you could give us as many rooms with baths as you can.

Mark: OK. I'll see what we can do. What about training rooms?

Client: This year we need one large training room for us all and then three smaller rooms each holding around a dozen people. Is that possible?

Mark: Hmm ... let me see for those dates ... Yes, I can give you the Shelley Room in the Study Centre, that seats fifty so you'll all be fine in there, and Meeting Rooms C, E and F. They can manage a maximum of fifteen each.

Client: That sounds perfect.

Mark: It's full-board again, I assume, so breakfast, lunch and dinner each day?

Client: Yes, that's right. Can we have the refreshment breaks at 10.30 and 3.30, please?

Mark: OK, I'll make a note of that.

Client: We need computer data projectors and screens in all the rooms of course.

Mark: No problem. Each room has a whiteboard, flipchart, delegate pads and pencils and water as standard. By the way, we're all wireless now, so delegates will be able to use their laptops for email and so on wherever they want, also at no extra charge.

Client: That's great. And if possible we'd like to have a late check-out on the 10th. Two o'clock, please.

Mark: OK. I'll organize that for you.

Client: Thank you. Now, what's the best price you can do all that for?



- a (A = Japanese, B = Chinese)
 A: I don't know what it's called, but you use it to clean your teeth.
 B: A toothbrush? Yes, you can buy one at reception.
 b (A = Spanish, B = Chinese)
 A: I need something to put these posters on a display board.
 B: Sure. Here are some drawing pins.
 c (A = Japanese, B = Chinese)
 A: Have you got anything for cleaning marks off clothes?
 B: Yes, of course. I'll get you some stain remover.



- Hello. Can I help you?
 a
 No problem. You can use this hole punch.
 Hello. Can I help you?
 b
 Yes, here's a recharger. Just bring it back when you've finished, will you?
 Hello. Can I help you?
 c
 Sure. Here are some scissors. Watch out! They're quite sharp.
 Hello. Can I help you?
 d
 You mean a calculator. You can borrow mine. Here you are.



- Peter: Oh, sorry Viktor. Are you in the middle of something?
 Viktor: No, that's OK, Peter. Come in.
 Peter: It's the London project. I could really do with a hand.
 Viktor: Really? I thought you were on top of everything.
 Peter: Only just. It's a lot more work than I thought when I took it on.
 Viktor: Hmm.
 Peter: If I had some help, I would be able to finish on time.
 Viktor: Well, I don't think we can spare anyone. Everyone's busy on other projects.
 Peter: I'm in danger of falling behind. I may not finish on time if I don't get any help.
 Viktor: When is the deadline?
 Peter: A week on Friday. It would help a lot if someone could write up the report.
 Viktor: Hmm. Well, OK. I'll see if I can get anyone to help you out for a couple of days.
 Peter: That's great. Thanks a lot.



a – d OK, I'll do it for you now.



7

- 1 Have you finished the report?
- 2 Do you want a hand with that?
- 3 Let's do this together, shall we?
- 4 We need to finish it today.
- 5 I'll photocopy those files for you, if you like.
- 6 It's time to start the meeting.
- 7 Do you think you could help me with this, please?
- 8 How are you getting on with that?

Unit 8



(Speaker = Australian)

First I'd like to welcome all of you to AGM Industries. As you know, we're fast becoming one of the leading hi-tech companies in the world. Nobody could have foreseen back in 1989 when the company was founded that we would grow so quickly, and so successfully. Today from our home here in Cambridge, AGM Industries controls a multi-million pound business, providing microchip technology to computer manufacturers all around the world. Last year our turnover was in excess of £250 million. We have a total workforce of over 1100 people worldwide, and with your help we aim to grow our 15% share of the market and become even stronger.



(Speaker = Australian)

At AGM Industries, we pride ourselves on delivering the best products at the most competitive prices ... and in the quickest time frame to our customers. I know all of you will take on board these values, and work with me to achieve our goals.



(Speaker = Australian)

Our company structure here at HQ is fairly traditional. We are headed by the company Chairman, and under him are the President, and the CEO. The CEO is in charge of three divisions; Strategy and Planning, Human Resources and Customer Services. The President has control of four divisions. Operations, which is made up of the Product Management and R and D departments; Technical Services which includes the Quality Control and Technical Support departments ... the Business Development division, which includes Sales and Marketing, and finally there is my division, Finance, which stands by itself.



(The speakers = American)

Peter: Well, this is your office, Lisa. Carol? This is Lisa.
 Carol: Hi Lisa. Pleased to meet you. I'm Carol Parks, the Accounts Manager.
 Lisa: Hi. Lisa Vickers. I'm looking forward to working with you.
 Peter: I'll just show you around, so you get to meet a few more people ... Oh, there's Tim. Tim? Let me introduce you to Lisa Vickers. She's our new Accounts Administrator.

Tim: Hello Lisa. I'm Tim Starks, the Payroll Manager.

Peter: Tim's responsible for making sure everyone gets their salary at the end of the month!

Lisa: Ah, so he's a very important person, then!

Peter: Oh, and I want you to meet Helen. Helen Green. She's the CFO. Helen?

12 (Michiko = Japanese; Carl = American; Youssry = Kuwaiti; Heidi = German) Michiko

I'm in charge of promoting the company, both within the industry and in the wider community.

My main responsibility is to raise our profile and to make sure the image we project is a positive one.

Carl

Well, my job involves taking tough decisions about our expenditure and any investments we may make. I'm mainly concerned with budget allocation and resource management.

Youssry

I'm interested in people. I'm responsible for hiring and firing, of course, but also for the welfare and professional development of all the staff here.

Heidi

I manage a team of ten people, and together we work to design new technologies that the company can take forward to production. My job involves a great deal of research and study, and also a lot of practical testing and trials.



13

- | | | |
|--------------|------------|----------------------------|
| 1 analytical | flexible | determined |
| 2 creative | efficient | reliable |
| | methodical | confident |
| | | well-organized
sociable |

Unit 9



Conversation 1 (B = French)

A: Hello, Life and Times Book Club. Angela speaking. How may I help you?

B: Hello, yes. I still haven't received the book I ordered two weeks ago, I'm afraid.

A: Oh dear. I'm very sorry for the delay.

B: The thing is, I need it urgently.

A: I'm afraid we've been very busy recently and ...

B: Can you tell me when will I get it?*

A: Please give me a moment and I'll check ... What's your order number?

B: It's, er ... GHY723.

A: Right. You ordered *Stress Management* ... £14.99.

B: That's right.

A: I can see what's happened. We received your order on the ... 23rd, but it hasn't been processed yet. I'll get onto it immediately.

B: You mean you haven't sent it yet?

A: No. Like I say, the order hasn't been processed.

B: But you will send it today, won't you?

A: I can't guarantee it. It's already after three, you see.

B: Is that the best you can do?

A: I'm afraid so. Is there anything else?

B: No, that's all. Thank you.

A: Bye.

Did you notice

The speaker here says *Can you tell me when will I get it?* A native speaker would say *Can you tell me when I'll get it?*

Conversation 2 (B = Indian)

A: Hello. Home and Office Supplies. Can I help you?

B: Yes, it's Thomson Electronics here. We have an account with you.

A: Oh yes. How can I help?

B: We've just had some printer cartridges delivered but they're the wrong ones. They don't fit.

A: Oh dear. I do apologize for the mix-up.

B: I don't know how you could've got it wrong. We order from you all the time.

A: I know, but unfortunately we've been having computer problems.

B: Well, how can we sort this out?

A: Could you bear with me a moment, please? ... Ah yes, I have the order here. You want 25 HP356 printer cartridges. Is that correct?

B: Yes, that's right. But you've sent us 25 HP56 cartridges instead.

A: I see. I'll sort it out right away and we'll post the order special delivery.

B: Thanks.

A: I'll put a £30 credit on your account to make up for the inconvenience, as well. Is that all right?

B: Oh, that's very nice. Thanks.

A: Not at all. It was our mistake. Can I help you with anything else?

B: No thanks. That's it. Bye.

A: Goodbye.

15 (d = Chinese)

a I asked for a brochure a month ago, but I haven't received one yet.

b I placed an order with you over a month ago, but I haven't received anything yet.

c I've been trying to order online, but it won't accept payment.

d You seem to have charged me twice for the same thing on the latest invoice.

e The manager said he would call me back today, but I've heard nothing.

16 (a and e = Chinese)

a I ordered a set of six wine glasses, but when they arrived three were broken.

b The TV I bought from you has stopped working. I've only had it two months.

c I'm sorry, but you seem to have delivered the wrong sofa. I ordered a blue one and this is black.

d I've just seen my bank statement, and I've been charged the full price for the DVD recorder I bought, but it was 15% off.

e I've been trying to get through to your technical support line for ages, but it's constantly engaged.



- I paid for a Canon X40 printer online, but you've just sent me an email saying it's not in stock.
- a Well, I need one urgently. When will you have more in stock?
- b Well, can you make sure you send me one as soon as they come in? My name's Ketson. It's order number 2374.
- c OK, thanks a lot. Bye.



- a What would you like to order?
- b We can guarantee delivery by the end of the month.



- a I asked you over a month ago for a brochure.
- b Please give me a moment to check.
- c I'll get onto it immediately.
- d We'll post the order special delivery.
- e I'll post it in the afternoon.
- f Can I ask who is speaking, please?
- g I do apologize for all the inconvenience.
- h You sent me an email to ask about delivery.
- i I'll be out of the office all next week.



- 1 This camera won't record anything. I can't understand it.
- 2 This computer keeps crashing. It's really annoying.
- 3 The projector doesn't work. I turn it on and nothing happens.
- 4 It's really hot in here. I think the air-conditioning's on the blink again.
- 5 This printer won't print anything.
- 6 I can't get this fax to go through. It won't send it.



- 1 You've checked there's some paper in it, haven't you?
- 2 Yeah. It's probably the thermostat again. I'll call Maintenance.
- 3 The battery might be low I suppose. I'll get you another one.
- 4 Why don't you ask David? He's good with computers.
- 5 The bulb might have gone. Do you want me to call the technician?
- 6 It might be worth checking the number. Are you sure it's right?



- (Pilar = Brazilian; Martin = American)
- Martin: Pilar. There's something wrong with this photocopier. I keep pressing the button but it won't do anything.
- Pilar: Oh dear. Do you want me to give you a hand, Martin?
- Martin: Thanks. Have you any idea what this symbol means? The one flashing here.

Pilar: Maybe it means there is some paper stuck inside. It might be worth opening it and having a look.

Martin: How do I do that?

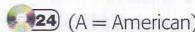
Pilar: You could try pulling that lever there. That's the one.

Martin: Oh yes. You're right. There is some paper stuck in here. Thanks a lot. I think that's sorted it now.



- a We've got so many orders we're in danger of falling behind on deliveries.
- b My computer's running really slow. It's so annoying!
- c Our main competitors are all cheaper than we are.
- d I'm not sure how we can get clients to buy any more of our stock.
- e I've had reports that staff morale is rather low.
- f That's the third time this week our electricity supply has been disrupted.

Unit 10



Conversation 1 (Tim = Canadian)

- A: Hello, Smart Finance Limited.
- B: Hello. This is Norman Silvers from Highgate Investments. Would it be possible to speak to Mr Fredericks, please?
- A: I'm afraid he's in meetings all morning.
- B: I see. Will he be available this afternoon?
- A: Yes. He should be free after lunch.
- B: Could you ask him to call me? It's very important.
- A: Certainly. Norman Silvers, wasn't it?
- B: Yes, from Highgate Investments. He has my contact details.
- A: Very good. I'll make sure he gets the message.
- B: Thanks very much. Goodbye.

Conversation 2

- A: Hello, Accounts.
- B: Hi, it's Charlie. I need to check some figures from the sales report. Is Sharon there?
- A: Nope. She's out of the office at the moment.
- B: Do you know when she'll be back?
- A: No, I'm afraid not.
- B: Well, when she gets in can you say I called?
- A: Sure. No problem.
- B: Thanks a lot. Bye.



(The speaker = Australian)

- Hello, Richmond Travel Ltd.
- a I'm afraid she's in meetings all morning.
- b Yes. She should be free after lunch.
- c Certainly. What was your name again?
- d Very good. I'll make sure she gets the message.
- e Goodbye.



- Hello, Personnel.

a

- Nope. She's out of the office at the moment.
- b
- She should be in after two, I think.
- c
- Sure. No problem.
- d
- 344. OK, got it.
- e
- Bye.



Conversation 1 (Tim = Canadian)

- Tim: Hello, Tim speaking.
- Judy: Hi, Tim. It's Judy. Is Mike there?
- Tim: Hang on. I'll try his office for you. ... No, sorry. The line's engaged.
- Judy: Oh, right.
- Tim: Can I take a message?
- Judy: No, it's OK. I'll call back later.

Conversation 2 (Hugo = Spanish)

- Jane: Hello. This is Jane Garston.
- Hugo: Hello. I'd like to speak to Brian Cardew, please.
- Jane: I'll just put you through ... I'm afraid he's on another call right now.
- Hugo: Oh, well, um ...
- Jane: Would you like to leave a message?
- Hugo: No, that's fine. I send him an email.*
- Jane: OK. Thanks for calling.

Did you notice?

Hugo says *I send him an email*. A native speaker would probably say *I'll send him an email*.



- (The speaker = French)
- Oh, hello. I'd like to speak to Françoise Chirac, please.
 - a
 - Thank you.
 - b
 - Oh, I see.
 - c
 - Yes, please. Could you ask her to call me as soon as possible?
 - d
 - Pierre Dupont. Françoise has my contact details.
 - e
 - Thank you. Goodbye.



- Hi, Nigel. It's Samantha. Is George there?
- a
- Thanks.
- b
- Oh, right.
- c
- Yes, please. Can you tell him I called?
- d
- Yes, that's right.
- e
- Thanks. Bye.

- a Do you know when she'll be back?
 b Would you like to leave a message?
 c Could you tell her I called?
 d Do you want to call back later?
 e When's the meeting going to finish?

- a What do you want to talk about in the meeting?
 b Can you tell me if you're going to leave early?
 c When would you like to have the meeting?
 d When could you give me an answer?
 e When do you expect to get a promotion?

- (b = Kuwaiti; e = Chinese)
- a Hello, I'd like to speak to Mr Watson in the Personnel Department please about the position advertised in the local paper. If you ...
 b My name? Yes of course. It's Hashem Aghajari. I'm calling about ...
 c So we definitely need this order by the 6th ...
 d The thing I want to ... stress is ... that the delivery should be ... made ... on the 20th at the latest ...
 e So that means all five of us need to be there on the fourth by three or at the latest four or else the meeting about ZX34 transit plans in Room 21 will have to relocate to my office on the seventh floor which is available until six ... Got it?

- a Would you mind spelling that for me?
 b Sorry. Can you run that by me again?
 c Could you speak up, please?
 d I think we have a bad connection. I'll call you back.
 e Could you speak a little slower, please?

- a I'm sorry, I think I pressed the wrong extension. Can you put me through to ...
 b Peter called earlier. He's trying to get some figures together and he wants you to see him at five o'clock in his office if possible ...
 c If Mr Banks calls, then tell him I'm in a meeting with you, and after you've typed up the Vicks report this morning, I'd like you to first arrange a meeting with Mike at FedEx for sometime next week, and then book a flight to New York leaving before midday tomorrow.
 d Please tell her that Machiko Katsumata called.
 e If Mrs Henries calls ... most important ... don't agree until ... meet first ... 10th at the earliest ...

Unit 11

OK, everyone? Erm ... Perhaps we can get started. We have a lot to get through over the next couple of days. First, let me thank you all for coming. I know some of you have travelled a long way. I'd especially like to welcome Javier and Ian who've come from Spain to be here, and Inessa for interrupting her holiday. As you know, the purpose of this meeting is to come up with some recommendations for turning things around in the light of appalling sales figures for the last quarter. You can see from the agenda that we have several items to cover. Namely, falling European sales, increased competition in our domestic market ...

(Javier = Spanish)

David: So, I'd like to know what everyone thinks about the Board's proposal to pull out of France and Germany? How do you feel about it, Inessa?

Inessa: Well, David, I think it's a bold move and it's probably the way we need to go, so yes, I'm in favour of it.

David: Hmm. Javier, what are your thoughts?

Javier: I agree to some extent, but there are considerable costs involved. For example ...

Ian: Sorry, can I come in here?

David: Could you let Javier finish, please Ian? Javier, you were saying?

Javier: Yes, thanks. The costs are huge. It will cost over five million just to close our branches there and we can't guarantee the move will succeed. It's risk* I'm not completely opposed to it but, er, you know ...

David: Ian, you wanted to say something?

Ian: Yes, Javier I see your point, but, well, basically I'm not very keen on the idea at all. As well as the costs, we need to consider our long term future. We need to expand our European operations, not close them down!

Inessa: Perhaps we should consider just closing down the least profitable of our branches in France and Germany.

Javier: I have no problem with that. What do you think, David?

David: Well, I can see pros and cons each way. It's quite a mixed picture.

Ian: I can't agree to that, I'm afraid. Like I say, I think we need to stay in France and Germany. That's where our future lies.

David: Right. Does anyone have anything else to add? OK, then. I think I need to pass all your thoughts on to the Board for further review. Clearly, we can't come to a unanimous decision here. Now, shall we move on?

Did you notice?

Javier says *It's risk*. A native speaker would probably say *It's a risk* or *It's risky*.

We need to expand our European operations, not close them down!

- a Sales should be increasing, not falling.
 b We need our staff to work longer hours, not shorter.
 c We should be hiring staff, not firing them.
 d We need more skilled labour, not unskilled labour.
 e We need to be more competitive, not more expensive.

Unit 12

(The speaker = American)

Now, I'd like to begin by giving you a few pointers on taking notes in lectures. This is a vital skill, so listen up! Most important of all is that you shouldn't try to make a note of everything you hear. A lecture is not a dictation. You have to listen and decide what *is* important and what *isn't*. Second, when you make notes, don't write everything in full. Use abbreviations, symbols, numbers ... anything to help keep pace. Also, try to organize your notes effectively. Furthermore, you should try to be an active listener. By that, I mean you need to try and predict what the speaker is going to say ... so before the lecture ask yourself what you already know about the topic, and during the lecture think about where the talk might be heading. Another useful tip is if you miss something then don't panic. Lecturers usually repeat themselves ... certainly, the important information ... for example by paraphrasing or in summary. Something else you should be sure to do is listen for the main ideas, as well as the details, otherwise you won't be able to see the wood for the trees. And finally, after the lecture, you should review your notes as soon as possible. That means basically writing them out again, but this time reorganize them, highlight the main points, and even add your own thoughts and comments in the margin. Reviewing your notes in this way will help everything sink in, and make a useful study aid. So, now I've covered that I'll start with the register.

Now, most people would agree that the massive economic growth China has enjoyed in the last forty years represents perhaps the most significant geopolitical event of the 21st century. It started with the economic reforms back in the late 1970s, before which time China's economy was largely rural.

Since the 1970s China's economy has grown on average 10% a year. Exports have soared and industrial production is growing at 17% per annum. Since 2001, China has doubled its share of global manufacturing output. In

fact, China is second only to the US, and most forecasts suggest it will overtake the American economy within the next ten years.

China's population of 1.3 billion makes it a staggering one fifth of the world's population. This huge population resource means not only is China the world's largest market, but it also underpins the main reason for its economic rise – a large workforce. The incredible economic growth in China has meant huge changes for the workforce. For example, it is estimated that about 200 million people have moved from rural areas to urban areas to find work, resulting in the biggest mass migration in history. Employment in agriculture has been replaced for millions by jobs in manufacturing and industry, which, for many people, has meant having to retrain, acquire new skills, and adapt to a new way of life. Many would argue that the growing middle class is the backbone of China's success.

However, some economists see weaknesses in China's economy. They point, for example, to the fact that many of the manufacturing companies that produce goods in China are in fact foreign. These foreign companies, they argue, will continue to invest in China while labour costs are low, but if wages start to rise too much, they may move their production to other parts of the world where rates of pay have remained lower.

China has come a long way since the 1970s, but it would seem that, for China to continue its economic success story, the country must not rely on outside investment and expertise, but must invest more in skills and training in order to produce its own experts and entrepreneurs of the future.



a (The speaker = Indian)

The talk was about China's economy. The speaker began by talking about the emergence of China as a major economic power, which started with economic reforms in the late 1970s. Then she gave some statistics about China's economy today. It's the second largest in the world, and should overtake the US in a few years. She went on to talk about China's huge population, and how large numbers of people have moved from rural to urban areas to find work. Then she mentioned some potential weaknesses in the Chinese economy, such as a dependence on foreign companies. Finally, she talked about the challenges for the future, especially the need for China to invest more in skills and training.

b

The talk was about the growth of China's economy. The speaker began by saying it was the most significant event of the 21st Century, growing 10% a year although it's still not the biggest economy. After that she said that millions of people in rural areas had moved from the countryside to the city, and this was the biggest mass migration in history, which I thought was amazing. I think she said something about

wages going up there, but basically her idea is that the Chinese economy will continue to grow.



- Could you explain what you mean by the biggest mass migration in history?
- Can you go into a bit more detail on the cost of labour in China?
- What exactly are you getting at when you refer to the middle class as the 'backbone of China's success'?
- Would you expand a little on the impact of China's economic growth?



- Basically, what I want to say is that the purchasing power of this new class is helping to support the domestic economy.
- I suppose what I'm driving at is that never before has such a huge movement of people from rural to urban areas taken place over such a short period of time.
- Yes, an average factory worker in a coastal city in China earns up to \$350 a month these days, while in some other countries it can be as low as \$100. The point I'm trying to make is that rising wage costs could make China less attractive for foreign companies.
- Well, I think it's a necessary factor for global economic development. In other words, what I'm saying is that without China as the economic powerhouse in the world, all our economies would be worse off.

Unit 13



(Kirsty = New Zealand)

So, let's consider where we expect to see visitors coming from in 2012. You can see from this chart that we anticipate the vast majority of our visitors to continue to come from our neighbour Australia. Other significant markets are the UK which we have included along with Nordic countries and Ireland, North-East Asia, principally Japan, and the Americas, notably the US of course.

Let's take a closer look at our biggest market by far, Australia. This graph shows that visitor numbers from Australia will continue to rise. Growth here will remain steady, as it has been for the last twenty and more years. We expect this to continue, thanks to a combination of low airfares and aggressive marketing by our Ministry of Tourism in Australia. With total growth around 3% per annum we expect numbers from Australia will get up to around 1.2 million. As for why people come here, we don't expect that to fluctuate much at all. What we can see here is that we expect almost no change in fact, with the top reason continuing to remain holiday, where it's mainly sightseeing and outdoor activities that are of interest, and then the principal other reasons ... visiting friends and relatives.



People come to New Zealand to go sightseeing, do outdoor activities and go shopping.



- Great Britain is made up of three countries: England, Scotland and Wales.
- Wales is popular for walking, its great beaches and its many castles.
- In Scotland tourists visit Edinburgh, Loch Ness and enjoy the great scenery.
- Popular tourist destinations in England are the Lake District, Cornwall and of course London.
- London's top attractions include the London Eye, the Tower of London and Buckingham Palace.
- Three popular museums are the National Gallery, the British Museum and the Tate Modern.



(Speaker = Chinese)

- In fact, the weather was unusually hot for the whole of the summer and as a result icecream sales increased sharply.
- Demand all over the country rose to new heights. For example, in London we sold 35% more ice cream than last year.
- Of course, all this has had a tremendous effect on our bottom line and has helped to lift us out of the difficult situation we were facing last year. In other words, we no longer have to consider a programme of compulsory redundancies.
- ... and that is basically all I have to say for the moment. To sum up then, results have far exceeded our expectations and the future for Mills Ice cream looks very bright indeed.

Unit 14

(E = Italian)

- According to the UNESCO report we read, there are more than 6,000 languages in the world today, but over half are in danger of dying out before the end of this century ...
- Yeah, like the language used by the Ainu in Japan. It has less than a few hundred speakers left.*
- Or the Maori language in New Zealand. The report says one language becomes extinct every two weeks. It's terrible. Basically, I think we need to do whatever it takes to keep these languages alive.
- Hmm. I don't quite see it like that. Can you actually protect a language anyway?
- Yes, Welsh is a great example.
- Really?
- Yes. When the Welsh Language Board was set up in 1991, only 19% of the population spoke Welsh. Now it's up to around 25% I think, and rising, and most speakers are younger than 30.
- Yeah, the fact is language revitalization is critical. Every government should do what they can to support languages.

D: I'm not sure I agree. I wonder if we need 6,000 languages. I mean, languages become extinct for a reason, you know ... because nobody wants to speak them! We can't assume that every language must naturally survive.

E: I think that's a good point. I mean, things change.

C: But, you know, languages tell us about who we are. You can't separate language from culture. Take one away, and the other dies.

E: I don't agree. At least, not for Italy.

A: Do you think you could say a bit more about that, please Maria?

E: Sure. Before, there have been over a hundred languages* or at least different dialects, in Italy but now basically we all speak Italian, we all feel Italian. We haven't lost our culture because we all speak the same language.

D: And if we all spoke the same language at least we'd understand each other. There'd be fewer wars and ...

C: I think you might be mistaken on that point. I don't think there would be fewer wars, for a start.

E: Also it costs millions and millions of pounds to keep these tiny languages from dying out.

A: I don't think you've got that right.

C: So you think everyone in the world should speak English?

E: Why not? We all do! Let's use the money on food and clean water for people.

B: That's ridiculous.

D: I don't think so. Are you saying we should let people die just to spend the money on saving a language hardly anyone speaks? Which is more important ... the life of a person, or the life of a language?

⌚ Did you notice?

The native speaker here says *It has less than a few hundred speakers left*. It should really be *It has fewer than a hundred speakers left*. This is a common occurrence in everyday speech.

⌚ Did you notice?

Speaker E says *Before, there have been over a hundred languages*. A native speaker would say *Before there were over a hundred languages*.

⌚ 49

- a English is the most widely-spoken language in the world.
- b I heard the earliest writing is from China around 2,000 years ago.
- c About a quarter of all languages are African languages.
- d Japanese is traditionally written from top to bottom, and left to right.
- e Greek is the oldest language spoken in Europe today.
- f People in Brazil speak Brazilian.

⌚ 50

- a English is a really difficult language to learn.
- b I think children learn languages more quickly than adults.
- c We need to protect all endangered languages.
- d The world would be better if we all spoke the same language.
- e Language and culture are not related.
- f I think fewer people are learning English these days.

⌚ 51

A/B I think you might be mistaken on that point.

⌚ 52

A/B I'm not sure you've got that right.

A/B That's not quite how I see it.

A/B I'm not sure I agree.

A/B Sorry, can I finish what I was saying?

⌚ 53

- 1 In other words, I'd like to know why you think English has become so important.
- 2 Basically, what I want to know is why more people don't care about the problem.
- 3 I guess what I'm really asking is do you think another language will ever take over as the language of global communication?
- 4 To put it another way, are some languages more important than others?
- 5 I suppose what I'm driving at is can we really protect all the languages there are in the world today?

⌚ 54

- a Sorry, what do you mean exactly?
- b I agree with some of what you've said.
- c No, sorry. I don't really go along with that.
- d I really do think that it's important.
- e That's the way I feel too.
- f Can we get back to the point here, please?
- g My mistake. I got it wrong. Sorry.
- h That's not really what I meant.
- i OK. So what you're saying is ...
- j What do you think, Peter?
- k Sorry, can I just finish what I was saying?
- l Can I say something here?

Unit 15

⌚ 55 (Stefania = Italian; Habib = Saudi Arabian)
Stefania

I plan to go to Beijing for a year if I can afford it and stay with a host family while I'm there. My main goal is to improve my Chinese. I've been studying at college here for three years but I expect actually living there will, you know, help me a lot. When I will come back to Italy* my experience and language skills will help me get a good job, perhaps in an import-export agency.

Habib

Well, next year I intend to start business studies course* at college here in Riyadh. The course is two years so I hope it'll help me to get a good job after I graduate. That's the main purpose in fact. But also I hope to develop contacts in international business, and English is a big part of the course so that's another benefit.

⌚ Did you notice?

Stefania says *When I will come back* ... A native speaker would say *When I come back*.

⌚ Did you notice?

Habib says *I intend to start business studies course*. A native speaker would say *I intend to start a business studies course*.

⌚ 56

- Yes, do you want to ask me something?

a

- That sounds like a good idea.

b

- Well, longer is better I suppose. Two months, if possible.

c

- Either of those places would be fine. It depends if you want to go to a big or a small city.

d

- A host family would give you more opportunities to practise your English and learn about British culture, and it's probably cheaper.

e

- Study full-time if you can. But make sure you get the chance to socialize, too.

f

- Exams can be useful, but I think General English is best at this stage.

g

- Sure. They're different, of course. The accent is different and everything. It just depends what you fancy, really.

⌚ 57 (The professor = American)

OK, so the focus of this semester will be on the development of the EU and its enlargement. You'll have four written assignments to do. These must be typed and handed in on time or they will not be considered. They have equal weighting and make up 20% of your final grade, so take them seriously. We'll also have a couple of exams; a mid-term exam which will count 30% towards the final grade and an end-of-term exam which will also count for 30%. Each exam will be in two parts, a multiple choice test and then four short essay questions. At the end of the semester you'll also have to give an oral report, which will take the form of a 15 minute presentation on a topic of your choice related to the main course themes, followed by a Q and A session also of 15 minutes. This will comprise 10% of the final grade. The remainder will be at my discretion depending on how well prepared

you are for each class, and also how much you participate in each class. Attendance is also a factor in that there are 23 classes this semester and you need to attend at least 80% in order to pass. So that means if you miss more than four classes, you fail. I hope you all understand that. The grade you get is not dependent on other students in the class, so it is possible for everyone in the class to get As or to get Fs. To get an A you need above 90%, 80–90 is a B and 70–80 is a C. D is 60–70 and below that is a fail, F. Basically, if you put in the time and effort needed you will pass.



OK, so if you'll all follow me ... Opening hours are nine to seven Monday to Friday, and nine to five on Saturday, during term time. Out of term we open from ten till one weekdays only. Oh, and if you turn up less than fifteen minutes before closing, you can't come in.



Over there is the Reading Room. That's where you can access materials that can't be taken out, so, er, articles, journals and so on. Rare books and manuscripts are in the North Wing, over there... also for reference only of course. To search for a book, you'll find our main catalogue here in the Green Room, or you can search online if you have a password and what you want was published after 1978. For any special collections you need to come in and go through the supplementary catalogues in the South Wing.



First and second year students can't borrow books. Third year students can borrow a maximum of five books for up to eight weeks, and if you're an academic or research student you can borrow ten books for up to eight weeks. All books to be taken out at Lending Services in the lobby. OK, any questions?



- a How exactly do I go about searching for a book?
- b How do I know where to find a book once I have its location?
- c Can I access the Internet on my laptop?
- d Can I make copies?
- e What if the library doesn't have the book I want?
- f What's the charge for overdue books?
- g Do staff clear away books every evening?
- h Can I get any help on using the library?



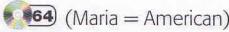
- 1 Yes, we have wireless hotspots dotted around the place ... just look out for the Wi-Fi symbol.
- 2 Then you can make an InterLibrary loan and we'll order it from somewhere that has it. It costs five pounds for members of the University and ten pounds for everyone else.

- 3 Sure, just ask at Library Services. We also run a Research Skills programme. It's free, so all you have to do is sign up!
- 4 Yes, the copy room is on the fifth floor. If it's a journal and you need permission, then fill out a Request form and they'll do everything for you. It takes 24 hours.
- 5 Just follow the system we use. Each book is numbered with the floor and row, and has a code to show which part of the library it's in. You'll soon get used to it.
- 6 Start by looking in the main catalogue and then if it's not there, you can go to Library Services desk and they'll help you find what you're looking for.
- 7 Twenty-five pence a day. It soon mounts up, especially if you have several books, and we make virtually no exceptions unless you have a very good excuse so you have ...
- 8 Yes, but if you put a Retainer slip inside, you can leave books you haven't finished with on the desk you're using and the staff won't clear them away.

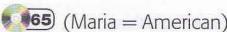


- a Is it OK to borrow these five books?
- b How long can I have them for?
- c Do you know how I can get to North Wing 4?
- d What time does the library close?

Unit 16



Basically, it's all about preparation. Make sure you know all about the company, and check your resumé matches the job you're applying for. Then on the day wear something smart, get there on time, and when it's your time to shine, get in there and give it all you've got. You must appear like you really want the job. Don't act like you know it all, though. That won't go down well.



Now, employers often start off with a question like *Can you tell me a little about yourself?*, to get things going and what a lot of people do, believe it or not, is they talk about their personal life. You know, their kids, what food they like and goodness knows what. That's bad. Do not talk about your personal life. Basically, you should talk about any relevant work experience. That's what employers want to hear. Play to your strengths, and mention any qualifications that relate to the job. Anything at all, you know, as long as there is a clear link with the job you are applying for. You should mention any skills or special training you have, as well, and perhaps above all what employers want is to know how you can help them, so explain what you can bring to the organization.



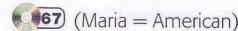
Juan: I graduated in Accounting from Madrid University and after I graduated I started work as a Junior Accountant at MTW. Now I am still

there, and I am head of my department so I'm used to managing people and I have got a lot of experience in implementing financial programmes. I enjoy cycling and going to the movies, and I am married with three kids. I would like to work here because you are the best company in the business.

Mark: As you can see from my CV, I attended Manchester International University and studied Marketing for three years. Then I moved to Richmond in the States and took my MBA. That really helped me gain a better understanding of marketing strategies and how to use them effectively. Since then I've worked as Strategic Marketing Manager for Gaviso. I'd really like the opportunity to use all this experience here as Marketing Director. I have a lot of ideas that I'm sure will be very effective in marketing your products to a wider audience.

Amelia: Well, I'm quite easy-going I suppose.

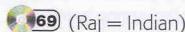
I can work well with anyone. I have a good education. My degree is from the Sorbonne in Paris. It's a very good university. I like a challenge too, in my work and my personal life. I plan to climb Mount Everest one day. I'm freelance now but in my last job I had a lot of responsibility, a lot of budgets and things. In my spare time I read and go walking. I enjoy my work and I think I'm good at my job, so, yeah, what else can I say?



Well, employers look for people who can relate on many levels, you know. People who can talk to the President of the company or the worker on the shop floor. They want someone who is a good people person, basically. They also value the ability to take charge and head things up from the front when it matters. Of course, they need people who are good planners, efficient types, you know ... although increasingly these days they also want free-thinkers who can work their way through difficulties. Oh, and employers want people who can act on their own initiative to collect whatever information they need, rather than sit around scratching their heads wondering what to do!



- 1 Do you manage your time well?
- 2 What's the biggest difficulty you have ever faced at work?
- 3 Can you remember a time when you helped resolve a conflict among your colleagues or classmates?
- 4 Have you ever had to work on a topic you knew nothing about?
- 5 Are you comfortable making decisions and taking the lead?



- 1 Interviewer: Do you manage your time well?
- Raj: Yes, I think so. I'm a very organized person. I have a huge filing system and

I always know where everything is. I schedule my day carefully and try to make appointments I can keep.

- 2 Interviewer: What's the biggest difficulty you have ever faced at work?

Raj: Last year we had a problem with some new software we'd installed. It wasn't working properly and we were losing a lot of money because of it. It was down to me to fix it so I worked round the clock. I finally found a way round it, but it was really hard work and the pressure was unbelievable!

- 3 Interviewer: Can you remember a time when you helped resolve a conflict among your colleagues or classmates?

Raj: A couple of months ago there was a problem in my department. A new system meant that you had to sign in and out all the time. Many people didn't like this because there was only one place you could sign in, which was a long way from where most people work. I suggested we put signing-in stations at several locations, and that seemed to solve the problem.

- 4 Interviewer: Have you ever had to work on a topic you knew nothing about?

Raj: Well, not really. Sometimes I'm given something that I don't know much about, so I do some investigation and ask around, you know, to get up to speed.

- 5 Interviewer: Are you comfortable making decisions and taking the lead?

Raj: Yes, but not always. I think some decisions are better left to people more senior. For example, I don't like firing anyone.



1

Q: Tell me more about the project you mention on your CV, can you?

A: Erm, yeah, well, erm ... I started it, let me see, about, erm, a year ago I guess. The purpose is to, to look at ways of increasing the company's income without adding additional cost. That's, that's very important. Most of our employees work shifts so, you know, we're looking at different things, um, like setting up a new shift pattern, maybe, and erm ... ways of multi-tasking so that workers can cover for each other's absences and sickness. I guess you'd call that team building.

2

Q: Can you tell me about your responsibilities in your job at the moment?

B: Sure! I'm the Staff Development Supervisor, so that means I have to monitor staff performance and identify areas where skills need to be supplemented or improved. It's about designing and implementing training programmes, when and where they are needed, to make sure we get the most from our staff, and to make sure they are happy

too, of course! Actually, I established a new system to assess performance that seems to be very effective ...

3

Q: Why do you want to work for this company?

C: Because, er, you lead the market in communications technology, and you have the best reputation of any company in the business. I like the corporate culture here. You're an ethical company, but you also, you know, are driven by profit. That's important. I want to work for the best. I think I'd be happy here. I'd need to relocate but that's fine. It's not far.

(Speaker 1 = American)

Speaker 1

Er, well last year I tried to establish a new system for internal mail, but it was a complete disaster. I didn't take enough time to introduce it and nobody knew how it worked. I learned that although something seems clear to me, it doesn't mean that everyone else understands. I'll take more time and do more trials before I try anything like that again!

Speaker 2

Well, I enjoy the job I'm doing and I get on well with everyone, but I really want to move on and try something new. I've had this job for two years now and I think I've outgrown it. I'm ready for a new challenge, something that stretches me.

Speaker 3

I tend to worry too much whether the customer is satisfied or not, and that means sometimes I spend too much time on the customer and not enough time on other aspects of the job.

- 3
a Sorry, can I come in here?
b I have no problem with that.
c Certainly. I'll just put you through.

- 4
a Let me repeat that just to make sure.
b Can you run that by me again?
c It might be worth reducing our prices.
5
a I'd much rather have a late check out.
b I really must insist on a late check out.
c I'd appreciate it if you could arrange a late check out.

- 6
a I don't agree with that at all.
b The point I'm trying to make is ...
c Can you go into a little more detail on ...
7
a I'm not sure you've got that right.
b That's completely wrong.
c I didn't quite catch that.
8
a I'm sorry about this.
b Could you bear with me a moment, please?
c You'll have to wait.
9
a Would you mind speaking a little slower,
10 please?
b I didn't quite catch that. Can you run that by me again?
c I think we have a bad connection.
a No, sorry. I don't really go along with that.
b I'm afraid that's not really what I meant.
c Sorry. Can I just finish what I was saying?

Review 2



- 1 The printer won't print anything.
2 I asked over a month ago for a brochure.
3 So, you want four black ink VR10 cartridges and a box of 500 envelopes?
4 Would it be possible to speak to Kate Thomas, please?
5 Are you in the middle of something?
6 Shall we move on?
7 Can you give an example, perhaps?
8 Can we get back to the point here, please?
9 I'm a bit busy at the moment, I'm afraid.
10 What do you think I should do?



1

- a I'm very sorry for the delay.
b Please give me a moment.
c I'd be grateful if you could be patient.
2
a Can I call you back?
b It might be worth checking the cables.
c I can't remember what it's called.

Answerkey

Unit 1

Get ready to listen and speak

- Your own answers.
- If you like going to parties and meeting new people, then you are probably quite extrovert. If you prefer to socialize only with people you know, then you are more reserved. If you hate making small talk with strangers, switch off if you are not interested in a conversation, or prefer to listen to others, then your social style is more passive.

A

- 1 b work going c see the news d been hot today
e are the family f like your jacket

- 2 2 e 3 a 4 f 5 d 6 b

B

- 1 b Nick c Tim d Nick e Nick
2 Nick's conversation is more successful because he asks lots of questions, responds to information and sounds interested.

C

- 1 How long have you worked there?
Are you enjoying it?

- 2 Your own answers. Possible answers:
b What do you do? / Do you enjoy it?
c Where are you going? / How long are you going for?
d How long were you there?
e Where did you move to? / What's your new place like?

- 3 Your own answers. Possible answers:

- b What do you do? / Do you like working in London?
c Where are you going? / How long will you be away for?
d Have you been working hard? / Didn't you sleep well last night?
e What was it? / Was it at the cinema or on TV?
f What kind of food do you like to cook? / Are you a good cook?
g How many years have you been married?
h What make is it? / A laptop or a desktop?

D

- 1 He asks her questions.
2 a down b up
3 1 question b is it? 2 question a isn't it?
4 b It's great music, isn't it?
c It was cold yesterday, wasn't it?
d You've got two children, haven't you? / You have two children, don't you?
e They aren't from here, are they? f It was your birthday last week, wasn't it?
5 b He hasn't found a job yet, has he?
c Julia didn't pass her driving test last week, did she?
d You're not going shopping next weekend, are you?
e They eat meat, don't they?
f You didn't watch the match last night, did you?

E

- 2 b Don't you? c Have you?
- 4 Your own answers. Possible answers:
b Did it? What was the problem?
c Won't you? Where are you going?
d Aren't you? What's the problem/matter?
e Has he? That's great. When did you hear that?
f Is she? Do you know where she's going?
g Doesn't it? What's wrong with it?
h Didn't you? Why not?

Focus on question tags

- 1 b don't you c isn't he
d is she e haven't I
f don't they g will you
h didn't we

Note: We add a negative question tag to a positive statement: *That was a great movie, wasn't it?*

We add a positive question tag to a negative statement: *You didn't see Miki, did you?*

F

- 1 a raining; play golf
b property prices; new flat
2 a disappointed b 'Oh no. That's terrible'
3 a 2 b 1 c 3
4 What a pity! c That's marvellous! a How exciting! b
5 That's marvellous! c How exciting! b

Focus on exclamations

- b How awful! c What a pity! d What fantastic news!
e What a great idea! f What appalling weather! g How amazing!
h What a mess! i How unusual! j What a relief!!

Sound smart

- b bored c bored d enthusiastic e bored f enthusiastic
g enthusiastic h bored

Unit 2

Get ready to listen and speak

- b 10 c 3 d 6 e 9 f 1 g 7 h 2 i 11
j 4 k 12 l 5
- Your own answers.

A

- 1 b digital camcorder c plasma TV d laptop/notebook computer
e all-in-one printer
2 b portable, on vacation, record video, take pictures
c a 50-inch screen, picture quality, watching movies, living room
d wireless, light, 80 gigabyte hard disk, 3 gigahertz processor, screen, software
e 24 pages a minute, black and white, a fax, can make copies

Answer key

- B**
- 1 b interested in c you tell me what d what does
e tell me about f like to know g What's; like
2 1 expressions c, d 2 expressions e, f, g 3 expressions a, b
3 2 store addresses and contacts 3 take notes and write documents
4 transfer files to your computer 5 read and send email
6 surf the Internet 7 take photos and videos
8 download video games 9 listen to music 10 watch TV
4 a You can connect to the Internet without having to plug into a computer.
b A 'hotspot' is an area where you can connect to the Internet.

Sound smart

- 2 camera popular feature address appointment
4 a Can I take a closer look?
b Here's a picture of me and my friend.
c The assistant said there's a sale on today.

C

- 3 Your own answers. Possible answers:
b Can I have a closer look, please? c What happens if I press this button here? d What is this keypad for? e What does that blue button do?

- D**
- 1 Special payment terms, an extended warranty and delivery.
2 The special payment terms cost an extra \$60. The extended warranty is \$49.99, and the delivery charge is \$40.
3 He buys the extended warranty. He does not have to pay for delivery.

- E**
- 1 If you ... then I ...
2 b If you give me 10% off, then I'll agree to the special payment terms.
c If you give free installation and demonstration, then I'll take the extended warranty.
d If you give me free delivery, then I'll sign up for the after-sales technical support.
e If you give me a discount, then I'll buy two.
f If you give me an extra battery, then I'll buy the leather case.

Focus on the language of sales

b off c on d on e for f in g down

- F**
- 1 Henri: a computer game Pete: an all-in-one printer
Karen: a mobile phone
2 Henri He already has this one.
Pete It's faulty – the paper gets stuck and the fax doesn't work.
Karen It crashes while on the Internet, and sometimes when she makes a call she can't hear anything.

- G**
- 2 You should tick all the expressions.
Jane says: *The thing is ...* Henri says: *The problem is ...*
Pete says: *The problem seems to be ...* Karen says: *I don't understand why ...*
3 Your own answers. Possible answers:
b I bought this camera last week but the problem is the screen doesn't work. Can I have a refund, please?
c This CD was a present but the the thing is I don't listen to music, really, so can I exchange it for something else, please?
d I got this computer game as a present but the thing is I already have it. Can I exchange it for a different one, please?
e I bought this DVD recorder last weekend but the remote control doesn't work. Can I exchange it for a different one, please?

Unit 3

Get ready to listen and speak

- a 3 b 4 c 5 d 1 e 2 f 6
○ Your own answers.

A

- 1 b 3 c 4 d 1
2 b an appointment to see a doctor
c a check-up and their teeth polished
d to find out where his father is in the hospital
3 2 a 3 c 4 b
4 a Minor Injuries Unit b £4.50 c an X-ray and check-up d 4 pm

B

- 1 Step 1 fill in a **registration** form Step 2 complete a **database** card
Step 3 have a **Well Person** Check
2 a her passport, and a letter from her school
b her health details, and details of her family's medical history

C

- 1 2 Seeing the nurse 3 Home visits 4 In an emergency
5 Asking for advice 6 Well Person Clinic 7 Special clinics
8 Repeat prescriptions

2/3

- a False. The receptionist says you can 'drop in' (call in person) as well.
b False. We try to see everyone within two days.
c False. The nurse can give vaccinations also.
d True.
e False. They are only available between 11.30 and 12 on weekdays.
f True. On Wednesday and Friday afternoons
g True. The special clinics are for asthma, diabetes sufferers and a baby clinic for new mothers.
h True. The receptionist says they need 48 hours' notice.

D

- 1 2 B 3 B 4 A 5 B 6 A 7 B
2 Anne Bertrand
Treatment: Nitropan **8-week course**.
One 1000mg tablet **in the morning** and another **at night**
Return visit Yes/No [If yes, when **in a month**]

Brian Kingston

Problem: **the flu (mild)**

Treatment: Cordosole 5. 1-week course.

2 x 250mg tablets, 3x per day before meals

Return visit Yes/No [If yes, when]

- 3 has stomach cramps, has diarrhoea, has been sick
4 Your own answers.
5 a She's got food poisoning.
b The doctor prescribes some tablets (two every four hours).
c No (only if she's not feeling better in a week).

E

- 1 She repeats the important information.
3 Your own answers. Possible answers:
b OK. So I need to take two spoonfuls after every meal.
c Right. So you're saying I have to just take one tablet in the morning and one at night.
d So you mean I should finish the course and then come back and see you if I'm not better.
e OK. So I need to eat less, avoid rich food and drink plenty of water.

Answer key

C

- 1 Yuki uses the expression *What do you mean by ...?*?
2 Your own answers. Possible answers:
2 Sorry, what's 'AIS'? 3 I'm sorry. I don't understand. What's a 'UK Mission'? 4 Sorry, can you explain what 'Schengen area' means, please? 5 What does 'EEA' mean?

Focus on official language

b fill in c run out d register e signature f print g status
h origin

D

1, 2

	Ways of obtaining a green card	Requirements
1	coming to work in the US, an employer-based green card	permanent job
2	have family there, a family-based green card	a family member in the US must be a citizen or already have a green card
3	win a green card through the Diversity Visa lottery program	must come from a country with a low rate of immigration to the US

- 3 a 1 b 4 c 3 d 2 e 5
4 birth certificate biographical information passport two colour photos fingerprints a physical a letter from your employer

E

1 a is better

2 Your own answers. Possible answers:

- 1
b That's because I really like it here. I'd like to stay here longer.
c Just a few months. Less than nine for sure.
d Yes, I've found a job in a supermarket.
e Yes, I have. Here it is ...
2
a I'm studying sociology.
b I need the money to support myself while I study.
c Another year.
d Yes, I've found a job in a local restaurant. It's off campus so I need a work permit.
e No, I haven't.

Unit 6

Get ready to listen and speak

- ➊ a a statue b a piazza/square c a fountain d a museum
e a monument f a park g a beach/the seaside
h a port i a castle

➋ Your own answers.

➌ Your own answers. Possible answers:
go to souvenir shops, visit a zoo, go to a theme park (i.e. Disneyland), walk around the 'old quarter' of a city, stop at cafés, have a picnic in a park, go to the theatre

A

- 1 Crosswell Hill is a park. Old Keller is a statue.
The Typewriter is a monument. Figo's is a café or restaurant.
2 Crosswell Hill: walk / read (if weather's nice) / joggers / walking dogs
Old Keller: huge / 100 feet high / an important person / made of marble
The Typewriter: built after 2nd World War / names of men who died
Figo's: eat / sandwiches / I'm starving!

Focus on strong adjectives

- 1 tired – exhausted, bad – terrible, interesting – fascinating, angry – furious, big – huge, scared – terrified, hungry – starving, good – fantastic, small – tiny
2 You can make the adjectives in A stronger by adding *very*. You can make the adjectives in B stronger by adding *absolutely*.
3 b absolutely terrified c absolutely exhausted
d very angry e very bad f absolutely starving

Sound smart

- 3 b Yes, I am. I'm exhausted! c Yes, it was. It was fantastic!
d Yes, it is. It's tiny! e Yes, it was. It was terrible!
f So did I. It was fascinating! g Yes, I am. I'm furious!
h Yes, it is. It's huge!

B

1 *It's a good place to go if you want to go dancing on a night out. It's handy for joggers. It's popular for walking dogs. It's famous for its sandwiches.*

2 Your own answers. Possible answers:
museum – interesting art gallery – beautiful paintings
city centre – lovely old buildings bars – great for a night out
markets – great bargains

3 Your own answers.

C

1 b expensive c get around d What is there e good beaches
f biggest attraction g nightlife h famous for i places to visit
j best time

2 2 f 3 h 4 d 5 a 6 i 7 e 8 j 9 c 10 g

- 3 a False. The hotels aren't cheap.
b True. The food is very varied and cosmopolitan.
c False. You don't really need a car.
d False. Alcatraz is 'well worth visiting'.
e False. It's hardly ever hot enough to sunbathe.
f True. It's generally quite mild.
g True. The cable car is the 'best way to see the city'. There are lots of ferries and buses, too.
h False. It's not famous for' nightlife, although there are some places to go.

4 The city Mark and the travel agent are talking about is San Francisco.

Sound smart

- 2 a The beaches are good but they're very crowded.
b Where's the best place to go for a night out?
c How much is a single room for three nights?
d It's a good place to go if you like wandering round street markets.

D

2 You really ought to (1) You have to (2) should definitely (3)
You mustn't (2) well worth (2) (with both a gerund well worth visiting and a noun well worth a visit)

3 Your own answers. Possible answers:

- b You should definitely visit the castle. It's fascinating.
c The park is well worth a visit. It's absolutely wonderful.
d You have to see the monument. It's huge!
e You should definitely go to the beach. It's really beautiful.

4 Your own answers. Possible answers:

- b It's well worth buying a weekly tourist ticket. It's handy for using all the public transport.
c You really ought to visit the park. You mustn't miss the Metropolitan Art Museum and there are lots of monuments worth seeing too.
d You have to eat at Taki's Teriyaki Bar. It's a great place for really traditional food.

- e You should definitely go to Shibuya in the evening and check out the live music. The night markets are well worth going to as well.
 f If you can, you really ought to go in April because that's when the weather is best.

Review 1

Section 1

1 a 2 c 3 c 4 a 5 c 6 b 7 c 8 b 9 b 10 b

Section 2

1 a 2 c 3 a 4 b 5 c 6 a 7 b 8 a 9 c 10 b

Section 3

1 b 2 b 3 a 4 b 5 c 6 c 7 a 8 a 9 b 10 c

Section 4

Your own answers. Possible answers:

- 1 Oh really, did you? Why did you have to work? / What were you working on? / Did you finish everything?
- 2 You really should start revising. / If you don't start revising, you might fail. / You'll fail unless you do some work soon. You should do some work, otherwise you might fail.
- 3 Have I? That's fantastic! / That's absolutely wonderful. / Are you sure? / How did I win?
- 4 It could be the cable. / It might be the fuse. / You really should get someone to look at it. / You'd better not try to fix it yourself.
- 5 Oh yes? What are their names? / How old are they?
- 6 It was good, but it wasn't fantastic. / It was really boring.
- 7 Well, there's an art museum. It's a good place to go if it's raining. / You can find lots of great shops in the centre.
- 8 Yes, it's great. / I'm really enjoying it. How about you?
- 9 I'm sorry but can you explain what INS means, please? / I don't understand. What is the INS?
- 10 Have you? You should go to the dentist, otherwise it might get worse.

Unit 7

Get ready to listen and speak

○ a 1 b 3 c 1 d 4 e 2 f 2 g 4 h 2

A

- 1 b It will last five days (from the 5th to the 9th).
 c Yes. There are several clues to the fact ARG held the same event there the previous year. (*There'll be 34 this time. It's full-board again.*)
 d a whiteboard, a flipchart, delegate pads/pencils, water, wireless Internet access
- 2 Dates: July 5 – July 9 (inclusive)
 Number of people: 37 (34, plus herself and two senior HR people)
 Double rooms: 4
 Requests / Special requirements:
 - one delegate in wheelchair will need bedroom for disabled on ground floor
 - as many rooms with baths as possible
 - late check-out on 10th; 2pm

Study Centre: Shelly

Meeting room: C, E, F

Additional equipment: computer data projectors and screens

Catering: full-board

Refreshment breaks: 10.30am, 3.30 pm

Additional information: none

B

- 1 *I'd be grateful if you could* (give me a double room too ...)
I'd appreciate it if you could (give us as many rooms with baths as you can.)

2 Your own answers. Possible answers:

- b Can I ask you to make sure all rooms are on the ground floor?
- c Could you possibly arrange the refreshment breaks for three o'clock each day, not half past three?
- d I wonder if you could put fresh flowers in each room?
- e I'd be grateful if you could make sure all rooms have an early morning call at seven every day.

3 Your own answers. Possible answers:

- b Could you possibly turn up the air-conditioning in all the rooms?
- c I'd appreciate it if you could get someone to repair the shower in room G29.
- d I wonder if you could lend me a video camera tomorrow morning? I want to use it in Meeting Room C.
- e Can I ask you to put some bottles of mineral water in all the training rooms, please?

C

- 1 I don't know what it's called but you use it to clean your teeth.
I need something to put these posters on a display board.
Have you got anything for cleaning marks off clothes?

2 1 b 2 c 3 a

3 Your own answers. Possible answers:

- b My mobile phone is low on power. Have you got anything for recharging it?
- c Yes please. I need something to cut up this paper.
- d I don't know what it's called but you use it to add up numbers.

D

- 1 Viktor is reluctant to help. This is noticeable from his overall attitude and also the way he say *Hmm. Well, OK. I'll see if I can get anyone to help you out for a couple of days.*

- 2 a He's working on 'the London project'.
 b It's a lot more work than he realized when he agreed to do it.
 c He asks for some help to write up the report.
 d He says he's in danger of falling behind, and may not finish on time.
 e The deadline is a week on Friday.
 f Viktor promises to find someone to help Peter for a couple of days.

Sound smart

- 1 a angry/impatient b bored/uninterested c friendly/cooperative
- 3 friendly/cooperative 3, 8 angry/impatient 1, 7 bored/uninterested 2, 4, 5, 6

E

- 2 Peter uses all of the expressions.

3 Your own answers. Possible answers:

- b If would help a lot if someone could explain how to use the new database. I'm in danger of making mistakes.
- c I could really do with a new printer. The reports may not be clear enough if I don't print in colour.
- d It would help a lot if someone could help me photocopy the reports. I'm in danger of not finishing on time.
- e I could really do with a holiday soon. I may become ill if I don't take a break.

Focus on interrupting

2 2 f 3 b 4 c 5 a 6 d

Unit 8

Get ready to listen and speak

- a 1 b 6 c 4 d 7 e 3 f 5 g 2
- Your own answers.

A

- 1 Established: 1989
Main activity: provides microchip technology to computer manufacturers
Headquarters: Cambridge Turnover: over £250 million
No of employees: 1100 worldwide Current market share: 15%
- 2 b
the best products – Quality / the most competitive prices – Prices / in the quickest time frame – Speed
- 3 b President c Human Resources d R and D e Technical Support f Sales and Marketing

B

- 2 Your own answer. Possible answer:

Drucker Bahn Systems was established in 1862. It is one of the leading manufacturers of railway vehicles in the world. It is at the forefront of technology in its field. The carriages it manufactures are 20% lighter than the competition. It has enjoyed rapid growth in recent years and has an annual turnover of 575 million euros. It has around 15 per cent of the market. Over 12 thousand people work for the company, which is based in Berlin, in Germany. It is headed by Hans Kilmer, the Managing Director. The company is organized into five divisions; Operations, Production, Business Development, HR and Finance. The Operations division includes two departments, Design and Maintenance. The Business Development division is made up of the Strategy and Project Management departments.

- 3 Your own answer. Refer to the example above as a model.

C

- 1 Let me introduce you to our General Manager.
Can I introduce you to Sonya?
I'd like you to meet our new marketing director.
I want you to meet the rest of the team.
- 2 You hear: This is ... / Let me introduce you to... / I want you to meet ...
- 3 Carol Parks: Accounts Manager Tim Starks: Payroll Manager
Helen Green: CFO
All these people work in the Finance Department.

Focus on job titles

- 2 Chief Executive Officer 3 Chief Financial Officer
- 4 Vice President 5 Chief Information Officer
- 6 Chief Operations Officer

D

- 1 Carl a Youssry c Heidi e
- 2 Carl: expenditure / investments / budget allocation / resource management.
Youssry: people / hiring and firing / welfare and professional development / staff
Heidi: design new technologies / research and study / practical testing and trials

E

- 2 Your own answers. Possible answers:
They all need to be flexible, efficient, reliable, good with computers, etc.
Michiko: creative, able to meet deadline, good at communicating
Carl: analytical, good at solving problems
Youssry: sociable, good at communicating, a good listener
Heidi: analytical, methodical
- 3 Your own answers.

Sound smart

- 1 a There are five syllables in *analytical*.
b The main stress is on the middle syllable as shown by the stress pattern ooOoo.

2

oOo	Ooo	oOoo
creative	flexible	methodical
efficient	confident	reliable
determined	sociable	well-organized

F

- 1 Michiko uses *I'm in charge of ... / My main responsibility is to ...*
Carl uses *My job involves ... / I'm mainly concerned with ...*
Youssry uses *I'm interested in ... / I'm responsible for ...*
Heidi uses *My job involves ...*
- 2 Your own answers.

Focus on prepositions with work

- 2 in 3 with 4 in 5 on 6 to

Unit 9

Get ready to listen and speak

- a 6 b 5 c 4 d 3 e 2 f 1
- Your own answers.
- Your own answers.

A

- 1 Conversation 1

The assistant promises to process the order and send the book. The customer is not satisfied because the book hasn't been sent yet and the assistant can't guarantee when it will be sent.

- Conversation 2

The problem is the wrong printer cartridges were delivered. The assistant promises to post the correct cartridges by special delivery, and gives the customer a £30 credit. The customer seems very satisfied.

- 2 b very busy recently c I'll check d immediately e the mix-up f computer problems g a moment h right away

B

- 1 ask someone to be patient: c, g apologize: a, e promise to take action: d, h explain the cause of a problem: b, f
- 2 Your own answers. Possible answers:
b I see. I'm very sorry for the delay. I'm afraid we've been very busy this month.
c I'm very sorry for the inconvenience. Unfortunately we're having problems with our website.
d Oh, I do apologize. I'm afraid there has been an administrative error.
e Oh dear. I'm very sorry. Unfortunately the manager is ill today.
- 3 Your own answers. Possible answers:
b I do apologize. I'll sort it out right away. I'll book an engineer to fix it.
c I'm very sorry for the mix-up. I'll get onto it immediately. I'll arrange to exchange it for the right one.
d I do apologize. I'll sort this out for you immediately. I'll refund the 15%.
e I'm very sorry. I'll get onto this right away. I'll ask someone to call you.

4 Your own answers. Possible answers:

- b Please give me a moment and I'll check. Yes, we should be getting some more in next Monday.
 c Yes, I'll send one special delivery as soon as we have them.
 d You're welcome. Goodbye.

C**2 Your own answers. Possible answers:**

- b You want to order a pair of blue Extra-light trainers, is that correct?
 c You want to order a plasma screen 32-inch TV, at £949, is that right?
 d You want to order a 5-piece Analon saucepan set, is that correct?
 e You want to order a red Valencia sofa and you'd like it to be delivered on Monday 1st June, is that right?

Sound smart

- 2 a I /j/ asked you /w/ over a month ago for a brochure.
 b Please give me /j/ a moment to check.
 c I'll get onto /w/ it immediately.
 d We'll post the /j/ order special delivery.
 e I'll post it in the /j/ afternoon.
 f Can I /j/ ask who /w/ is speaking, please?
 g I do /w/ apologize for all the /j/ inconvenience.
 h You sent me /j/ an email to /w/ ask about delivery.
 i I'll be /j/ out of the /j/ office all next week.

D

1 a 4 b 2 c 5 d 6 e 3

2 b keeps crashing c print anything
d go through e doesn't work f record anything**3 Your own answers.**

4 2 a 3 f 4 b 5 e 6 d

5 a The problem is that the photocopier won't work.
b They open the copier and look inside.
c Some paper was stuck inside.**E**1 *It might be worth opening it; You could try pulling that ...*2 *Have you tried switching it off ... What about pressing the ...***3 Your own answers. Possible answers:**

- b Have you tried asking a technician to look at it?
 c It might be worth reducing our prices.
 d What about having a special promotion?
 e You could try giving the staff a bonus.
 f It might be worth changing supplier.

Unit 10**Get ready to listen and speak****1 Your own answers.**

- | | |
|-------------------------------|--------------------------------------|
| 2 Do sound relaxed | Don't eat while you speak |
| 3 Do be polite | Don't use slang words |
| 4 Don't speak quickly | Do speak clearly |
| 5 Don't rush the conversation | Do sound friendly |
| 6 Do speak naturally | Don't continue to work while talking |
- 7 Your own answers.

A**1 Conversation 1**

- b He's in a meeting. c He should be free after lunch.
 d He asks that Mr Fredericks calls him because it's important.

Conversation 2

- e The Accounts Department. f Because he needs to check some figures. g Because she's out of the office. h To tell her that he has called.

- 2 b Would it be possible to speak to Mr Fredericks, please?
 c Will he be available this afternoon? d Could you ask him to call me? e Thanks very much. Goodbye.
 3 2 e 3 a 4 d 5 c
 4 2 Is Sharon there? 3 Do you know when she'll be back?
 4 When she gets in can you say ...? 5 Thanks a lot. Bye.
 5 Conversation 1 is more formal. Full names are used, and polite questions.

Focus on telephoning

b at c in d in e through f on g from h back

B

1 a 5 b 6 c 1 d 3 e 2 f 4

2 Your own answers. Possible answers:

- b I see. Will she be available this afternoon?
 c Could you ask her to call me as soon as possible?
 d [your name] from Suntours international. My mobile number is 07967 324094.
 e Thanks very much. Goodbye.

3 Your own answers. Possible answers:

- b Do you know when she'll be back? c OK. Can you say I called?
 d I'm on extension 344. e Thanks a lot. Bye.

C

1 Conversation 2 is more formal. Full names are used, and polite questions.

2 2 a message 3 try 4 line's engaged 5 This is
6 Would you like 7 you through 8 on another call

3 a 1, 5 b 4, 8 c 3, 7 d 2, 6

D

1 a 2 b 6 c 1 d 4 e 5 f 3

2 Your own answers. Possible answers:

- b I'm afraid she's on another line right now.
 c Would you like to leave a message?
 d Certainly. Can I ask who's calling?
 e That's fine. I'll make sure she gets the message. Thanks for calling.

3 Your own answers. Possible answers:

- b No, sorry. The line's engaged.
 c Can I take a message?
 d Sure. No problem. Samantha, isn't it?
 e OK. I'll pass that on for you. Bye for now.

Sound smart3 b 11 words (the contraction you're counts as two words, you are)
c 8 d 7 e 8**E****1 Your own answers. Possible answer:**

The man is on a busy street, with a lot of noise from traffic in the background.

2 1 b 2 c 3 a 4 e 5 d

3 b run that by me c speak up d bad connection e a little slower

4 Your own answers. Possible answers:

- b Can/Could you speak/Would you mind speaking a little slower, please?
 c Sorry. Can you run that by me again?
 d Would you mind spelling / Do you think you could spell that for me?
 e I think we have a bad connection. I'll call you back.

Unit 11

Get ready to listen and speak

- 1 Your own answers.
- 2 Your own answers. Possible answers:
 - read the agenda in advance
 - ensure everyone has the chance to participate
 - keep the meeting on track (not allowing too many digressions)

A

- 1 b let me thank c especially like to d purpose of e can see from
- 2 2 a 3 c 4 b 5 d
- 3 Your own answers. Possible answers:
Other expressions might include
a getting everyone's attention
OK, everyone. Are we ready to start?
Can we start?
b thanking people
May I take this opportunity to thank everyone for being here today?
I'd glad you could all make it.
c welcoming people
I'd like to introduce everyone to ...
d explaining the aims of the meeting
The main reason we're here is to ...
I've called this meeting because ...
e referring people to the agenda
If you look at the agenda you'll see ...
We have five main items to discuss, ...
4 b False. Ian has also come from Spain. c True d True e False
There are several items to cover.

B

1

	Agrees	Disagrees	Partly agrees
David			✓
Inessa	✓		
Javier			✓
Ian		✓	

- 2 b I'm not completely opposed to it. c I can see pros and cons each way. d I'm in favour of it. e I'm not very keen on the idea at all.
- 3 2 I see your point, but ...
3 Perhaps we should consider ...
4 I have no problem with that.
5 I can't agree to that, I'm afraid.
- 4 b 1 c 4 d 3 e 5

Focus on the language of meetings

2 g 3 h 4 b 5 a 6 d 7 e 8 f

C

- 1 1 a, e 2 b, g 3 h, j 4 c, f 5 d, i
- 2 Could you let [Javier] finish, please?
Does anyone have anything else to add?
Shall we move on?
- 3 Your own answers. Possible answers:
 - b I think we need to look at this in more detail. / Perhaps we should discuss this a bit more.
 - c I'm not sure that holiday entitlement is relevant here. / I think we're drifting off the point a bit.
 - d Shall we move on? / OK. Does anyone have anything else to add?
 - e Let's go over what we've agreed. / OK, to sum up then ...

Sound smart

- 1 a We need to expand our European operations, not close them down!
... say the relevant words (louder) softer than the other words.
- 3 a Sales should be increasing, not falling.
b We need our staff to work longer hours, not shorter.
c We should be hiring staff, not firing them.
d We need more skilled labour, not unskilled labour.
e We need to be more competitive, not more expensive.

D

- 1 2 c 3 a 4 d
- 2 These meetings don't tend to be particularly useful.
Strategies 1 and 4
Would you agree that on the whole, our performance wasn't very good?
Strategies 1, 3 and 4
- 3 Your own answers. Possible answers:
b On the whole sales haven't been very good.
c Customers tend to think the quality isn't very good.
d In general, would you agree that the senior management might be to blame?
e On the whole, the company's reputation may have suffered slightly.

Unit 12

Get ready to listen and speak

- 1 Your own answers.
- 2 Your own answers.

A

- 1 Do: decide what is important; use abbreviations/symbols/numbers; organize your notes effectively; try and predict what you will hear; listen for the main ideas; rewrite your notes asap
Don't: note everything; write everything in full; panic if you miss something
- 2 a She says a lecture is not a dictation.
b Before the lecture you should ask yourself what you already know about the topic. During the lecture you need to think about where the talk might be heading.
c By paraphrasing and summarizing.
d To review notes effectively you need to rewrite them, reorganize them, highlight the main points and add your own thoughts/comments.
e The two advantages she mentions are that this will help everything sink in and also provide a useful study aid.

Focus on arrows, symbols and abbreviations

1	1	+	9	↓
2	e.g.		10	✓
3	imp.		11	poss
4	etc.		12	temp.
5	msg		13	vs.
6	↑		14	=
7	X		15	info
8	C		16	yr.

2 Your own answers.

3 Your own answers.

B

1 2 b 3 b 4 b 5 b

2 Your own answers. Possible answers:

Background to economic success

Mass. econ growth / last 40 yrs / most signif geopol event 21stC. late 70s (econ rfms)

Growth statistics

Grown av. 10% pa / Exports ↑

Ind prod 17% pa. ↑

>2001, 2x glob. Man. output.

No. 2, but will overtake US nt 10yrs.

A population on the move

pop. 1.3bn.

200m people rural → urban areas

middle class ↑

Economic deficiencies

many manufac. comps

foreign

wages poss. ↑

Future challenges

must ↑ investment in skills + training

must produce own experts + entrepreneurs

3 Your own answers. Refer to the answers above as a model.

C

2 Your own answers. Possible answers:

The talk was about China's economy. The speaker began by talking about the emergence of China as a major economic power, which started with economic reforms in the late 1970s. Then she gave some statistics about China's economy today. It's the second-largest in the world, and should overtake the US in a few years. She went on to talk about China's population, and the migration from rural to urban areas.

She then talked about some possible weaknesses in the Chinese economy, like the fact that if wages rise, China might become less attractive to foreign companies. Finally, she talked about the challenges facing China's economy, in particular the need for China to produce its own experts and entrepreneurs in the future.

D

1 Summary a is better.

2 Your own answers. Possible answers:

Summary a

Strengths: This covers all the main points. It is well-organized and accurate, and uses a variety of appropriate signposts (words like: Then ..., Finally etc.), including some useful detail.

Weaknesses: There are no specific statistics, and the speaker does not explain why dependence on foreign companies may be a problem in the future.

Summary b

Strengths: Some useful information covered, together with the main points. Signposts are OK.

Weaknesses: It misses a lot of information, e.g. background and fails to mention relevant details, e.g. says China's economy is still not the biggest, rather than is second behind the US, which is more informative. It is vague, e.g. millions rather than 200 million. There is nothing on the challenges for the future.

E

1 Your own answers. Possible answers:

b cost of labour c middle class = 'backbone of China's success'
d impact of China's economic growth

2 2 a 3 b 4 d

3 b driving at c trying to make d saying

F

1 b Can you go into a bit more detail on ...?

c What exactly are you getting at when you ...?

d Would you expand a little on ...?

2 Your own answers. Possible answers:

b Could/Can you go explain what you mean by economic superpower?

c What exactly are you getting at when you refer to the 'draining effect' of migration from countryside to cities?

d Would you expand a little on the environmental cost of economic success?

e Could/Can you go explain what you mean by skill shortage?

f Can you go into a bit more detail on the causes of rising inflation?

Unit 13

Get ready to listen and speak

● Slide a is a line graph, slide b a pie chart and slide c is a bar chart.

A

1 a 2 b 1 c 3

2 a International visitor arrivals

b The importance of the Australian market

c Reasons for travel to New Zealand

3 a Australia, the UK, the Americas, North-East Asia.

b Low airfares and aggressive marketing by New Zealand's Ministry for Tourism.

c The predicted rate of growth is 3% per annum (per year).

d Most tourists are interested in sightseeing and outdoor activities.

e VFR means Visiting Friends and Relatives.

Focus on describing statistics

1 b 4 c 5 d 2 e 6 f 1 g 7 h 3

2 2 e 3 f 4 a 5 c 6 b

B

1 b this chart c shows d can see e As you f draw

2 See the audioscript for suggestions on how to describe the slides on page 60.

3 Your own answers. Possible answers:

Visitor arrivals

You'll notice that the most popular months for visitors to come to New Zealand are between November and the end of March. You can see from this chart that there is almost no change in the popularity of each month year after year. Numbers increase sharply from November, reach a peak in December, and then drop slowly from there. The least popular months are from May to the end of September.

Total expenditure

You can see from this chart that the total expenditure of tourists in New Zealand was level between 1988 and 1994, but then increased dramatically to 1995. It levelled out briefly before a brief drop and since 1996 tourism expenditure has been increasing steadily. It levelled out in 2002 but forecasts up to 2012 show a steady rise is expected.

Growth in visitor arrivals

Now, this graph shows the forecast up to 2012. You can see that the percentage increase in numbers will remain steady at around four per cent until 2011 when a sharp rise is expected, which will fall in 2012 to around 3 per cent. Looking back, the biggest rises in tourists coming to New Zealand have been in 1994, 2000 and 2004. There were slight negative growth periods in 1991, 1997 and 1998.

Sound smart

- 2 If you want to list several points one after the other, your voice should go up/ down on the first two examples, and then go up / down on the final example.
- 4 a Great Britain is made up of three countries; England, Scotland and Wales.
- b Wales is popular for walking, its great beaches and its many castles.
- c In Scotland tourists visit Edinburgh, Loch Ness and enjoy the great scenery.
- d Popular tourist destinations in England are the Lake District, Cornwall and of course London.
- e London's top attractions include the London Eye, the Tower of London and Buckingham Palace.
- f Three popular museums are the National Gallery, the British Museum and the Tate Modern.

C

- 1 Linking supporting ideas: in addition, also, furthermore, moreover
Contrasting different ideas: although, whereas, despite, however

2 Your own answers. Possible answers:

- b However, you'll notice that in May whereas sales continue to rise, profits fell.
- c I'd like to draw your attention to the figures for our turnover. You can see from this chart that although domestic turnover has increased from 4 million last year to 4.5 million this year, international turnover has fallen from 3.7 million last year to 3.2 million this year.
- d You can see here that salaries have continued to rise for managers and also workers.
- e What we can see here is our performance as regards customer service. Interestingly, despite fewer complaints the level of returns has remained the same.

Focus on expressing contrast

- b in spite of c However d Although e whereas
f Even though

D**1 Your own answers.****2 Your own answers.**

The expressions you hear are:

- a As a result ... b For example ... c In other words ...
d To sum up, then ...

3 Your own answers.**E**

- 1 1 b, f 2 c, e 3 a, d

2 Your own answers. Possible answers:

- b Right, I've told you about productivity so let's move on to profit. The crucial point here is that corporation tax has gone up by 2%.
- c Now we've looked at staff levels let me turn to salaries. The thing to remember here is that there have been no pay rises for two years.
- d OK, I've told you about domestic marketing. Now let's move on to international marketing. The crucial point is that here we can see some big cultural differences.
- e We've looked at the workforce. Now let's turn to the management. The thing to remember here is that there are currently far fewer women than men in managerial positions.

Unit 14**Get ready to listen and speak**

- a T b T c T d T
 e Your own answers.

A**1 c**

- 2 a The discussion is fairly well-balanced. Three people are in favour of protecting languages and two people don't agree.
b It's a bit of both. The discussion starts strongly in favour of protecting languages, then reservations and counter arguments are made and things become increasingly heated. The discussion never becomes hostile, though. A good seminar *should* involve lively discussion!
c Not completely. Three speakers (A, D and E) do most of the talking.
3 a 5 b 1 c 3 d 4 e 2
4 a According to the UNESCO report, there are more than 6000 languages in the world today, and over half are in danger of dying out by 2100.
b Speakers of the Ainu language come from Japan. Speakers of the Maori languages live in New Zealand.
c In 1991, only 19% of the population of Wales spoke Welsh. Today it's around 25%.
d The arguments in favour of language revitalization are: languages tell us about who we are; you can't separate language from culture.
e The arguments against language revitalization are: it might be natural for languages to become extinct; speaking the same language might help global understanding; the cost of protecting minority languages is high; the money could be spent on saving people from starvation and disease.

B**1 2 a 3 b 4 a****2 Your own answers. Possible answers:**

- b I think you might be mistaken on that point. I think it's over 3,500 years ago.
c I don't think you've got that right. I think a third of all languages are African languages.
d I think you might be mistaken on that point. I think it's written from top to bottom and right to left.
e I don't think you've got that right. I think it's Basque.
f I think you might be mistaken on that point. I think they speak Portuguese.

3 Your own answers. Possible answers:

- b I don't quite see it like that. I think it depends on the individual.
c I'm not sure I agree. I think it's too expensive to do that.
d I don't quite see it like that. I think it would be less interesting.
e I'm not sure I agree. I think language and culture are closely connected.
f I'm not sure I agree. I think more people are learning English.

Sound smart

- 1 B sounds more polite. The speaker's voice is softer and calmer.
2 I'm not sure you've got that right. B That's not quite how I see it. A I'm not sure I agree. A Sorry, can I finish what I was saying? B

C**1 I'd like to hear more about the ...**

Do you have any specific details about the ...

Can you give an example of a ...

2 Your own answers. Possible answers:

- b Can you give an example of any endangered languages?
- c Do you think you could say a bit more about language revitalization?
- d Do you have any specific details about the rate of decline of minority languages?
- e I'd like to hear more about the threats to African languages, if possible.
- f Do you think you could say a bit more about the future of language development?

D**1/2** 2 Basically 3 asking 4 another 5 suppose**3** a 3 b 1 c 5 d 4 e 2**E**

- 1** b of what you've c go along with d really do think
e the way I feel f back to the point g got it wrong
h what I meant i you're saying j you think k finish what I
l say something

- 2** 1 j 2 a 3 l 4 k 5 g 6 f 7 e 8 c 9 b 10 i
11 h 12 d

3 Your own answers. Possible answers:

- 1 What's your opinion? / Do you agree with ...?
- 2 Can you go over that? Could you say what you mean?
- 3 Can I add a point here? / Do you mind if I interrupt?
- 4 I'd rather you waited until I've finished. / Can you let me finish?
- 5 Sorry, I misunderstood.
- 6 I think we're drifting off the point slightly.
- 7 You're right. / Yes, I agree (completely).
- 8 I don't agree (at all). / I think you're mistaken/wrong.
- 9 I don't completely disagree but ... / That's a good point but ...
- 10 Let me see if I've understood correctly. / Am I right in thinking ...
- 11 You didn't understand what I said.
- 12 I'm absolutely sure/convinced that ... / I strongly believe that ...

Unit 15**Get ready to listen and speak**

- Your own answers.
- Your own answers.
- Your own answers.

A

They feel that studying will benefit their employment prospects. They are both interested in having international careers. They both want to develop their language skills.

B

2 Stefania says: I plan to ... / My main goal is to ... / I expect ... will ... help me to

Habib says: I intend to / I hope it'll help me to / that's the main purpose / I hope to

3 Your own answer. Possible answer:

I plan to go to San Francisco Language Center next summer, for two months, on their American Language and Culture Program. I'll stay with a host family while I'm there. My main goal is to improve my English. I'll have 26 hours of tuition every week and get lots of practice in communication skills. I hope it'll help me to become more confident when I speak in English. I also expect I'll learn about American culture and get to know the people better and the lifestyle. It'll be fun to make friends with people from all around the world, too. What I hope to get from this is a better understanding of the language and culture of the United States.

C**2** Your own answers. Possible answers:

- b Do you think I should stay for one month or two months?
- c What do you think of going to London, or maybe Cambridge?
- d Do you think it's worth staying with a host family, or should I stay in a hotel?
- e Would you recommend studying for 15 hours a week or 28 hours a week?
- f Do you think I should study General English or for an exam like IELTS or TOEFL?
- g What do you think of going to the US or Australia instead?

D

- 1** b F (They will not be considered if they are handed in late.) c T
d F (Students must do a 15-minute oral.) e F (There are 23.) f T

2 Grading system

- | | |
|-----------------|--------------------------------|
| 30% Final exam | 20% Written assignments |
| 10% Oral report | 10% Preparedness/participation |

Grades

A 90+ B 80–90 C 70–80 D 60–70 F 59 or below

- 3** a Each written report represents 5% of the final grade. (There are four reports and together they make up 20%. Each report has 'equal weighting')
b The exams are organized in two parts. A multiple choice test and then four short essay questions.
c The oral report takes the form of a 15-minute presentation (on a topic of the student's choice related to the main course themes), followed by a Question and Answers session also of 15 minutes.
d Students need to attend at least 80% in order to pass. As there are 23 classes, if they miss more than four classes they will fail.

E

1 The Library closes at 5pm on Saturday. It is *not* open on Saturday out of term time, and there is no admittance 15 minutes before closing.

- 2** b rare books and manuscripts c main catalogue
d special collections

- 3** a The Reading Room and the North Wing b a password c books published before 1978

- | | | |
|-------------------|----------------------------|-----|
| 4 | 2nd year students | N/A |
| 3rd year students | 5 books for up to 8 weeks | |
| Academics | 10 books for up to 8 weeks | |
| Research students | 10 books for up to 8 weeks | |

F**1** Your own answers.

- 2** b where to find a book c access the Internet d make copies
e have the book I want f overdue books g clear away books
h using the library

- 3** 2 e 3 h 4 d 5 b 6 a 7 f 8 g

- 4** a True. Wi-Fi hotspots are 'dotted around the place'.
b True. £5 for university members, £10 for others.
c True. You just need to 'sign up'.
d False. Only if it's a journal and you need permission.
e False. 'You'll soon get used to it'.
f False. It's called Library Services.
g False. There are 'virtually no exceptions'.
h False. If you use a Retainer slip, staff won't take it away.

Sound smart

- 1 The speaker's voice goes up at the end of questions a and c.
- 2 The speaker's voice goes down at the end of questions b and d.
- 3 Questions that have a Yes/No answer usually have rising intonation.
- 4 Questions that begin *Wh-* usually have falling intonation.
- 5 The intonation rises at the end of these questions:
 - c Can I access the Internet on my laptop?
 - d Can I make copies?
 - g Do staff clear away books every evening?
 - h Can I get any help on using the library?

The intonation falls at the end of these questions:

- a How exactly do I go about searching for a book?
- b How do I know where to find a book once I have its location?
- e What if the library doesn't have the book I want?
- f What's the charge for overdue books?

Unit 16

Get ready to listen and speak

- 1** Your own answers. Suggested answers:

Don't appear interested only in the salary and benefits.
Don't appear over-confident or superior.
Do arrive punctually.
Don't criticize your current employer or colleagues.
Do dress smartly.
Don't look at the wall or floor when you talk.
Don't mumble or fail to finish sentences.
Do research the company beforehand.
Do show enthusiasm.
Do tailor your CV to fit the job.

- 2** Your own answers.

A

- 1** Maria refer to 6 tips (in order):

Do research the company / tailor your CV to fit the job / dress smartly / arrive punctually / show enthusiasm

Don't appear over-confident or superior.

- 2** Talk about any relevant work experience.

Mention any qualifications that relate to the job.

Mention any skills or special training you have.

Explain what you can bring to the organization.

- 3** Mark gives the best response. (See below for details.)

- 4** Juan: This is OK, but there are some irrelevancies and not enough detail. Good points: gives some academic background and work experience, including current position. Talks briefly about some skills. Gives an idea of why he wants the job. Bad points: no indication of type/level of qualifications. Fails to expand in enough detail on his experience, or show how his experience might help the company. Talks about personal life and hobbies.

Mark: This is clear, logical and concise. He covers all the main points well and sounds enthusiastic.

Good points: gives appropriate details of academic background and work experience. He explains why he wants the job, what he can bring to the organization and also hints at the positive effect he could have.

Bad points: he could expand in more detail on exactly how his MBA has helped him (i.e. what marketing strategies in particular he has used effectively).

Amelia: This is the weakest of the three.

Good points: gives some ideas of personal qualities and skills.

Bad points: disjointed and illogical order, no academic details, poor explanation of her experience and no attempt to relate this to the job, irrelevant personal details.

B

- 2** Juan b, c Mark a, e Amelia d

- 3** Your own answers.

- 4** Your own answers. See audioscript for possible answers.

Focus on personal qualities and skills

- 1** 2 d 3 a 4 e 5 b

- 2** well-organized P opinionated N boastful N strong-minded P domineering N tactful P creative P vain N determined P

- 3** Your own answers.

C

- 1** 1 a 5 b 1 c 4 d 2 e 3

- 2** 1 e 2 c 3 b 4 a 5 d

- 3** 2 Good 3 OK 4 Poor 5 Poor

- 4** Your own answers. Possible answers.

1 Raj gives a good example of how he is organized (using a filing system) and answers the question fully.

2 Raj explains the problem clearly, and why it was important (the company was losing a lot of money). He showed he worked hard to overcome the problem independently.

3 Raj describes the problem clearly, and the solution he came up with solved it easily to everyone's benefit. However, he does not explain how he convinced the management and workers to accept the changes (i.e. exactly how he used interpersonal skills).

4 Raj points out his ability to research new areas independently, and shows initiative in asking colleagues. However, he doesn't give a concrete example so it is very vague and lacks the necessary detail to satisfy the interviewer.

5 Raj clearly indicates his preference to leave difficult decisions to others.

Sound smart

- 1** The most confident speaker is Speaker 2.

Speaker 2 speaks clearly, not too quickly, and pauses where appropriate. Her pronunciation is good and her stress and rhythm sound natural. She doesn't speak too quietly or mumble (Speaker 3) and she doesn't hesitate (Speaker 1) or speak too fast. She manages to come across as lively and enthusiastic.

- 3** Your own answers.

D

- 1** Speaker 1 Tell me about a time you failed badly at something.

Speaker 2 If you like your current job, why do you want to leave?

Speaker 3 What do you think is your greatest weakness?

- 2** a Speaker 2

- b Speaker 3

- c Speaker 1

- 3** Your own answers.

Review 2

Section 1

- 1** 1 c 2 b 3 c 4 c 5 a 6 a 7 c 8 a 9 c 10 a

Section 2

- 1** 1 a 2 b 3 c 4 b 5 c 6 c 7 a 8 b 9 b 10 c

Section 3

- 1** 1 b 2 a 3 b 4 c 5 b 6 a 7 c 8 b 9 c 10 c

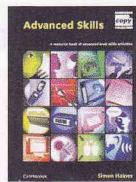
Section 4*Possible answers:*

- 1 Oracle Inc was founded twenty years ago. It is based in Sweden. Its main activities are computer chip manufacturing and electronics. It has a turnover of around five million dollars. It is headed by ...
- 2 Could you possibly let me have a room with a bath rather than a shower? / I'd be grateful if you could give me a room with a bath. / I wonder if you could find a room with a bath for me?
- 3 I'm in favour of it. / I can see pros and cons each way. / To some extent I agree. / I'm not very keen on the idea at all.
- 4 Have you got anything for cleaning marks off clothes? / I need something to get this mark off my jacket. / I don't know what it's called but it's a liquid you use to clean marks off clothes.
- 5 I'm well-organized, determined, reliable and I can work well under pressure. I enjoy communicating with people and I'm a good listener, too.
- 6 Would it be fair to say that the latest sales campaign was not a great success? / On the whole, I think the results were rather disappointing.
- 7 Lizzie, John. I want you to meet Mr Stevens. He's just joined us. He's our new marketing manager. / Mr Stevens. I'd like you to meet two of my colleagues. Lizzie and John. / John? Lizzie? This is Mr Stevens. He's the new marketing manager.
- 8 I could really do with a hand to move this cabinet. / It would help a lot if you could give me a hand to move this filing cabinet.
- 9 I work in the Accounts department. My job involves making sure that the company operates within budget. My main responsibility is to keep expenses down.
- 10 Sorry to disturb you. Have you got a minute? It's rather urgent. / Are you in the middle of something?

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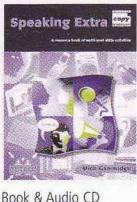
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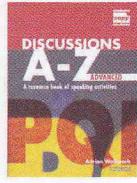
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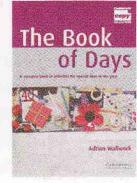
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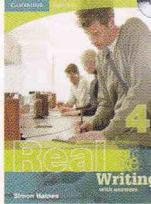
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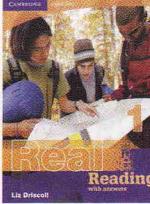
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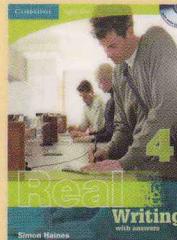
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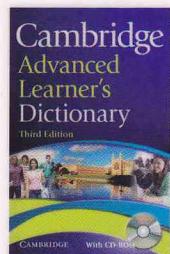
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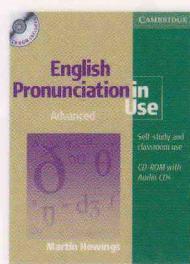
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