

Unit 5**Things you can say**

I think the characters are so funny.
 The animation is great, too.
 It's a classic.
 I can't stand soap operas.
 I don't think I've missed a single episode.
 I didn't use to like it when it first started, but now I'm really into it.
 I'm not very keen on it, really.
 The acting is totally convincing.
 The plot is so ridiculous that I can't watch it.

Things you might hear

Thanks to the sensitive direction, the whole film blends together well.
 Without doubt, it's the must-see movie of the year.
 The warning signs have been here for ages.
 We haven't done anything about it.
 As a result, animals like polar bears will become extinct.
 As sea levels rise, more and more land will be lost to the sea.
 Hundreds of thousands of people will have to move home.
 It's OK for people alive today, but it will be a big, big problem for our children and the generations to come.

Unit 6**Things you can say**

I think I'm coming down with the flu.
 It started last week.
 I've been feeling like this since yesterday.
 I've got a runny nose, a sore throat and a headache, as well.
 I feel a little feverish.
 I've been taking some aspirin.
 Oh, I'm sorry to hear that.
 Well, that's good news.
 How awful!
 Oh, no! That's terrible.
 Thank goodness for that!
 Oh, dear. Really?
 What a relief!

Things you might hear

What seems to be the trouble?
 Do you know when it started?
 How long have you been feeling like this?
 Where does it hurt exactly?
 Is it painful if I do this?
 Do you know if you are allergic to anything?
 Have you got any other symptoms?
 Have you been taking anything for it?
 Well, I'd better take a look.
 I recommend aspirin to relieve the aches and pains.
 You should drink lots of water and stay in bed.
 The problem should go in a couple of days.
 You need to exercise more often.

Unit 7**Things you can say**

OK. That's good to know. Thanks for the tip.
 That sounds worth a visit.
 What time does it leave?
 Where exactly does it leave from?
 How long does it last?
 What exactly is included?
 Is there anything you have to pay extra for?
 What range of cars do you have?
 Is insurance included?
 Do I have to pay an excess if I have an accident?
 Can I hire a car one-way?
 Is there a mileage limit?
 Do you provide child car seats?
 Is accident cover included?
 What documents do I need?

Things you might hear

I recommend staying there.
 You should definitely hire a car.
 I recommend you stay at the Emerald Lake Lodge.
 It's a perfect place to explore from.
 It's expensive, but it's well worth going there.
 It's not really worth staying there too long.
 We'll pick you up by bus outside the hotel.
 Full cover is provided for every named driver.
 There's a 24-hour emergency number to call if you need assistance.
 You need a valid driver's licence or an international licence with a passport.
 What class of car would you like to have?
 Actually, we have a special offer on at the moment.

Unit 8

Things you can say	Things you might hear
<p>I was wondering if you could suggest a good place to stay? I wonder if you would mind giving me a bit of advice about the weather?</p> <p>Do you think you could tell me how best to get around the city?</p> <p>I don't suppose you know anywhere good to eat?</p> <p>Do you think I should exchange money at a bank or bureau de change?</p> <p>Is it worth visiting the aquarium?</p> <p>Do you think it's a good idea to walk to the castle, or is it too far?</p> <p>Would you recommend going to the National Museum?</p> <p>Excuse me. I have a question.</p> <p>Could I interrupt for a moment?</p> <p>Could you tell us a bit more about them?</p>	<p>Have you found anywhere to stay? It should be quite reasonable.</p> <p>It's really lively because it's the student area. The Metro is usually quite crowded, but you can get anywhere you want and it doesn't cost much.</p> <p>When I go, I usually just use my bank card and get cash from ATMs.</p> <p>It's as safe as any other city, I think.</p> <p>This is where the Spanish founded the city, in 1535.</p> <p>You can see the Government Palace, where the President lives.</p> <p>Over there is the cathedral to the east.</p> <p>This is the exact spot where the old castle used to be.</p> <p>Of course. Go ahead.</p> <p>I'd rather you let me finish, if that's all right.</p>

Unit 9

Things you can say	Things you might hear
<p>We've got a problem with our photocopier. The paper's jammed and we can't fix it.</p> <p>Don't you have anything a bit earlier?</p> <p>I'm sorry, but that's no good at all.</p> <p>Sorry, but you have to do something sooner.</p> <p>It's simply not acceptable to leave it that long.</p> <p>I really must insist that you do something about this right away.</p> <p>Is that your best offer?</p>	<p>I'll have a look and see what we can do.</p> <p>It looks like we might be able to get someone to you this morning.</p> <p>When would be a good time for someone to call?</p> <p>I'm sorry. We won't be able to repair it for at least four weeks.</p> <p>I'm afraid we can't send anyone until tomorrow afternoon.</p> <p>If you order now, we'll give you an eight percent reduction.</p> <p>If you pay in advance, we'll promise free delivery.</p> <p>We might be able to offer free installation if you order two.</p> <p>I'll give one-year free insurance, provided that you order in bulk.</p>

Unit 10

Things you can say	Things you might hear
<p>I'd like to open an account, please.</p> <p>I'd like to pay this cheque into my current account, please.</p> <p>Can I send some money abroad from here?</p> <p>I want to deposit this money into my savings account.</p> <p>I'd like to buy some traveller's cheques, please.</p> <p>Could I see someone to arrange an overdraft, please?</p> <p>Does that mean I can get at the money immediately?</p> <p>So that means if I save over £25,000, I'll get 3.5% interest?</p> <p>Do you mean that I can't withdraw the money for three years?</p> <p>So you're saying that I have to pay £295 if I want this account?</p> <p>What do you mean by 'penalty'?</p> <p>I'm sorry. Can you explain what 'variable' means?</p> <p>Could you say that again?</p> <p>I'm sorry, but I didn't quite catch that.</p> <p>I don't quite get what you mean.</p> <p>Can you run that by me again, please?</p>	<p>I'll need to see some form of identification, such as your passport, or driving licence.</p> <p>I can certainly order a replacement for you here.</p> <p>You need to telephone our 24-hour emergency number to report it.</p> <p>Can I have your paying-in slip and your bank card, too, please?</p> <p>Utility bills take seven working days to go through.</p> <p>Which type of savings account do you want?</p> <p>If you want to withdraw some money, then you should give 30 days' notice.</p> <p>If you take money out, you won't get any interest for that month.</p> <p>You have to apply online for that.</p> <p>We can't do it here in the branch.</p>

Appendix 1 Useful language

Unit 11

Things you can say	Things you might hear
<p>He's short and stocky with long, wavy dark hair and a square face.</p> <p>He looks in his early 20s and he's quite scruffy.</p> <p>He's slightly overweight.</p> <p>He's wearing a blue jacket and a patterned tie.</p> <p>She's medium height, rather skinny and she looks in her 30s.</p> <p>She looks very smart.</p> <p>She's got some black high heels on and she's carrying a briefcase.</p> <p>He's got on a pair of white running shoes.</p> <p>She looks fairly casual.</p> <p>It's a small, black leather bag, with a zip along the top and a shoulder strap.</p>	<p>Just let me get the right form.</p> <p>Can you describe the bag?</p> <p>Are there any distinguishing marks on it?</p> <p>Which service do you require?</p> <p>Where do you need the ambulance to come to?</p> <p>What has happened there?</p> <p>How many people are hurt?</p> <p>What exactly did you see?</p> <p>How fast was the car travelling?</p> <p>So how did the car hit the cyclist?</p> <p>Was the cyclist on the wrong side of the road?</p> <p>What about the car?</p> <p>So the collision happened here, you say?</p>

Unit 12

Things you can say	Things you might hear
<p>Can you put me through?</p> <p>When shall I give you a ring?</p> <p>I always get the engaged signal.</p> <p>Right. I think I've got that.</p> <p>Let me repeat that, just to make sure.</p> <p>I'll just go over that to confirm.</p> <p>Sorry. What was that last part again, please?</p> <p>Could I leave a message, please?</p> <p>Does that make sense?</p> <p>Do you think you could take a message?</p> <p>Would you mind taking a message?</p> <p>I appreciate your help. Thank you.</p>	<p>I'm afraid he's out of the office right now.</p> <p>Would you like to leave a message?</p> <p>I'll make sure he gets that.</p> <p>Does he know what number to contact you on?</p> <p>Please don't hang up.</p> <p>I'll just put you on hold.</p> <p>Can I call you back later?</p> <p>It's great to hear from you.</p> <p>Can I ask who's calling?</p> <p>Have you got that?</p> <p>Who is this, please?</p> <p>Sorry. I didn't get your name.</p> <p>Could you repeat that back?</p>

Unit 13

Things you can say	Things you might hear
<p>I think you're absolutely right.</p> <p>That's not right at all.</p> <p>I think we're drifting off the point a bit.</p> <p>Right, now let's move on, shall we?</p> <p>Can you explain what you mean by that?</p> <p>Could I come in here, please?</p> <p>Let's get down to business, shall we?</p> <p>That sounds reasonable to me.</p> <p>I have no problem with that.</p> <p>I'm afraid that's not how I see it.</p> <p>I'm not very keen on that idea at all.</p> <p>That's not quite what I meant.</p> <p>Sorry. I think you've misunderstood me.</p> <p>I'm afraid you haven't understood what I'm getting at.</p>	<p>Let's take a vote.</p> <p>Mrs Kendry is chair for this meeting.</p> <p>What's on the agenda?</p> <p>Who's going to take the minutes?</p> <p>What are the objectives of this meeting?</p> <p>It was decided by a show of hands.</p> <p>I'd like to start by asking ...</p> <p>Do you have any thoughts?</p> <p>Perhaps you can give us your opinion?</p> <p>How do you feel about that?</p> <p>I'll quickly go over today's main points.</p> <p>I think we've covered everything, so shall we call it a day?</p> <p>It looks like we can finish early today.</p> <p>We'll have to cut this meeting short, I'm afraid.</p>

Unit 14**Things you can say**

A good lecture should be informative.
 The main theme is global warming.
 These notes are better because ...
 The lecturer emphasized important points.

Things you might hear

Here at the Engineering Department we pride ourselves on our health and safety record.
 We have recently updated and improved all our resources and equipment.
 One main area of interest here, both theoretical and in its practical applications, is the area of sustainable energy technologies.
 The figures are staggering.
 So, what can we do?

Unit 15**Things you can say**

Good morning to you all.
 Thank you for giving me this opportunity to ...
 The purpose of this presentation is to ...
 Today I want to talk to you about ...
 First of all, I'll go over some background details.
 To start with, I'll review ...
 I'll start by describing ...
 Then I'll look at ...
 After that, I'll move on to ...
 Finally, I'll review the main points.
 Feel free to interrupt me if you have any questions.
 I'll make sure we have enough time for questions at the end.

Things you might hear

Do you mind if we press on? I'll answer that at the end.
 There's no time now, but let's chat about it afterwards.
 Can I answer any questions?
 Are there any final questions?
 I'll try to answer any questions you may have.
 Sure. Go ahead
 Yes? Please ask your question.
 Yes, of course. What would you like to know?
 Now, does anyone else have a question?
 I'm not quite sure I agree with you on that.
 That's a very good point. What does everyone else think?

Unit 16**Things you can say**

What I'm getting at is ...
 The point I'm making is that ...
 In other words, ...
 That's not really what I was asking. I meant ...
 I think you've answered a slightly different question.
 What I want to know is ...
 Sorry. I'm still not very clear about ...
 Perhaps my question wasn't very clear.
 Actually, I was asking you to say ...

Things you might hear

I'll start by outlining four competing theories about how people learn.
 So, that's basically what I want to say about this for now.
 Are there any questions?

Appendix 2

Pronunciation features

Sound smart

Sound smart gives additional guidance to help you develop your pronunciation skills. You will find at least one **Sound smart** in each unit 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	Intonation in question tags
Unit 2	The schwa /ə/
Unit 3	–
Unit 4	Showing emotion
Unit 5	Stress and rhythm
Unit 6	Linking /w/ and /j/
Unit 7	Missing sounds /t/, /d/ and /h/
Unit 8	Linking consonant–vowel
Unit 9	Using stress for emphasis
Unit 10	Corrective stress
Unit 11	The schwa /ə/
Unit 12	–
Unit 13	Intonation in questions
Unit 14	Emphasizing important information
Unit 15	Sounding confident
Unit 16	–

Appendix 3

Speaking strategies

Speaking strategies are useful techniques to help you communicate in a wide variety of situations. You will find several **Speaking strategies** in most units 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	Agreeing Asking follow-up questions Arguing your point
Unit 2	Offering to pay Complaining in a restaurant
Unit 3	Asking about alternatives Making requests and asking for permission Making your point more forcefully
Unit 4	Making a complaint in a shop Checking important points Reaching an agreement
Unit 5	Talking about films Summarizing
Unit 6	Describing symptoms Showing concern and relief
Unit 7	Making recommendations Responding to recommendations Asking for detailed information
Unit 8	Making polite requests Asking for recommendations Interrupting politely Asking for further details
Unit 9	Fixing a time Insisting Bargaining
Unit 10	Making sure you understand Asking for clarification Asking someone to repeat

Unit 11	Describing someone's appearance Describing things Getting to the point
Unit 12	Repeating key information Asking for clarification Leaving effective messages
Unit 13	Bringing someone into a discussion Accepting and rejecting suggestions Correcting misunderstandings
Unit 14	Talking about a lecture
Unit 15	Starting your presentation Dealing with questions Keeping it short and simple
Unit 16	Reinforcing your argument Following up a question

Appendix 4

Presentation evaluation



This appendix contains an evaluation form for assessing presentations, and a separate form for recording feedback on your own performance. You can use this appendix in the following ways:

In class

Listening to a presentation:

While you listen to a classmate give a presentation, consider each question on the **Presentation evaluation** form and give a grade. Give a final grade for your overall impression, and note any areas you think are especially good, or that need attention. Then tell your classmate your opinion, and add some suggestions to help them improve.

Giving a presentation:

After you have given a presentation, listen to your classmates' opinions of your performance and make a note of their grades on the *My performance* form. Note any strengths and weaknesses, and listen carefully to any suggestions for improvement. Study the feedback and try to improve on any areas of weakness.

For self-study

Listen to a talk or presentation on the radio, or television. Consider each question on the **Presentation evaluation** form and give the speaker a grade. Note any areas you think are especially good, or weak, and give a final grade for your overall impression. Ask yourself how the speaker could improve.

Presentation evaluation

	Excellent	Satisfactory	Weak		
Organization					
Were the aims clear?	6	5	4	3	2
Were the ideas clearly linked?	6	5	4	3	2
Was the summary effective?	6	5	4	3	2
Content					
Were the facts and information accurate?	6	5	4	3	2
Was the content relevant to the topic?	6	5	4	3	2
Did the talk hold the audience's attention?	6	5	4	3	2
Did the speaker deal with questions effectively?	6	5	4	3	2
Language					
Was the speaker's language accurate?	6	5	4	3	2
Did the speaker use a wide range of vocabulary?	6	5	4	3	2
Did the speaker use signposts effectively?	6	5	4	3	2
Delivery					
Was the speaker's voice clear and easy to understand?	6	5	4	3	2
Was the speed and volume appropriate?	6	5	4	3	2
Did the speaker emphasize important points well?	6	5	4	3	2
Body language					
Did the speaker use gestures where appropriate?	6	5	4	3	2
Did the speaker maintain good eye contact?	6	5	4	3	2
Did the speaker appear relaxed and in control?	6	5	4	3	2
Visual aids					
Were any visual aids clear and well presented?	6	5	4	3	2
Did the speaker exploit the visual aids fully?	6	5	4	3	2
What is your overall impression of the talk?	6	5	4	3	2
Good points: _____					
Weak points: _____					
Suggestions for improvement: _____					

My performance

	Group's grades	Group's comments
Organization		
Content		
Language		
Delivery		
Body language		
Visual aids		
Overall impression		
My strengths: _____		
My weaknesses: _____		
Group's suggestions for improvement: _____		

Audioscript

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

CD1 Social and Travel

Unit 1



1

Jane: Morning, Mike.

Mike: Oh, hi there, Jane. What's up?

Jane: Nothing much. I'm just taking these back to the library. How about you?

Mike: Oh, you know. Same old thing.

2 (Sukrishna = Indian; Raúl = Spanish)

Raúl: Right, I'm off! Thanks for inviting me, Sukrishna. That was great.

Sukrishna: Glad you could come, Raúl. It was lovely to see you.

Raúl: You too. Well, take care. Bye!

3 (Ian and Sue = American)

Ian: Hey, Sue! Long time no see.

Sue: Ian? How are you doing?

Ian: Pretty good, thanks. And you?

Sue: Oh, I'm doing OK. I just went to the mall.*

Ian: Me too!

4 (Miki = Japanese; Kevin = Canadian)

Kevin: Well, I should get going, I suppose. I have to get back to work.

Miki: OK, then. It's been great to talk with you.

Kevin: Maybe we can do this again sometime, Miki?

Miki: Sure, Kevin. I'd like that.

Did you notice?

In American English, people often say *I just went ...* In British English, this would be a mistake. A native British English speaker would say *I've just been ...*

5 (Martin = Australian; Ana = Brazilian)

Martin: Hi there. How's it going?

Ana: Good, thanks.

Martin: I'm Martin. Are you new here? I haven't seen you around.

Ana: Yes. I only started on Monday.

Martin: Great. So, what department are you in?

Ana: Housekeeping.

Martin: Oh, yeah? I work on reception.

Ana: I see. Are you American?

Martin: No, I'm from Sydney, Australia. How about you?

Ana: I'm from Brazil. How long have you been here in Singapore?

Martin: Nearly three years now. I like it a lot.

Ana: Me too. I love it.

Martin: So, how are you enjoying the job so far?

Ana: It's great. Everyone's been really friendly.

Martin: Where were you before you moved here?

Ana: At the Regent Palace, in London.

Martin: That's a big place, isn't it?

Ana: Yes, it has around 900 bedrooms.

London's a city too big for me*. I don't like big cities.

Martin: Me neither. Anyway, I've got to go. It was nice talking with you.

Ana: You too. See you around.

Did you notice?

Ana says *London's a city too big for me*. A native speaker would probably say *London's too big for me*.

6 (d-f = American; g-j = Chinese)

- a I don't like chicken.
- b I'm going to the party tomorrow.
- c I like watching old black and white films.
- d I can't drive.
- e I won't go shopping this afternoon.
- f I've been to Rome twice.
- g I didn't sleep well last night.
- h I've never been to a live concert.
- i I'm not feeling very well.
- j I did some gardening at the weekend.

7

- a I read a book at the weekend, but it was terrible.
- b My sister's just had a baby.
- c I used to do a lot of sport, you know, when I was younger.
- d I haven't seen my parents for a long time.
- e I'm going to go to the city centre this afternoon.

8

- A Helen lives in Hong Kong, doesn't she?
- B Helen lives in Hong Kong, doesn't she?

9

- a Sam and Kevin are divorced, aren't they?
- b You don't want to go out tonight, do you?
- c Jason can speak French, can't he?
- d You haven't eaten dinner yet, have you?
- e She won't come to the party, will she?
- f I didn't forget your birthday, did I?
- g He looks much younger than her, doesn't he?
- h We're not going in there, are we?
- i Everything will be all right, won't it?
- j I'm not late, am I?

10 (1A = Chinese; 4 = Japanese;

5 = South African; 6 = American)

- 1 A: I think there are too many of them. Kids are under too much pressure at school.
- B: That's exactly what I think. There should be more learning rather than testing.

2 A: From my point of view, if you don't eat meat, you can't have a balanced diet.

B: That's not right at all! You don't have to eat meat to be healthy.

3 A: It seems to me that there should be a limit on the number of cars and lorries. The situation is getting out of control.

B: I couldn't agree more. The government should definitely do something.

4 A: I believe that if you fancy a cigarette in a restaurant after a nice meal, then you should be able to have one.

B: No way! I don't agree. The smell is terrible.

5 A: I feel it's going to be a huge health problem in a few years' time.

B: I think so too. Definitely. It's bad for the body to be overweight, but people just don't seem to listen.

6 A: Well, I think they are bad for kids. I mean, they spend all day staring at the screen, rather than playing with friends.

B: I don't think so. They can learn a lot by playing these things too, you know.

7 (a = French; b = German; c = Egyptian; e = Canadian)

- a I think politicians these days are all the same.
- b I believe that marriage should be for life.
- c From my point of view, killing animals for sport is wrong.
- d It seems to me that the world is getting more dangerous.
- e In my opinion, working overtime is too stressful.

8 (a = French; b = German; c = Egyptian; d = Italian; e = Canadian)

- a If you ask me, there are too many cars on the roads these days.
- b I think mothers shouldn't work if they have young children.
- c In my opinion, studying for a degree is getting too expensive.
- d I think taxes should be lower.
- e It seems to me that we rely on computers too much these days.

Unit 2

9 (Waiter = Canadian)

- a Can I take your coat?
- b Is everything OK with your meal?
- c Are you ready to order?
- d Would you like anything to drink first?
- e Here's your main course ... the steak.
- f Have you made a reservation?
- g Would you like some more wine?
- h Can I get you any dessert?

 (Customer = Japanese; Waiter = Canadian)

- 1 Customer: Hello. I booked a table for seven o'clock. The name's Katai.
- Waiter: Ah, yes. Follow me, please.
- 2 Waiter: Are you ready to order?
- Customer: Yes, for starter I'd like the soup, please.
- Waiter: And for your main course?
- Customer: I'll have the salmon, thank you.
- Waiter: Very good. And would you like anything to drink?
- Customer: Just some mineral water, please.
- 3 Waiter: Would you like dessert?
- Customer: No, thanks. I'm full. Can I have the bill, please?

 (Waitress = Italian)

Ah, yes, this is a lovely starter. It's toasted bread with tomatoes, garlic on top, some basil, olive oil, little cheese*. Very tasty. So, one bruschetta? This is our house special. Fresh pasta with cheese inside, a tomato and cream sauce. Quite sweet, but if you like ravioli, you'll love it. Which? This? The second one? This is fried chicken with sautéed potatoes, tomatoes, mushroom and roast red peppers. I'm from Toscana, so I like this one! A little salty, but very good. Yes, this is grilled beef. Very tender, with a special gravy made from Barolo wine and mushrooms ... Bistecca is always very popular with the English. This is a kind of sponge cake. Very light, with lots of cream, and chocolate on top, but it has coffee, a little wine and sugar inside, so it gives you energy. I think 'Tiramisù' means 'Pick me up' in English.

Did you notice?

The waitress says *little cheese*. A native speaker would say *a little cheese*.



tender medium under-done wonderful salmon sugar



waiter reservation potato pasta starter popular

 (Speaker = American)

Oh, look. Here's the bill. I'll get it. Well, shall we at least split it? Are you sure? Thanks very much.

 (A = customer; B = waitress)

- a A: We've been waiting for our drinks for half an hour.
- B: Sorry, I'll bring them for you now.
- b A: Excuse me. These carrots are almost raw.
- B: Oh, dear. I'll get some more for you.
- c A: I'm afraid I asked for it rare, but this steak is virtually well-done.

B: Sorry, sir. I'll bring you another one as quickly as possible.

- d A: I didn't know this dish had nuts in it. I'm allergic to them.
- B: Sorry, sir. I forgot to mention it. Would you like to order a different main course?
- e A: Don't you have any high chairs for children to sit in?
- B: I'm afraid not. Would a cushion do?
- f A: Sorry, but I asked for the bill ten minutes ago.
- B: I'll find out what's happened to it.



Well, I went to two very different restaurants this week. The first was The Big Bistro, on King's Street. As its name suggests, it was big, although the atmosphere was quite sophisticated. The staff were professional and the service was very attentive. The food, though, was disappointing. My tuna salad starter was unimaginative and the steak I had for the main course was rather tough. The potatoes were undercooked, too. The meal cost £17, but with £5 for a glass of wine and £3 tip on top, I'd say it was not good value for money, so just six out of ten ... The second restaurant was Sala Thai on Gilbert Road. An independent restaurant rather than a big chain, the atmosphere here was relaxed and inviting, and the staff were all very friendly. The service was excellent. I had a hot and spicy soup to start with, which was very enjoyable, and for the main course a very tasty fish dish. Absolutely delicious. It was cheap, too – just £20 including drinks and service, so I'd say Sala Thai is definitely worth a visit. Nine out of ten.

Unit 3

 (Agent = Irish; Oleg = Russian)

Agent: Carter Property Management. Can I help you?

Oleg: Oh, hello. Erm. Yes. I'm looking for a place near Trinity College.

Agent: I see. Can I take your name, please?

Oleg: Yes, it's Oleg Markov.

Agent: How do you spell that?

Oleg: O-L-E-G, Markov, M-A-R-K-O-V. Yes. I'm looking for a flat, with two bedrooms.

Agent: Near Trinity College, you say?

Oleg: Yes. It's for me and a friend.

Agent: OK. Do you have any pets?

Oleg: No, we don't.

Agent: And are either of you smokers?

Oleg: No. Oh, and we'd like a place with a garage, too. My friend has car*.

Agent: And how much rent are you looking to pay per month?

Oleg: Not more than €1,400. That's our limit.

Agent: OK. I'll just have a look at what we have. One moment, please.

Did you notice?

Oleg says *My friend has car*. A native speaker would say *My friend has a car*.

 (Agent = Irish; Oleg = Russian)

Agent: Hello?

Oleg: Yes. Did you find anything?

Agent: Well, there's one at 1,200 a month in Ivy Court. That has two bedrooms and a bathroom.

Oleg: Hmm. I know Ivy Court. Do you have anything closer to the city centre?

Agent: There's one in Joyce Street, but that has three bedrooms. It's 1,400. Oh, and one on North Foley Road, too, at 1,250. They all come furnished.

Oleg: OK. I would like to take a look at the last one, I think.

Agent: Fine, when would you like to see it, then?

 (Property agent = American)

Yeah, well, the rent for this one is \$795 per month. It's payable one month in advance, on the first of each month. We also need a deposit equivalent to six weeks' rent. This is refundable at the end of your tenancy, less any breakages or damage which you are liable for, of course. Bills such as gas, electricity and telephone are not included, so you need to set those up yourself.

 (Property agent = American)

- a If you want to move on before the end of the lease, then you need to tell us in writing at least one month beforehand.
- b Buildings insurance is included, but not contents insurance.
- c No. The rent can only increase after the term of your tenancy has expired.
- d If the washing machine breaks down or anything like that, then call us out and we will send someone to repair it at no charge.
- e It's for a year. That means twelve full calendar months, starting at the beginning of the month you move in.
- f Absolutely not. You cannot rent out any rooms. If you do, you will break the terms of your tenancy agreement and you can be evicted.

 (Lucy = Australian; Samir = Egyptian)

Mr Lee: Hello?

Lucy: Mr Lee. It's Lucy again.

Mr Lee: Oh, yes?

Lucy: I'm afraid I'm still waiting for someone to come and fix the cooker. Do you know how long it will take?

Mr Lee: I don't know. I haven't found anyone yet.

Lucy: What? This is an emergency. I can't cook anything!

Mr Lee: I'll try to find someone.

Lucy: It's been three days now. I'm not very happy about this at all.

Mr Lee: OK, OK. I'll get someone to fix it today.

Mr Lee: Hello?

Samir: Mr Lee?

Mr Lee: Yes.

Samir: I'm Samir ... at 23 Cavendish Lane.

Mr Lee: Oh, yes. I was going to call you. Has the man been to fix the washing machine yet?
 Samir: No, it's still broken. I told you about this a week ago.
 Mr Lee: I called the repair company and they said they would send someone round.
 Samir: Well, nobody has been. I'd like to know what you're going to do about it.
 Mr Lee: I'll call them again.

Unit 4

- 24 (a = Spanish; b = American; c = Italian; d = South African; e = Japanese; f = Egyptian; g = Australian)
 a A friend gave me this for my birthday, but I'd like to exchange it for something else.
 b Do you have the receipt?
 c I bought this shirt yesterday. It was a bargain, reduced from €65 to €20.
 d I think this DVD recorder is faulty. I can't seem to record anything.
 e You can't use a credit voucher to buy anything that's in the sale.
 f How much is the extended warranty on this plasma TV?
 g We don't give refunds, I'm afraid.
 h It isn't under guarantee, so we can't really help you.

25 (Maribel = Brazilian)

Assistant: Next, please.
 Maribel: Hello. Yes, I'm afraid but there is a problem with this blouse* I bought it last week.

Assistant: Right.

Maribel: I washed it once and it's shrunk.

Assistant: I see. Did you follow the washing instructions?

Maribel: Yes. I followed the instructions on the label.

Assistant: It's very unusual. This is the first problem we've had with a Ray Nichols blouse.

Maribel: Well, I'd like my money back, please. Here's the receipt.

Assistant: We certainly can't give you your money back, I'm afraid.

Maribel: What?

Assistant: We've never had any problems with this blouse shrinking in the past, and it's very popular.

Maribel: Well, what can you do about it?

Assistant: Nothing. I'm sorry. I think it must be a fault with your washing machine. We can't accept responsibility.

Maribel: Well, I'm sorry, but that's not good enough. I want to make a complaint.

Did you notice?

Maribel says *I'm afraid but ...* A native speaker would say *I'm afraid that ...*

26

- A I saw John today.
 B I saw John today.

27 (3 and 4 = American; 5 and 6 = Australian)

1–6 Good morning. How are you?

28 (Manager = South African)

Well, if the item is damaged or faulty, then as long as you bring it back in under two weeks, we'll refund or exchange it straight away – whichever you want. You need a receipt, of course. Or we'll repair it free of charge. If the problem is it's an unwanted present or something, then as long as it's less than two weeks after the purchase date, we will refund or exchange it. If it's longer than that, then we'll give you a credit voucher.

29

- a What size is the screen?
- b How long does the battery last?
- c Is this the latest model?
- d What's the picture quality like?
- e How big is the memory?
- f Can I plug it into my TV?

30

- 1 That's one of the best things about this model. It has a 30GB hard disk which can store up to 37 hours of video.
- 2 Yes, it's just come out on the market.
- 3 You'll get around three hours' continuous use before you need to recharge.
- 4 It's got a two and a half inch, colour LCD.
- 5 Yes. It'll run your photos and video. You need to buy a special cable, though.
- 6 It's fantastic. It's got twelve mega pixels, so it's really sharp and clear.

31

Yeah, we've got two great offers at the moment. The S340 – this one – is 4G, so it's got really fast Internet. You know, while you surf, you can download video clips and stuff. It's got a fantastic six mega pixel camera as well ... It's on the front – here – so you get two-way video calling. Or we've also got this one ... the 410i, which has a built-in MP3 player, and a radio, with stereo sound. You can store over 3,000 songs on it. It's also got a full keypad, so it's like a pocket PC. Oh, and it's got a huge ten gigabyte hard drive as well.

32 (Pierre = French)

Pierre: This vase is great. How much is it?

Stallholder: That's thirty-five pound* to you, mate.

Pierre: Oh, it's a bit more than I wanted to pay. Is that your best price?

Stallholder: Well, I suppose I can knock a fiver off. Let's say thirty pound*, then. How's that?

Pierre: It's very old and there's a crack in it. Can't you do any better?

Stallholder: No. It's a bargain, I promise you.

Pierre: OK. How much for cash?

Stallholder: That is a cash price!

Pierre: Well, I'll give you £20 for it.

Stallholder: Oh, all right. It's a deal.

Did you notice?

The stallholder says *thirty-five pound* and *thirty pound*. This is part of his regional dialect. In standard British English we would say *thirty pounds*.

33 (a = Chinese; c = Spanish; d = American)

- a You can have the desk for \$45.
- b OK. You can have this Rolex watch for \$390. How's that?
- c I'll sell this scarf to you for \$10.
- d You can have all the glasses for \$15. Do we have a deal?
- e The best I can do is \$30 for the lot. That's the six cups and the plates as well.

Unit 5

34

Fiona: And now it's time to go to Matthew Jenkins, our very own movie critic, for news of an exciting new film ... Matthew?

Matthew: Thank you, Fiona. Yes, *New Beginnings* is a heart-warming tale set in 18th-century England. It follows the life of Jane Martins, a maid in a large country house who falls in love with the dashing Charles Danton, the son of a wealthy farmer. The story is gripping from beginning to end and is well acted throughout by Helen Richards and Peter Kite. Thanks to the sensitive direction of Kevin Hadley, the whole film blends together well, leading to a very surprising but utterly believable finale. This film should bring Hadley the recognition he has deserved for such a long time. Without doubt, it's the must-see movie of the year. Great for all the family. Five stars.

35 (1 = Russian; 2 = German)

- 3 = Spanish; 4 = Australian; 6 = American)
- 1 It really makes me laugh. I think the characters is so funny* and the animation is great too. It's a classic.
- 2 It's the only chance I get to find out what's been going on in the world and catch up with current affairs.
- 3 It's about all I watch on TV these days, actually. I mean, if it wouldn't be for the football* and the tennis, I don't think I'd have a TV at all!
- 4 Oh, I love it. I don't think I've missed a single episode. I try to guess who the murderer is at the beginning and I'm so good at it now, I'm almost always right!
- 5 I love trying to guess all the answers. It's good when people win a lot of money, too. I like that.
- 6 I don't know how they do it, but they always manage to capture the animals behaving really naturally and it's just like you're there yourself.

Did you notice?

1 The Russian man says *the characters is so funny*. A native speaker would say *the characters are so funny*.

3 The Spanish man says *if it wouldn't be for the football ...* A native speaker would say *if it wasn't/weren't for the football ...*

-  **38** (a = Chinese; c = Egyptian; d = Indian; e = Brazilian)
- a Yeah, I didn't use to like it when it first started, but now I'm really into it.
 - b No, I'm not very keen on it, really.
 - c It's very well written and everything. The acting is totally convincing.
 - d The plot is so ridiculous that I can't watch it.
 - e Some of the jokes fall flat, but most are pretty funny.



Welcome to News 24. I'm Sandy Caulfield. Here are today's headlines ... A report into the state of the world's economy predicts a downturn for European Union and North American economies, but says that China could become the dominant superpower by 2025. In other news, 15 Members of the European Parliament protest about inefficiency and waste at the EU's headquarters in Brussels ... Why eco-tourism might not be so good for the planet after all, and how scientists in Germany found a 3,000-year-old mammoth. ... In tennis, new star, Bill Matson, enjoys a surprising win over world number three, and why the future of Formula 1 may be in doubt.



But first, our main story. A report by experts at the Global Studies Institute predicts that China, once known as the world's sleeping giant, is fast catching up with the major world economies and may be the dominant economic superpower as early as 2025. Since China's economic reforms began back in the late 1970s, the country has enjoyed staggering success and commercial expansion. The report predicts Chinese companies will soon have up to 50% of the American market and 30% of the European market. Our Asia correspondent, Tim Robbins, reports from Shanghai ...



39 (Announcer = American)

If you are one of those people who shares the common belief that older women cannot be good mothers, then think again. In a recent study at the University of Southern California, researchers compared the experiences of 150 mothers in their 30s, 40s and 50s. The results were perhaps surprising. It appears that women in their 50s do not find being a parent more stressful or physically more demanding than women in their 30s and 40s.



A group of top European and Australian scientists say that temperatures will rise much faster than previously predicted, possibly by as much as six per cent by the end of the century. They also say that the record loss of sea ice over recent years means that the earth may no longer be able to recover.



41 Dr Mark Welles, from the University of Columbia, says that the evidence for global / warming is undeniable. The warning signs have

been here for ages, but we / haven't done anything about it, he argues. Soon the polar ice caps will / melt. As a result, animals like polar bears will become extinct. Sea levels will / rise and more and more land will be lost to the sea. Hundreds of thousands of people will have to move / home, until finally the whole earth will be / underwater. It's OK for people alive today, but it will be a big, big problem / for our children and the generations to come.

Unit 6

-  **42** (Mohammed = Egyptian)

- Doctor: Hello, Mr ... ?
 Mohammed: Mohammed. Mohammed El Metwalli.
 Doctor: Please take a seat. Now, what seems to be the trouble?
 Mohammed: I've got a terrible pain in my shoulder.
 Doctor: I see. Do you know when it started?
 Mohammed: About three days ago, I think.
 Doctor: Oh, dear. Well, I'd better take a look.
 Now, where does it hurt exactly?
 Mohammed: Just here, in the middle of my shoulder, at the back.
 Doctor: Right. Is it painful if I do this?
 Mohammed: Yes, it hurts a lot.
 Doctor: Are you allergic to anything?
 Mohammed: No, I don't think so.
 Doctor: Hmm. Have you got any other symptoms?
 Mohammed: Yes, I have a bad headache and I feel too dizzy.*
 Doctor: Have you been taking anything for it?
 Mohammed: No, I haven't. I wanted to see a doctor first.
 Doctor: OK. Well, the first thing I want to do is take your temperature and then we'll do a full examination.

Did you notice?

Mohammed says *I feel too dizzy*. A native speaker would say *I feel very dizzy*.

-  **43** (Doctor = Indian)

- Conversation 1
 What seems to be the trouble? a
 Do you know when it started? b
 How long have you been feeling like this? c
 What symptoms have you got? d
 Are you feverish? e
 Have you been taking anything for it? f
- Conversation 2
 What seems to be the trouble? a
 Where does it hurt exactly? b
 Do you know when it started? c
 Is it painful if I do this? d
 What about if I do this ... here? e
 Have you been taking anything for it? f

-  **44** (Doctor = Indian)

- What seems to be the trouble?
 Do you know when it started?
 How long have you been feeling like this?
 What symptoms have you got?
 Are you feverish?

Have you been taking anything for it?

Is it painful if I do this?

What about if I do this ... here?

Have you got any other symptoms?

Do you know if you are allergic to anything?

-  **45** (Doctor = South African)

- Doctor: Good afternoon.
 Sharon: Hi there.
 Doctor: What seems to be the trouble?
 Sharon: Well, I've got these red blotches all over my legs ... See? Here ... and here.
 Doctor: Oh, yes. I see. Are they painful?
 Sharon: No, not at all. But they seem to be getting bigger.
 Doctor: How long have you had them?
 Sharon: About a fortnight now, I suppose. And there's a rash, too, on my arm.
 Doctor: Oh, yes. That looks quite angry. Have you been scratching it?
 Sharon: Yes, it's really itchy. What do you think is causing it?
 Doctor: Well, are you allergic to anything? Cats, for example?
 Sharon: Not that I know of.
 Doctor: Hmm. Do you feel stressed?
 Sharon: Well, yes. I suppose I do. I've been very busy at work for quite a while, but ...
 Doctor: Well, that might be it.
 Sharon: What? Are you saying that this is because of stress?
 Doctor: I think it could be. I'll give you a prescription for a cream. It's quite good, so in a few days the blotches should start to go, and the rash should clear up too.
 Sharon: Good. Thanks a lot.
 Doctor: Here you are. Come back and see me in a couple of weeks if it doesn't get better.

-  **46** (Dr Vasquez = Spanish; patient = American)

- Dr Vasquez: OK, so I think you are coming down with the flu.
 Patient: No, really?
 Dr Vasquez: Yes. Antibiotics are no use, of course, as it is a virus, so I recommend aspirin to relieve the aches and pains, and nausea, of course. And you should drink lots of water and stay in bed.

-  **47** (Dr Vasquez = Spanish; patient = American)

- Patient 1
 Dr Vasquez: You have a chest infection, I'm afraid.
 Patient: Oh, dear. Really? Are you sure?
 Dr Vasquez: Yes. I don't think it's too serious, though.
 Patient: Thank goodness for that!
 Dr Vasquez: But you'll have to take some antibiotics. Take two, twice a day. Once in the morning and again at night, for five days.
 Patient 2
 Dr Vasquez: Well, I think you have a mild case of asthma. It's not too serious, so don't worry, but I want you to use an inhaler whenever you feel short of breath. Come and see me next week and we'll see how you are.

Patient 3

Dr Vasquez: I think this is a very bad cough. I'll prescribe some strong cough medicine. Take two spoonfuls every three hours. It will make you tired, so don't drive. Come back in three days and we'll see if you're better.

 (Dr Vasquez = Spanish)

- a I think you're suffering from a migraine. I'll give you a prescription for some tablets that are very good. Take two tablets, three times a day before meals. It should be better in a day or two.
- b Well, I think this is food poisoning. You need to drink lots of water and avoid alcohol or coffee. Don't eat anything until you start to feel better, and then have simple food that's easy on the stomach, like rice and chicken. Oh, and have small portions.
- c For insomnia, it's often a matter of getting more exercise and avoiding eating too much, especially at night. Don't drink alcohol and have some warm milk before you go to bed.

 (c = Australian; e = American;

f = Brazilian; g = Indian; h = Canadian)

- a My blood pressure is very high.
- b My asthma has almost completely gone.
- c I always get terrible hay fever in summer.
- d We both got very bad sunburn on holiday.
- e I have finally gotten over my insomnia.*
- f I usually get a migraine after eating chocolate.
- g The doctor said my leg is not broken after all.
- h It looks like I'll need another operation.

Did you notice?

In American English people say *gotten*.

A British English speaker would say *got*.



I'll give you a prescription.

The operation was a success.



- a Are you allergic to anything?
- b Come back at the end of the week and we'll see if you're better.
- c It's not serious, so I don't want to give you any tablets.
- d The exercise will help you a lot, so please do it.
- e Who is your regular doctor?
- f You are quite ill, I'm afraid.
- g The good news is that we aren't going to operate.
- h Your knee is a lot better now.

Unit 7

 (2 = American; 3 = American;

4 = Brazilian; 5 = Canadian; 6 = French)

- 1 Oh, my ideal holiday is ... you know ... relaxing on the beach, swimming. And the kids love playing in the sea, making sand castles, of course!

- 2 I really like looking around museums, going to cathedrals and that kind of thing. Hopping on a sightseeing bus. You know, just exploring.
- 3 Oh, it's the best. Catching the cable car to the top of the mountain and then zooming down with all the fantastic scenery in front of you ... You can't beat it.
- 4 I need lots of things to do ... Fun things, like mountainbike riding – that's my favourite – or canoeing, and I like horse-riding too. Holidays are for doing exciting things.
- 5 I love being outdoors, you know, like waking up in a tent and then going fishing all day.
- 6 It's great because you just sit on the deck and relax, look out to sea and wait for the world to come to you!

 (Travel agent = South African)

Travel agent: Hello. Take a seat. How can I help?

Simon: We're thinking of going to Canada, Vancouver and then to Calgary.

Jenny: Yes, flying to Vancouver on June the 12th.

Travel agent: OK. How many nights?

Jenny: Just eight. Coming back on the 20th, from Calgary.

Travel agent: OK ... just a moment ... Yes, with Air Canada, that'll be £780 per person, including all taxes.

Jenny: Oh, that's better than we thought!

Simon: Hmm! We were thinking three nights in Vancouver first. Somewhere rather nice?

Travel agent: We have a special on at the moment with the Metropolitan. It's a lovely hotel, four stars ... You can see it here. That's, um ... £140 a night.

Jenny: Per person?

Travel agent: No, that's for the room. All these are per room per night, without breakfast.

Simon: Oh, yes. It certainly looks very nice.

Travel agent: It is! I stayed there last year. And you should definitely hire a car – it's only £30 per day for a small car – and drive to Lake Louise.

Jenny: Oh, yes. We want to go there.

Travel agent: I recommend you stay at the Emerald Lake Lodge. It's a perfect place to explore from.

Simon: That sounds good.

Travel agent: Let me see ... that'll be £150 per night. It's worth spending two nights there.

Simon: Two nights?

Travel agent: Yes, it's a nine-hour drive from Vancouver, so two nights is best. And then you can drive to Jasper – that's four hours. Two nights at the Fairmont Jasper Park Lodge will be £250 per night. It's expensive, but it's well worth going there. A beautiful place.

Simon: Look, a log cabin!

Travel agent: Yes. You get your own cabin. Jenny: And there's plenty to do in Jasper National Park, is there?

Travel agent: Sure. You can play golf, go hiking ... and boating if you fancy that. Then you've got a five-hour drive to Calgary. A final night somewhere like the Westin will save money – just £74. There's enough for a day – shopping, museums and Calgary Tower,

of course. You can drop your car off at the airport and fly back at ten in the evening.

Simon: Well, that's the kind of thing we were thinking of, isn't it, dear?

Jenny: Yes, it is. Can you print out those details and we'll take a brochure?



- a Can you recommend a good place to stay?
- b Is it worth hiring a car?
- c Do you know a nice place to eat?
- d Where can I change money?
- e What's a good way to spend an evening?
- f Where are the best places to go shopping?

 (Tour guide = Indian)

Do you want to go on a night cruise? a Just two hours. b

We'll pick you up by bus outside the hotel. c

At six o'clock tomorrow night. d

Bus to and from the hotel, and the cruise. e

Dinner isn't included, but you get one free drink. f

 (Speaker = American)

- a What range of cars do you have?
- b Is insurance included?
- c Do I have to pay an excess if I have an accident?
- d Can I hire a car one-way?
- e Is there a mileage limit?
- f Do you provide child car seats?
- g Is accident cover included?
- h What documents do I need?

 (Speaker = German)

- 1 If you average more than 250 miles per day, then there's a charge of €10 per mile.
- 2 We have all kinds: small, compact, mid-sized and full-sized.
- 3 Sure. There's an extra charge of €30 for all one-way hires.
- 4 Yes, full cover is provided for every named driver.
- 5 Yes, all that's covered. There's a 24-hour emergency number to call if you need assistance.
- 6 You need a valid driver's licence or an international licence with a passport.
- 7 Yes, you have to pay the first €900 of any claim.
- 8 Yes. They're free of charge. We'll fit them for you in the back seat.

 (Laura = Italian; assistant = Irish)

Laura: I'd like to hire a car for a week, from next Monday.

Assistant: Certainly. What class of car would you like to have?

Laura: Em, well. What have you got?

Assistant: Our Economy car is a two-door Polo. That's 89 euro for a week.

Laura: Hmm. That's too small. We are four.* Do you have anything else?

Assistant: Next up is a Compact car. A Ford Fiesta. The rate for that is 99 euro.

Laura: Is that an automatic?

Assistant: No, it's manual.

Laura: I want an automatic, really. What automatics have you got?
 Assistant: We have a Toyota Corolla. Let me see ... that's 139 euro for the week.
 Laura: Wow. That's a big increase.
 Assistant: Yes, well, it's a bigger car. It's an Intermediate class. All our full-sized cars are automatic, too, but they're 169 euro.
 Laura: Oh, I see.
 Assistant: Actually, we have a special offer on at the moment. I think we have an automatic Corolla ... Yes, for 125 euro.
 Laura: OK. That's the one!

Did you notice?

Notice that Laura says *We are four*. A native speaker would say *There are four of us*.



Why doesn't she rent the Ford Fiesta? Did he say he'd have the car for next week?



- a I've got just one question.
- b You didn't say you couldn't swim.
- c We could go tomorrow.
- d You must be tired.
- e Have you played before?
- f I managed to talk to her last night.
- g Are you taking him to the station?
- h I didn't know the answer, so I kept quiet.

Unit 8

61 (Emmanuel = French)

Mark: Hi, Emmanuel? Have you got a minute?
 Emmanuel: Of course, Mark. What is it?
 Mark: Well, I'm going to Paris for a few days next week ... and as you're from Paris, I was wondering if you could give me some tips? You know, where to go and stuff like that.
 Emmanuel: Of course! Have you found anywhere to stay?

Mark: Not yet. I'm still looking. It's quite pricey.

Emmanuel: Well, try the Latin Quarter. That's a very historic part of the city, and it should be quite reasonable. It's really lively, too, because it's the students' area.

Mark: Sounds good, thanks. What about getting around?

Emmanuel: That's easy. Just use the Metro. It's usually quite crowded, but it doesn't cost much. Or you can walk, of course. You can see almost everything that way ...

Mark: OK, and what is there to see?

Emmanuel: Oh, there are so many things. You should definitely see the *Arc de Triomphe*. And if you like big cathedrals, then you must go to *Notre Dame**, of course, and ...

Mark: It's euros in France, right?

Emmanuel: Yes. When I go, I usually just use my bank card and get cash from ATMs. It's no problem.

Mark: Is it safe?

Emmanuel: Yes, it's as safe as London or any other city, I think. Just be careful in the main touristy places.
 Mark: OK, thanks, Emmanuel. That's a great help.

Did you notice?

Emmanuel says *you must to go to Notre Dame*. A native speaker would say *you must go to Notre Dame*.

62 (Guide = Spanish; tourist = German)

Guide: Welcome, everyone, to lovely Lima! Lima is called Ciudad de los Reyes, or the City of Kings. This is where the Spanish founded the city, in 1535 ... and for almost 300 years, Lima was the centre of Spanish rule in Latin America. And today, it is Peru's capital city.

Tourist: Sorry, can I ask a question?

Guide: Yes.

Tourist: What about the Incas? They were here before the Spanish, weren't they? Could you tell us a bit more about them?

Guide: Yes. In fact, there were many Inca towns here when the Spanish arrived, and over 400 temples and palaces, but it was the Spanish who actually founded the city of Lima, right here, in this square, on the site of an existing palace. This is Plaza Mayor, the main square. It is now a World Heritage Site ... You are now standing on the exact site where Francisco Pizarro founded the city nearly 500 years ago. You can see the Government Palace, where the President lives ...

Tourist: Sorry to interrupt, but these buildings don't look 500 years old.

Guide: That's right. An earthquake in 1746 destroyed almost all of the city. Only 20 buildings were left. You can see San Francisco's Convent over here ... that's the only building in Plaza Mayor that survived. Now, let us to walk* over here ...

Did you notice?

The guide says *Let us to walk over here* ... A native speaker would say *Let's walk over here* ...

63

He told us a bit about when the Spanish arrived in Peru.
 An earthquake destroyed almost all of the city.

64

- a Can I take a brochure, please?
- b We got on the boat and sailed across to the island.
- c I want a table with a view of the sea, if possible.
- d I had a good look around the castle.
- e We went out with a group of friends that afternoon.

65 (Guide = Spanish)

- a It was the Spanish who actually founded the city of Lima. ... Of course, go ahead.

- b The most fashionable shops are in Miraflores, which is a busy area of the city near ... No problem. What do you want to ask?
- c These days Barranco is the liveliest district of the city, with lots of restaurants and bars. ... Yes, what is it?
- d There are, of course, lots of festivals and celebrations throughout the year and ... OK. What is your question this time?
- e The traffic in Lima has got worse, of course, in recent years, but the city is taking measures to ... I'd rather you let me finish, if that is all right.

66 (Speaker = Brazilian)

- a That's the Modern Art Museum, the most popular one in the city, and on the left ...
- b A big festival we have here in the city is Mardi Gras, but there are others such as ...
- c Lord Byron stayed at that hotel over there on the corner and up ahead we can see ...
- d This is the exact spot where the old castle used to be and over there is ...
- e There are two palaces here: the National Palace and the Pena Palace. The Pena Palace is the most famous. You can see ...

Review 1

67 (3 and 4 = Indian; 7 and 8 = Egyptian; 9 and 10 = Chinese)

- 1 I don't really like horror films.
- 2 Have you made a reservation?
- 3 You can have the camera for £30.
- 4 That film's terrible. Don't bother watching it.
- 5 I guess I'd better be going.
- 6 Is it worth hiring a car?
- 7 I'd be interested to hear more about your holiday.
- 8 I saw Simon yesterday.
- 9 I don't suppose you know anywhere good to stay in London?
- 10 What seems to be the trouble?

68 (5 and 6 = Russian; 7 and 8 = German)

- 1 a Excuse me. Where can I pay?
- b Sorry, but we've been waiting for our drinks for ages.
- c I can't eat this. I'm allergic to nuts.
- 2 a You may be right, but it doesn't work.
- b I told you a week ago this printer was broken.
- c I'm afraid this printer has broken. I've only had it a week.
- 3 a OK. I'll buy it. It's a deal.
- b No, really. It's my treat.
- c I know what you mean, but I can't.
- 4 a I'd like to know what you're going to do about it.
- b Where does it hurt exactly?
- c Is it OK if I don't come in today?
- 5 a I was wondering if I could go there.
- b It's well worth going there.
- c It's not worth it.
- 6 a Thank goodness for that!
- b It was nice talking to you.
- c I'm sorry. That's not good enough.

- 7 a I'd like to know more about the museum.
 b Have you heard more about the museum?
 c I'm afraid that I don't know any more about the museum.
- 8 a What's up?
 b See you later.
 c I haven't seen you for ages.
- 9 a Well, what a relief!
 b Thank goodness for that!
 c Oh, no. That's terrible.
- 10 a I should take the tourist bus.
 b Do you think it's a good idea to take the tourist bus?
 c Is it OK if I take the tourist bus?



CD2 Work and Study

Unit 9

(12) (Vicky and assistant = American)

Assistant: Hello, Johnson's Office Solutions. Can I help you?

Vicky: Oh, hello. This is Vicky, from Kelta & Co. We've got a problem with our photocopier.

Assistant: I see. Did you purchase it from us?

Vicky: Yes, we did.

Assistant: And is it still under warranty?

Vicky: We got a three-year extended warranty. It's only a year old.

Assistant: OK. And what seems to be the trouble?

Vicky: The paper's jammed and we can't fix it.

Assistant: Right. Did you look in the manual?

Vicky: Yes. I've had a go, but I still can't fix it.

Assistant: All right. I'll have a look and see what we can do. Hmm ... we can't get anyone there until late afternoon, I'm afraid.

Vicky: I'm sorry, but that's no good at all.

We're very busy here and we need this fixing immediately.

Assistant: Hmm. Well, I can see if ... Oh, yes. It looks like we might be able to get someone to you this morning.

Vicky: OK. What time will they be here?

Assistant: I can't say exactly. Any time between 10.30 and 12. Is that OK for you?

Vicky: Well, I suppose so. If that's the best you can do. At least it's this morning.

(3) (b = American; d = Chinese; e = Brazilian; f = Spanish)

- a We have the books you ordered. When would be a good time to drop them round?
 b I can come sometime next week. What day would suit you best?
 c We can come on Friday afternoon to install your broadband connection. Is that OK?
 d I'd like to see you next Thursday. What time would suit you best?
 e So, what about a meeting sometime later this month? What date is good for you?
 f We can't come today, but tomorrow after four looks possible. Would that be convenient?



- a I'm sorry. We won't be able to repair it for at least four weeks.
 b I'm afraid we can't send anyone until tomorrow afternoon.
 c Oh, yes. Your light. It will be another fortnight before we can replace that.
 d We don't have any heaters in stock. I've got no idea when we'll get any more.
 e No, we can't send anyone to help you. All the lads are out at the moment.
 f John is away on holiday and won't be back for two weeks, I'm afraid. There's really not very much we can do before then.



(Stuart and Melanie = Australian)

Stuart: So, do we have a deal?

Melanie: Well, the price is much higher than last year.

Stuart: But that includes all the extras I told you about ... and the free upgrade to our Gold Plan. Remember, that gives you 24-hour cover, and free antivirus protection.

Melanie: Yes, but ...

Stuart: Don't you see that this service agreement means all the workstations here will be covered all day, every day. That's over thirty computers.

Melanie: Yes, but they are very reliable anyway, mostly.

Stuart: But it only takes one problem to cause a disaster.

Melanie: Yes, I see what you mean, I suppose.

Stuart: You won't find more comprehensive coverage for less. Or better service.

Melanie: It's just I don't know if we can afford it.

Stuart: Are you sure that you can afford not to take out this cover? ... Look, I'll tell you what I'll do. If you agree now, I'll give you a five percent discount. How's that? Don't you agree that that's a great deal?

Melanie: Five percent?

Stuart: That's right. I can't do any better than that. Now, what do you say?

Melanie: Hmm. Well ... I'll need some time to think this over.



Is that your best offer?

You'll have to do better than that, I'm afraid.

If you order now, we'll give you a discount. We might be able to come down on price if you order in bulk.

I'll give ten percent extra free provided that you sign a one-year contract.



A: OK, so if I pay in advance, you'll give me a ten percent discount?

B: Yes, and if you pay now, then I'll give you a fifteen percent discount.



(8) (A = American)

a A: If we agree to the deal, we will lose control of the company.

B: Yes, but if we don't agree to the deal, the company will collapse.

- b A: If we increase our prices, we will make more profit.
 B: Yes, but if we decrease our prices, we will get more customers.
 c A: If we move production to Asia, costs will go down.
 B: Yes, and if we don't move production to Asia, we will be uncompetitive.

Unit 10

(9) (a = French; b = Saudi; c = American; d = Italian; e = Australian; f = Russian; h = German; i = Japanese; j = Indian)

- a Hello. I'd like to open an account, please.
 b My chequebook's run out. Can I order a new one, please?
 c Can I check my balance, please?
 d I'd like to pay this cheque into my current account, please.
 e Can I send some money abroad from here?
 f I want to deposit this money into my savings account.
 g Can I pay my electricity bill here?
 h I'd like to buy some traveller's cheques, please.
 i Could I see someone to arrange an overdraft, please?
 j I need to order a new bank card. I've lost mine.



1 Yes, of course. I'll need to see some form of identification, such as your passport, or driving licence ... and proof of your address, so a utility bill with your name and address.

2 Oh, dear. Well, I can certainly order a replacement for you here, but you need to telephone our 24-hour emergency number to report it, if you haven't done that already.

3 Yes, of course. Can I have your paying-in slip and your bank card, too, please? Do you have a Regular Saver or a Bonus Saver account?

4 Yes, you can, but utility bills take seven working days to go through. Is that all right?

(10) (Raymond = Chinese; bank clerk = Canadian)

Raymond: I'd like to open a savings account, please.

Bank clerk: Certainly. Which type of savings account do you want?

Raymond: Er, what do you have?

Bank clerk: Well, if you have a lump sum to invest, I'd recommend our First Reserve account. That has an interest rate of 3.5%, paid annually, but you must have at least \$5,000. Raymond: No, I was thinking of saving around \$100 a month, actually.

Bank clerk: OK, so our Bonus Saver account might be better. That has an interest rate of 3%. Interest is paid every three months.

Raymond: Can I take the money out if I need it?

Bank clerk: Yes, but you must give 30 days' notice before you can make a withdrawal.

Raymond: Oh, I see. Actually, I want an account where I can get at the money immediately.

Bank clerk: Then you should have our Regular Saver account. It's instant access. The rate is 2.3%. Interest is paid monthly, but there's a penalty if you take money out.

Raymond: What do you mean by 'penalty'?

Bank clerk: Well, if you withdraw money, then you won't get any interest for that month.

Raymond: Oh, I see. Do you have an internet savings account?

Bank clerk: Yes, we do. That's our e-Savings account. The interest rate is 4.1%. It's paid every month. You have to save at least £75 every month. Our e-Savings account is instant access, too.

Raymond: Does that mean I can get at the money immediately?

Bank clerk: Yes, and there's no penalty.

Raymond: Maybe I'll have that one, then.

Bank clerk: You have to apply online for that. We can't do it here in the branch.

Raymond: OK. Well, thank you very much for your help.

 (b = American; c = Irish; e = Indian)

- a The interest rate is 3% but, if you have over £25,000 invested, then it goes up to 3.5%.
- b This is a three-year bond and the amount you invest is locked away for the whole term.
- c There are no charges on this account, except for the administration fee of €295.
- d Our usual interest rates are around 4 to 5% unless you have an online account, which pays 9%.
- e This is a fixed interest account.

 (a = American; d = Chinese; e = American)

- a This account has a variable rate of interest. ... Variable means the interest rate can go down or up.
- b All our loans are secured on your property. ... That means we have a legal right to take the money from your property if you don't repay.
- c There is a minimum balance of £3,000 with this type of account. ... That means you have to have at least £3,000 in the account at all times.
- d You can only invest a lump sum in this account. ... A lump sum means a single, one-off deposit, rather than regular deposits.
- e We also offer an automatic fee-free overdraft of \$1,000 with online accounts. ... That means you don't have to ask for an overdraft up to \$1,000, and you don't pay anything for the facility.

 (b = South African; e = American; g = French; h = Indian)

- a Can I have a £20 top-up voucher, please?
- b Could you send off my application for a driving licence, please? I've filled in the form and this is my ID.
- c I'd like to pay my electricity bill, thanks. Here it is.
- d Could I have £150 in Canadian dollars, please?

- e I'm moving house next week. Can you send my mail to my new address?
- f I want to collect my pension, please. This is my card.
- g Here's £200. I need to send this to France, please.
- h Can I have a £10 phone card, please?

 (Brigitte = Swiss)

Brigitte: Hello. I'd like to send this package to Switzerland.

Clerk: Can you put it on the scales, please? OK, so that's about 1.3. That'll be £5.28 by surface mail. It should be there in under two weeks. What's in it, anyway? A present?

Brigitte: No, some brochures and ten promotional DVDs. It's for a colleague. How long will it take by airmail?

Clerk: Airmail will take three days. I'll just check the price ... Oh, £5.89. Not much difference.

Brigitte: Oh, well, I'll send it airmail then. Is it safe? I mean, this is quite important.

Clerk: Well, if you want a signature when it's delivered, you can send it International Signed For. That's an extra £3.50, so that'll be £9.39.

Brigitte: I see.

Clerk: Or, for an extra £4.20, you can send it Airsure. That means priority handling and online tracking for the whole journey. It's the most secure way to send it, and faster, too. It takes two days. That'll be £10.09. Switzerland is outside the EU, so you have to fill in a Customs label. Are the total contents less than £270?

Brigitte: Oh, yes. The brochures are, say, £10 and the DVDs cost about £3 each to make, I guess.

Clerk: Then fill in this CN22 label and stick it on the top left, can you?

Brigitte: Sorry? Could you say that again?

Clerk: Complete this label and put it on the top left corner.

Brigitte: Oh, right. I'll send it by the last way you said. The quickest.

Clerk: Airsure? Fine.



A: OK, so if I send this by International Signed For, it'll get there in two days?

B: No, it'll get there in three days. If you send it by Airsure, it'll get there in two days.



a A: So I have to fill in a CN22 Customs label?

B: No, you need to fill in a CN23 Customs label.

b A: So I fill in a VN1 form and then go to the Payment section?

B: No, go to the Payment section first and then you can fill in a VN1.

c A: Did you say it will take two weeks by standard mail?

B: No, it'll take three weeks by standard mail. It'll take two weeks if you send it Swiftmail.

Unit 11

 (Wen Ling = Chinese)

Wen Ling: Oh, hello. Is this where I report something stolen?

Guard: Yes, that's right. Just let me get the right form OK, what's your name, please?

Wen Ling: Wen Ling Tsai. That's W-E-N space L-I-N-G Tsai ... T-S-A-I.

Guard: OK, and where do you live?

Wen Ling: 17a Park Avenue, Bristol. The postcode is...

Guard: Whoa, hang on! 17a Park Avenue, you say?

Wen Ling: Yes, in Bristol. The postcode is BR2 6YT.

Guard: 6-Y-T ... OK. So, what was stolen?

Wen Ling: My bag. I was outside the library. This man just grabbed it and ran away.

Guard: I see. So, when was this?

Wen Ling: At around 12.30.

Guard: OK. Did you get a look at him?

Wen Ling: Yes. He was medium height with short dark hair and glasses. Oh, and he had a moustache.

Guard: Right. And what was he wearing?

Wen Ling: Blue jeans and a black jumper, I think. And white running shoes.

Guard: OK. Now, additional details. Can you describe the bag?

Wen Ling: It's a small, black leather bag, with a zip along the top and a shoulder strap.

Guard: Are there any distinguishing marks on it? Any scratches, for example?

Wen Ling: Not really. Just a small tear on the handle.

Guard: OK, well, we'll look into it.

 (Hassan = Syrian)

Operator 1: Emergency. Which service do you require?

Hassan: Oh, er, ambulance, I think. There's been an accident.

Operator 2: Go ahead, caller. You're through to the ambulance service. Where do you need the ambulance to come to?

Hassan: Er, I'm not sure. There's a park. Hang on, there's a sign near the gate ... I'm at Green Park.

Operator 2: What's happened?

Hassan: There's been a traffic accident. A car has hit a cyclist, and he's on the ground.

Operator 2: How many people are hurt?

Hassan: Well, the car driver's standing by the car. He's holding his head. I can see some blood, and the cyclist is on the ground next to me. There's no blood, but he isn't moving. There's nobody else here ... I didn't know what to do.

Operator 2: OK, stay on the line. An ambulance is already on its way. Now, I want you to ...



a

Emergency. Which service do you require? ... Go ahead, caller. You're through to the ambulance service. Where do you need the ambulance to come to? ...

What has happened there? ...

How many people are hurt? ...

Stay on the line. An ambulance is on its way. ...

b

Emergency. Which service do you require? ... Go ahead, caller. You're through to the fire service. What is your name? ...

Where are you calling from? ...

Where is the fire? ...

Is anyone trapped or injured? ...

A fire engine is on its way. ...



(Hassan = Syrian)

Police officer: What exactly did you see?

Hassan: I was walking past the park heading towards the city centre when a cyclist passed me and then a car came round the corner from the right, there. I don't know, I guess the driver didn't see the cyclist ...



(Hassan = Syrian)

Police officer: How fast was the car travelling?

Hassan: Not very fast. Normal speed.

Police officer: So how did the car hit the cyclist?

Hassan: I think the cyclist was in the middle of the road to turn right, down where the car had come from, but I couldn't see any lights on their bike.

Police officer: What about the car?

Hassan: Er, well, the car had lights on. Yes.

Police officer: Was the car on the wrong side of the road?

Hassan: No.

Police officer: So the collision happened here?

Hassan: Yes, that's right. Right next to me. There was a big crash and then silence. I saw the cyclist in the road, unconscious, and the driver got out holding his head, so I phoned 999.



I was walking past the park, heading towards the city centre.

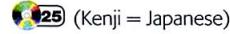


a How fast was the car travelling?

b So the collision happened here?

c There was a big crash and then silence.

Unit 12



(Kenji = Japanese)

Kieran: Hello. This is Kieran Donnelly speaking.

Kenji: Oh, er, hello. Is James Green there?

Kieran: No. I'm afraid he's out of the office right now. I'm his personal assistant. Would you like to leave a message?

Kenji: Er, yes, thanks. I was supposed to meet him at two o'clock this afternoon, but something has come up. I wonder if we can

rearrange it to 4 pm instead, and maybe meet here in my office, that's in Building 3, rather than in the main building?

Kieran: OK, so ... meet in your office in Building 3, not the main building, at four o'clock, not two. Got it.

Kenji: Thanks.

Kieran: OK. I'll make sure he gets that. What's your name, please?

Kenji: Kenji Fujita. That's K-E-N-J-I Fujita, F-U-J-I-T-A.

Kieran: OK. And does he know what number to contact you on if there's a problem?

Kenji: He's only got my cell phone number. My office number is 0207 772994. That's direct.

Kieran: Sorry, what was that last part again, please?

Kenji: 772994. Oh, and can you please ask him* to call me before one thirty to confirm? I'll be in a meeting after that.

Kieran: Will do.

Kenji: OK. Thanks very much.

Kieran: You're welcome. Thanks for your call.

►*Did you notice?

Kenji says *Can you please to ask him* ... A native speaker would say *Can you please ask him* ...

(b = American; c = South African; d = New Zealand; e = Australian)

- Can you say that I'll be about thirty minutes late? If she wants to start the meeting without me, that's fine, because I can't guarantee exactly when I'll be there. The traffic's terrible.
- Tell her I can't find the blue file, that's the one with the sales figures for this month. I need it urgently because I have to prepare for tomorrow's meeting.
- Please can you tell her that Tina from Accounts called? I need to have a completed expense form from her by Friday lunchtime or she won't get her expenses back this month.
- Please tell her I've managed to change her flight from 10am to 3.30, and a taxi will pick her up outside her apartment at midday. When she arrives in Paris, Mr Wilkinson will be there to meet her.
- Can you say the best price we can do is \$1,500. That's including delivery and free installation. We need an answer tomorrow morning by eleven at the latest or she'll lose the order.

(b = Spanish; c = Japanese; d = American; e = Australian)

- Yes, please. Tell her Mr MacGregor called, would you?
- I think that's everything. Oh, and say she can reach me on Extension 349 if she needs to.
- So the meeting will be at the hotel next Friday in the Baker Suite.
- And her flight number is TX743.
- ... and please say I can't process his order without written authorization and either Form VS901 or VS942a, depending on the insurance classification.

(Hilda = German)

Kieran: Hello. This is Kieran Donnelly speaking. How may I help you?

Hilda: Hello. This is Hilda Birghard calling. Can I speak to James Green, please?

Kieran: I'm afraid Mr Green is out of the office right now.

Hilda: Would you mind taking a message?

Kieran: Not at all.

Hilda: Can you tell him that the report he asked for on next year's marketing strategy is almost ready,* but we have a couple of queries we need answering first.

Kieran: OK, so ... queries for the marketing strategy report. Sorry, I didn't get your name.

Hilda: Hilda Birghard. B-I-R-G-H-A-R-D.

Kieran: Thank you. So, there are two queries, you say?

Hilda: Yes, the first is what percentage of his clients are what we call 'valued customers' ... that means they have ordered from the company before, and what is their average age? Have you got that?

Kieran: Yes, OK. Got it. And the second?

Hilda: How many sales resulted from last summer's television campaign, and what was the net income compared to the cost?

Kieran: Sorry, what was that last bit again?

Hilda: What was the net income compared to the cost? Does that make sense?

Kieran: Fine. I'll make sure he gets this when he gets in. It should be mid-afternoon sometime.

Hilda: OK, that's great. Thanks very much.

►*Did you notice?

Hilda says ... *it is almost ready*. A native speaker would say ... *is almost ready*.



a Could I leave a message, please?

b Thanks a lot. I appreciate it.

c Does that make sense?

d Do you think you could take a message?

e Can I ask who's calling?

f Have you got that?

g Who is this, please?

h Would you mind taking a message?

i I appreciate your help. Thank you.

j Sorry. I didn't get your name.

k Could you repeat that back?



Do you think you could take a message?



a Would you mind taking a message, please?

b I'm afraid he's not in today.

c I think he said he'd managed to do it.

d I'll call her if there's a problem with the order.

e I'd appreciate it if you could say I'll be late.

Unit 13



- a I think so too.
- b Do you see?
- c Could you say what you mean?
- d Let's move on, shall we?
- e It's a deal.
- f Yes, I agree.



- a I think you're absolutely right.
- b That's not right at all.
- c I think we're drifting off the point a bit.
- d Right, now let's move on, shall we?
- e Can you explain what you mean by that?
- f Could I come in here, please?
- g Let's get down to business, shall we?
- h What's your opinion on this?

(Julie = American)

Catherine: OK, so let's get started, shall we? The first item on the agenda is what are we going to do about the decline in sales? We have to do something. I'd like to start by asking Mark.

Mark: Well, we might consider spending more money on marketing.

Catherine: Hmm. Julie, do you have any thoughts?

Julie: I think that's a good idea. More marketing means more sales.

Peter: Sorry, can I come in here?

Catherine: Yes, Peter. Of course.

Peter: I couldn't disagree more with Julie and Mark. Marketing is expensive, and we have no guarantee that the costs will be worth it. Perhaps you can give us your opinion, Catherine?

Catherine: Yes, well, I can see where Mark and Julie are coming from, but I have a problem with increasing our marketing budget for the same reason that Peter has just given. We can't be sure of the results. I propose we hire a new sales manager. How do you feel about that, Mark?

Mark: That sounds reasonable to me. I think some new blood would be a good thing.

Julie: I have no problem with that, either.

Catherine: So, Mark and Julie both think it's a way forward. Peter?

Peter: Well, I'm afraid that's not how I see it, Catherine. Again, it means trying to spend our way out of this crisis and I'm not very keen on that idea at all.



I'd like to start by asking Celya. Carol, do you have any thoughts? How do you feel about that, Miguel? Perhaps you can give us your opinion, Mr Tanaka? Mustafa, what's your reaction? Jenny?

(c = French; d = Indian; f = American)

- a Could we perhaps spend more money on marketing?
- b How about hiring a new sales manager?

- c We might consider sacking some employees.
- d I suggest we do some market research.
- e Why don't we reduce our prices?
- f I propose we try to expand our market.



Do you think we should go ahead? Is everyone happy with that decision? What do you think we should do? Who's going to take responsibility for this?



- a Does everyone agree?
- b Is that your final answer?
- c Where are the sales figures?
- d Why are the results so poor?
- e Do you think the situation will improve?
- f Does this price include delivery?
- g Who's the new marketing manager?
- h Have you finished the report yet?



- (b = Spanish; c = Egyptian; d = Japanese; e = Brazilian)
- a So, I guess that means you're happy with the sales figures.
 - b You said you believe output will improve next year.
 - c You mean that we shouldn't launch in February?
 - d If I understand you correctly,* you think our investment has been a mistake.
 - e So you're saying you'll never agree to the plan.

Did you notice?

The Japanese woman says *If I understand you correctly*. A native speaker would say *If I understand you correctly*.



- (a = American; b = Indian; c = French)
- a OK, so before we finish, let me just summarize the main points. All managers are to get a ten percent bonus, in line with contractual agreements, and the sales force is to double within six months. Right, I think we've covered everything, so shall we call it a day?
 - b And now I'll quickly go over today's main points. We all agree that the new product is a success. That's good. But there are some reliability issues we need to tackle and also pricing. If we do that, I am sure it will be too profitable.* Good. So it looks like we can finish early today.
 - c Er ... to sum up, then, it seems we need to start a programme of staff redundancies. This will probably begin next spring. Now, we'll have to cut this meeting short, I'm afraid. I have some urgent business to attend to ...

Did you notice?

The Indian woman says *it will be too profitable*. A native speaker would say *it will be very profitable*.

Unit 14



Extract 1

Here at the Engineering Department we pride ourselves on our health and safety record, so first I want to run through a few basic safety measures you need to observe while you are here with us. First, always wear a laboratory coat and any additional protection, such as safety goggles or shoes where necessary. Second, there is no smoking anywhere on the premises, of course, and also, no food or drink. Third, keep all doors and windows closed ...

Extract 2

We have recently updated and improved all our resources and equipment. We have also developed new teaching approaches, so now lectures and project work are more integrated than previously.

Extract 3

One main area of interest here, both theoretical and in its practical applications, is the area of sustainable energy technologies. We are world leaders in research into the best use of the world's natural resources and in pioneering engineering solutions to climate change.

(Lecturer = American)

The figures are staggering. We are emitting four times as much carbon today than we were just ten years ago – despite the Kyoto agreement. In the early 19th century, levels of carbon dioxide in the atmosphere were 280 parts per million. Today they are 380 parts per million. It may not mean much to you, but let's look at the consequences ...

First, as ice in Greenland and Antarctica melts – and it is melting far faster than anyone had predicted, by the way – as the ice melts, sea levels will rise, possibly by as much as six metres. Flooding will affect millions of people living in coastal areas all around the planet. Huge populations, entire cities, will have to move to higher ground. Second, heat waves will become more common, with tens of thousands of people dying from heat, and from the wild fires that will sweep across the planet in the dry conditions. In the rising temperatures, severe droughts will mean crops fail, so millions more will starve to death. We don't have to look far into the future to see this. Just a few years from now, a recent study estimates that as many as 300,000 people a year will die directly as a result of global warming ... and that's not counting the impact on animals, birds and fish.

So, what can we do? In all this despair, is there any hope? Well, if we take action individually, we can collectively make a huge difference. There are plenty of things we all can do to fight global warming. First, recycling. Recycle everything you can and buy recycled goods. Second, think about your food. Buy fresh food, not frozen food. It costs ten times more energy to produce frozen food. And buy locally grown produce, too. Did you know the average meal in the US has travelled 1,200 miles to get on your plate? Third,

save energy. You can save up to 30 percent of the energy you use by doing simple things like turning off the light if you are not in the room, and using long-life light bulbs, which are 60 percent more efficient than normal light bulbs. Use the air-conditioning less, wash your clothes at a lower temperature if possible, don't use a dishwasher, turn off electronic appliances when you are not using them ... So, we can all save energy very easily. And fourth, transport. Don't take a car – use public transport, or even better, walk or cycle. If you have to use a car, do so as part of a car pool and take others. Even just checking the tyres are inflated correctly will make a three-percent saving in efficiency.

Yes, there are many things you can do. And there are many things governments can do too. Did you know there are over 200 separate environmental agreements? Sounds impressive, doesn't it? Until you realize all of them are hard to enforce and poorly coordinated. Each government needs to pass effective laws to force individuals and industry to take responsibility for climate change.

The fact is, we must do something. We are in the middle of a fight for the very survival of the planet here. Some people say it is too late already and that the planet is doomed to die ... We are not at that point yet, but it's not far away. Now, let's look at ...

 43 (Lecturer = American)

- a The solution, then, is in the hands of everyone here.
- b Unless governments act decisively and together, there will be a global disaster.
- c There will be more and more problems, such as drought, starvation, flooding ...
- d So should we just sit back and do nothing about this? Leave it to someone else? No!
- e As long as we all try to do what we can, then there is a chance the planet will survive.

 44 (Lecturer = American)

Yes, there are many things you can do. And there are many things the government can do too. Did you know there are over 200 separate environmental agreements? Sounds impressive, doesn't it? Until you realize all of them are hard to enforce and poorly coordinated. Each government needs to pass effective laws to force individuals and industry to take responsibility for climate change.

Unit 15

 45 (Stephanie = American)

Good afternoon, everyone, and welcome. Today I'm going to talk about job prospects for graduates. I'll start by describing the current position for graduates leaving university. Then I'll look at salaries, and what you can expect. After that, I'll move on to career choices, and show the most popular choices of career that graduates select, and finally, I'll review the main points covering what employers look for when they are recruiting graduates. We'll have time for questions at the end.

 46 (Speaker = Russian)

Well, that's all I have to say about our sales and marketing strategy. I hope you all agree with the direction we're taking. Now I would like to turn to our overseas operations, where I see a lot of potential for growth and expansion, especially in China and the Far East. To give you an example of how important Asia is to our business, I want you to look at this graph which shows that when we go to Asia ...

 47 (Speaker = Canadian)

OK, so I've told you about our pensions policy. As I say, I see some tough times ahead, but I think we'll get through them. Let me now turn to staff recruitment, which is an area of particular concern. We have been losing too many experienced staff. A good example of this is in the Accounts department, where last month alone three of our most senior staff resigned.

 48 (Speaker 1 = American; speaker 2 = Australian)

Speaker 1: Good afternoon, everyone. Today I'm going to talk about Sasco Systems, its future, and ... anyway, to start with, I'll describe the current financial position of the company. Then I'll mention some of the new projects we have started this year. After that, I'll move on to the opportunities we can see for further expansion, together with some of the difficulties we might anticipate. Finally, I'll review ...

Speaker 2: All in all, the results so far have been very encouraging and the future looks equally bright. In conclusion, then, based on the figures I have shown you, we can safely say the company is set to go from strength to strength. Right, let's stop there. Thank you all for listening. I've enjoyed it and I hope you have too. Now, does anyone have any questions?

Speaker 3: So, yeah, er ... next I want to show you this graph, um ... of the figures for this financial year. You can see that we've had a great year, and everything looks to be progressing as expected. There was a ten percent rise in sales overall, and, yeah, this was what we pretty much expected, so, moving on, this slide shows another one and um, great ...

 49 (Stephanie = American)

To sum up briefly, then, the future for graduates looks very bright indeed. There are more jobs, and salaries are increasing. I hope this comes as good news to you all as you approach the end of your time here at college. Thank you all for listening. Remember that you can ask either myself or anyone here in the careers centre for advice at any time. Now, does anyone have any questions?

 50

Summarizing the main points

- a To sum up briefly, then, ...
- b I'd like to review the main points ...
- c In conclusion, then ...

Thanking your audience

- d Thank you all for listening.
- e Thank you very much for your attention.
- f Inviting questions
- g Now, does anyone have any questions?
- h Can I answer any questions?
- i Are there any final questions?

 51 (Stephanie = American; Student 2 = Indian; Student 3 = Japanese; Student 4 = Brazilian; Student 5 = Chinese)

Stephanie: Remember that you can ask either myself or anyone here in the careers centre for advice at any time. Now, does anyone have any questions?

Student 1: Yes, I have a question.

Stephanie: Sure. Go ahead.

Student 1: When did you carry out this survey?

Stephanie: Between early February and the end of March this year.

Student 2: Excuse me?

Stephanie: Yes? Please ask your question.

Student 2: Who exactly did you ask?

Stephanie: We asked hiring managers. That is, those people within a company that recruit new employees.

Student 3: Er, can I ask a question?

Stephanie: Yes, of course. What would you like to know?

Student 3: How many people did you ask?

Stephanie: We asked hiring managers in more than 1,000 companies. Now, does anyone else have a question?

Student 4: Yes, I have. How did you do the survey? I mean, was it by mail?

Stephanie: That's a good question! Actually, it was quite easy. We did it all by email. We emailed everyone direct and attached an online survey.

Student 5: Yes, I have a question. How do employers ... [fade]

 52 (a = Egyptian; b = Italian)

c = American; e = Canadian)

- a Excuse me. Can you explain that last point in more detail?
- b Sorry, but can you tell us how did you conduct the research?*
- c Don't you agree that the restructuring programme is a costly waste of time?
- d Do you think we can get enough sales without spending more on marketing?
- e What would happen if the two case studies were reversed?

Did you notice?

The Italian woman says *Can you tell us how did you conduct the research?* A native speaker would say *Can you tell us how you conducted the research?*

Unit 16

 53 (Greg = New Zealander)

Right, well, er ... my talk today is on learning styles. I chose this because there is a lot of research into it and it seems as if nobody really agrees on how to assess learning styles. I'll start by outlining some competing theories about

how people learn ... There aren't any handouts, I'm afraid, but anyway ... One theory is the VARK system. That was a theory by ... I can't remember now, but V-A-R-K means V for visual, A for auditory, like hearing, R for reading and K for, I don't know how to pronounce this ... kinaesthetic? K-I-N-A-E-S-T-H-E-T-I-C. Yes, that's it. Kinaesthetic. That means things like touch, movement and stuff. Anyway, according to the VARK system, depending on your learning style, you learn in different ways. If you're a visual learner, then you need to use charts and pictures, use colour highlighting in your notes, and stuff. If you're an auditory learner, then reading aloud and listening will help you learn. Reading is just reading, of course. You learn by reading. Kinaesthetic learners need to move around while they learn. You're a kind of hands-on person if you're that kind of learner, according to the VARK system, so you should revise while standing up and walking around the room, for example. Anyway, that's just one theory. There are lots of others too, for example ...

 (Greg = New Zealander)

So, to conclude then, personally I think that we all have our own learning style and we are not just one type or another. In other words, we are probably a blend of lots of styles. I don't think any of the learning styles I've told you about is better than any other. I think the problem is that we all learn in different ways, and trying to find a system to fit in all the different ways we learn, it just doesn't work. We are too creative to be boxed in like that. Not everything about the human brain can be mapped and predicted. How we learn is different for each person, so the point I'm making is I don't know how useful it is to try to categorize everyone into types.



Speaker 1: OK, well, now I'd like to move on and talk to you about the next item, which I think is the most interesting. Basically, what I'm saying here is that I think the situation over the next few years will really improve ...

Speaker 2: OK, well, now I'd like to move on and talk to you about the next item, which I think is the most interesting. Basically, what I'm saying here is that I think the situation over the next few years will really improve ...

 (Greg = New Zealander; Students A and B = Australian; Student C = Japanese)

Greg: So, that's basically what I want to say about this for now. Are there any questions?

Student A: Er, yes. I have a question. You say that most people are multimodal, in other words they have several learning styles. Is that good?

Greg: I think it's unavoidable. We don't just learn in one way. We learn in many ways.

Student A: Yes, but that's not really what I was asking. I meant, what do you think are the advantages of being multimodal?

Greg: Oh, I see. I think the main advantage is flexibility, you know. We don't rely on just one way to learn. And we can learn in many situations, in many ways. It's definitely a strength, being multimodal.

Student B: I'd like to ask about VARK ...

Greg: Sure.

Student B: I think it was Fleming who came up with VARK. Some people say a learning style should have 18 or more dimensions, you know, like light, heat, food and so on ... Isn't VARK just about how we process information?

Greg: There are many aspects to how we learn and depending on which you emphasize then they are called a learning style. As I said, I don't think one is better than another. They're all different.

Student B: I think you've answered a slightly different question. What I want to know is, do you think VARK is a learning style?

Greg: Well, I think it is, yes, because it informs our view of how we learn.

Student C: Do you think learning styles are fixed or can they change? Can we develop new learning styles as we get older, for example?

Greg: Oh, I think each person's learning style can change, but certain basics do not. So if you are a visual learner in VARK's system, you will always be a visual learner. I guess what I'm saying is you don't lose a learning style, you just adapt and use others in different times.

Student C: Do you think there are any gender differences? You know, do men and women learn in the same way?

Greg: I think there are no differences, actually.

Student C: I disagree. I think men and women learn quite differently. In VARK, men are more kinaesthetic, for sure.

Greg: Well, I don't know. I haven't really studied that part in detail. But knowing what your learning style is helps you be a better learner, for sure.

Review 2

 (3 and 4 = Indian; 9 and 10 = Chinese)

- 1 We can give you free delivery if you pay in advance.
- 2 That was a long message. Did you understand everything?
- 3 Could we reschedule the meeting to Friday?
- 4 Now, does anyone want to ask a question?
- 5 So you're saying that the report will be finished tomorrow?
- 6 Shall we say three o'clock tomorrow afternoon?
- 7 When shall I give you a ring?
- 8 Did you get through to Paul?
- 9 Who is this, please?
- 10 I think you're absolutely right.

 (5 and 6 = Russian; 7 and 8 = German)

- 1 a You can't expect us to wait that long.
b I don't see it like that at all.
c Do you mind if we press on?
- 2 a I don't get what you mean.
b I think I've got that.
c That's fair enough.
- 3 a Would you like to leave a message?
b Can I take a message?
c Would you mind taking a message?
- 4 a What do you mean exactly?
b I'm sorry. I didn't quite catch that.
c Sorry, that's not quite what I meant.
- 5 a Do you mean you are leaving the company?
b You can't expect me to believe that.
c Right. I think I've got that.
- 6 a OK. I think I've got that.
b What about three o'clock?
c Did you say three o'clock?
- 7 a Hang on. I'll just put you through.
b Would you like to leave a message?
c Sorry. The line's engaged.
- 8 a Sorry. Can you run that by me again, please?
b Can you explain what that means?
c Repeat, please.
- 9 a Perhaps my question wasn't very clear.
b Right, now let's move on, shall we?
c I'll deal with questions at the end, if that's OK.
- 10 a Hello, everyone, and welcome.
b I'd like to review the main points.
c I'll try to answer any questions you may have.

Answerkey

Unit 1

Get ready to listen and speak

- 1 How's it going? How are you doing? What's up?
2 I guess I'd better be going. Right, I must dash. It was nice talking with you.
3 See you around. Have a nice weekend. Talk to you later.

A

- 1 2 c 3 a 4 b
- 2 Hi there. What's up? How are you doing?
- 3 1 Morning. Hey! Long time no see.
2 Right, I'm off! It was lovely to see you. I should get going, I suppose. It's been great to talk with you.
3 Take care. Bye!

B

- 1 a No, they're meeting for the first time. b They work in a hotel.
- 2 b False (She works in Housekeeping.) c True, d False (He's been there three years.) e Don't know f True g Don't know, h Don't know

C

- 2 b Me too. c Me too. d Me neither. e Me neither.
f Me too. g Me neither. h Me neither. i Me neither. j Me too.

Focus on So ... I, Neither ... I

b do c can d am e will f have g did h had
i could j would

D

- 2 Your own answers. Possible answers:
 - b What do you do? Do you like your job? Where exactly in New York do you work?
 - c What's wrong with it? Have you taken it to be repaired? Have you had it long?
 - d Where did you get it from? How much was it? Did you buy it for yourself?
 - e Where are you going to do that? When are you going to start? Why do you want to do that?
- 3 Your own answers. Possible answers:
 - b That's great. Did she have a boy or a girl? Have you been to see her yet?
 - c So, why don't you do much sport these days? What sports did you use to do? Are there any sports you still play?
 - d Oh, dear. Why not? When was the last time you saw them? Where do they live? Did you fall out?
 - e What do you want to go there for? Are you going to go shopping? Who are you going to go with?

Sound smart

- 2 up, down
- 3 d, f, h, j

Focus on question tags

b isn't she c did you d don't you e won't we
f do you g would you h should we i have you
j won't they k have you l wasn't it

E

- 1 2 d 3 e 4 a 5 f 6 c
- 2 2 Disagree 3 Agree 4 Disagree 5 Agree 6 Disagree
- 3 Expressions to agree with someone: I couldn't agree more. I think so too. Definitely.
Expressions to disagree with someone: That's not right at all! No way! I don't agree. I don't think so.

F

- 1 b 5 c 1 d 2 e 3
- 3 Your own answers. Possible answers:
 - a I know what you mean, but we still need politicians.
 - b I may be wrong, but these days it seems many people don't think so.
 - c Yes, but there are many places where it's legal.
 - d You may be right, but I think it's mainly the media that gives us that impression.
 - e I agree to some extent, but it depends how much overtime you do.
- 4 Your own answers. Possible answers:
 - b I agree to some extent, but perhaps they need the money so they have to work.
 - c I know what you mean, but you can get a better job if you have a degree.
 - d I may be wrong, but if taxes are lower the government won't be able to pay for things like schools and hospitals.
 - e Yes, but computers are so useful it's hard to manage without one.

Unit 2

Get ready to listen and speak

- Your own answers.
- Your own answers.

A

- 1 b During the meal c Before the meal d Before the meal
e During the meal f Before the meal g During the meal
h During the meal
- 2 b 4 c 5 d 8 e 7 f 1 g 3 h 6
- 3 2 ready to order
starter
main course
anything to drink
3 dessert
the bill

Focus on describing food

Positive adjectives: tender, crispy, juicy, fresh, tasty

Negative adjectives: bland, greasy, tough, underdone, overcooked

Your own answers. Possible answers:

salty – bacon hot and spicy – curry sour – vinegar

sweet – sugar bitter – lemon savoury – chicken

steamed P F sautéed P baked P F medium S

roast P fried S P F well-done S mashed P boiled P F

grilled S F (stir / deep)-fried P F

B

- 1 Ravioli Filberto, Pollo Toscano, Bistecca al Norte, Tiramisù
- 2 b Ravioli Filberto c Bruschetta d Pollo Toscano
e Bistecca al Norte

Sound smart

2 reservation potato pasta starter popular

C

2 Your own answers. Possible answers:

No, you paid last time. Let me get it. / I'll pay this time. / It's my turn.

No, I'll pay. Really, I insist. / Please let me pay.

Of course. It's my pleasure. / Yes, I'd like to. / Yes, it's my turn.

You're welcome. / No problem. / Don't mention it.

D

- 1 b 3 c 4 d 1 e 6 f 2
- 2 a Excuse me. b I'm afraid ...; Sorry, but ...

4 Your own answers. Possible answers:

- b Sorry, but I've been waiting for my main course for twenty minutes.
- c Excuse me. I'm afraid I don't like this wine. I think it might be 'corked'.
- d Sorry, but these vegetables are under-cooked.
- e Sorry, but I think this bill is wrong. I've been charged too much.
- f Excuse me. I asked for sparkling mineral water, but this is still.
- g Sorry, but I asked for green salad and this has tomato in it. I'm allergic to tomato.
- h Sorry, but this glass of mineral water is warm. Can I have some ice?

E

- 1 The Big Bistro: Service – Good, Food quality – Poor, Value for money 6/10

Sala Thai: Atmosphere – Good, Service – Good, Food quality – Good, Value for money 9/10

- 2 The Big Bistro:

Staff: professional

Service: very attentive

Food: disappointing (tuna salad unimaginative, steak rather tough, potatoes under-cooked)

Cost: £25

Sala Thai:

Atmosphere: relaxed and inviting

Staff: very friendly

Service: excellent

Food: absolutely delicious (soup very enjoyable, fish very tasty)

Cost: £20

Unit 3

Get ready to listen and speak

- b 4 c 3 d 1 e 2
- modern P spacious P cramped N comfortable P private P shabby N quiet P bright P noisy N messy N isolated N dingy N
- Your own answers.
- Your own answers.

A

- 1 a He's going to share with a friend.
b He wants to rent.
- 2 b flat c near Trinity College d two e two f No g No h a garage i €1,400
- 3 74 North Foley Road

B

- 1 b 2 c 5 d 3 e 1
- 2 To ask about alternatives:
 - a Do you have anything with a larger garden?
 - b Is there anything away from the main road?
 - c Don't you have anything cheaper?
- To express a preference:
 - d I'd rather have something near a better school.
 - e I'd prefer something closer to the city centre.
- 3 Your own answers. Possible answers:
 - b I'd rather have something that's in a quieter area, if there is anything.
 - c I really like the house, but it doesn't have a garden. Don't you have anything with a garden?
 - d I'd prefer to have something with a garage. It's very important.
 - e Is there anything a bit cheaper? That's too expensive for me.

Focus on comparatives and superlatives

- b the most expensive c better d nearer e as large as f more convenient

C

- 1 The agent covers all the questions.
- 2 a \$795 per month. b On the first of each month. c Equivalent to six weeks' rent. d Yes. e No.

D

- 1 1 e 2 c 3 b 4 f 5 a 6 d
- 2 b True c True d False (Repairs are no charge) e False (It starts from the beginning of the month you move in.) f False (You can be evicted.)

E

- 1 a Is it OK if I ...? Would you mind if I ...? I was wondering if I could ...
b Could you ...? Would you mind ...ing?
- 2 Your own answers. Possible answers:
 - b Is it OK if I get satellite TV?
 - c Would you mind if I changed telephone company? I'm not very happy with the one I'm with at the moment.
 - d Is it OK if I buy a new sofa? I don't want the old one so it needs to be taken away.
 - e I was wondering if I could have broadband Internet installed? I'll pay, of course.
- 3 Your own answers. Possible answers:
 - b The window in my bedroom is broken. Would you mind replacing it?
 - c The heating doesn't work properly. Could you get it fixed, please?
 - d Would you mind getting someone to tidy the garden? It's a mess.
 - e Could you repair the front doorbell, please? It doesn't work.

Answer key

F

- b Three days ago.
- c To get someone to fix it today.
- d The washing machine doesn't work.
- e A week ago.
- f To call the repair company again.

G

- 1 Lucy says *I'm not very happy about this at all.*
Samir says *I'd like to know what you are going to do about it.*
- 2 Your own answers. Possible answers:
 - b I told you two weeks ago that the smoke alarm was broken, but nobody has been to repair it yet. I'd like to know what you are going to do about it.
 - c The gardening hasn't been done for two months and it looks terrible. I'm not very happy about this at all. When are you going to send someone to do it?
 - d The kitchen sink has been blocked since last week. Please can you tell me what you are going to do about it? I'm not very happy about this at all.
 - e Last night I saw a mouse in the kitchen. I really must insist that you do something about this immediately. It's very urgent.

Unit 4

Get ready to listen and speak

- b 6 c 4 d 1 e 7 f 8 g 5 h 3
- a Customer b Shop assistant c Customer d Customer e Shop assistant f Customer g Shop assistant h Shop assistant

A

- 1 b It shrank after only one wash. c She asks for her money back.
d Because she thinks there is no fault with it. She thinks Maribel washed it incorrectly. e Maribel decides to make a complaint.
- 2 Purchased: Last week
Receipt: Yes
Problem: Item has shrunk (only washed once).
Action taken: No refund or credit voucher given.

B

- 3 Your own answers. Possible answers:
 - b Sorry, but the radio I bought last week has stopped working.
 - c I got this vase for my birthday, but I'm afraid it's cracked.
 - d I bought these shoes two months ago and I'm afraid that they're already falling apart.
 - e I'm sorry, but my new tennis racquet broke the first time I used it.

Sound smart

2 2 bored 3 worried 4 friendly 5 angry 6 tired

C

- b True c True d False e True f True

D

- 1 b 6 c 5 d 6 e 5 f 7
- 2 b How long does the battery last?
c Is this the latest model?
d What's the picture quality like?
e How big is the memory?
f Can I plug it into my TV?
- 3 A digital camcorder.
4 a 4 b 3 c 2 d 6 e 1 f 5
5 b video c Six d Two-way e radio f 3,000 g keypad h Ten
- 6 b Let's say 30 pound, then. How's that?
c It's a bargain, I promise you.
d That is a cash price!
e It's a deal.
2 b best price c do d for cash e I'll give
- 7 b No, I can't pay that. Is that your best price? c OK, that's fine. It's a deal. d Sorry, it's too much. I'll give you \$10. e That's OK with me.

Unit 5

Get ready to listen and speak

- Your own answers.
- b horror c science fiction d war e thriller f fantasy g action h love story i western j animation
- Your own answer.

A

- 1 Charles Danton – The son of a wealthy farmer, Helen Richards – The actress who plays Jane Martins, Peter Kite – The actor who plays Charles Danton, Kevin Hadley – The director
- 2 b Don't know c True ('well acted throughout') d False ('gripping from beginning to end'), e False ('this film should bring Hadley the fame and recognition he has deserved for such a long time.') f False ('Great for all the family.')

B

- 1 Positive: well acted, lots of twists and turns, very surprising, gripping, utterly believable, original
Negative: too long, a bit boring, predictable
- 2 heart-warming, gripping, well acted, very surprising, utterly believable

C

- 1 2 news 3 sport 4 crime series 5 quiz show 6 nature
- 2 1 characters, funny, animation 2 find out what's been going on, current affairs 3 football, tennis 4 episode, murderer 5 guess the answers, win a lot of money 6 animals behaving really naturally
- 3 b N c P d N e P
- 4 b I'm not very keen on it. c well written, totally convincing d ridiculous e pretty funny

D

- 1 Six
- 2 politics, the environment, science, sport
- 3 – 15 MEPs protest about inefficiency + waste at the EU's HQ (Brussels)
– Eco-tourism may not be good for the planet
– Scientists in Germany find a 3,000-year-old mammoth
– Tennis star Bill Matson beats world number three
– Future of Formula 1 may be in doubt
- 4 b No ('is fast catching up'). c By 2025. d In the late 1970s.
e 50%. f 30%. g The programme's Asia correspondent.

E

- 1 c
 2 Your own answer. Possible answer:

It's about older women being mothers. A report by the University of Southern California found that mothers in their 50s don't find being a parent more stressful or physically demanding than younger mothers.

F

- 1 Your own answers.
 2 scientists, temperatures, rise, century, loss, sea ice, recover
 3 The underlined words are the words actually spoken. However, your answer doesn't need to be exactly the same, but similar.

Dr Mark Welles, from the University of Columbia, says that the evidence for global warming is undeniable. The warning signs have been here for ages, but we haven't done anything about it, he argues. Soon the polar ice caps will melt. As a result, animals like polar bears will become extinct. Sea levels will rise, and more and more land will be lost to the sea. Hundreds of thousands of people will have to move home, until finally the whole earth will be underwater. It's OK for people alive today, but it will be a big, big problem for our children and the generations to come.

Sound smart

- 2 Dr Mark Welles, from the University of Columbia, says that the evidence for global warming is undeniable. The warning signs have been here for ages, but we haven't done anything about it, he argues. Soon the polar ice caps will melt. As a result, animals like polar bears will become extinct. Sea levels will rise, and more and more land will be lost to the sea. Hundreds of thousands of people will have to move home, until finally the whole earth will be underwater. It's OK for people alive today, but it will be a big, big problem for our children and the generations to come.

Unit 6**Get ready to listen and speak**

- Your own answers. Possible answers: a stomachache, a backache, a cold, the flu, a cough, a temperature, a toothache, an earache
- b 2 c 4 d 3 e 1 f 6
- Your own answers.

A

- 1 2 know 3 hurt 4 painful 5 allergic 6 symptoms 7 taking
 2 b About three days ago.
 c He has a bad headache and he feels dizzy.
 d No, he hasn't.
 e He wants to take Mohammed's temperature and then do a full examination.

Focus on describing health problems

Words to describe a cough: tickly, chesty

Words to describe a pain: stabbing, dull, shooting

- b runny c sore d bleed e sprained f temperature
 g feverish h numb i rash j blotches k itchy

B

- 2 Your own answers. Possible answers:

Conversation 1

- b Yes, it started yesterday. c I've been feeling like this since yesterday morning. d I've got a runny nose, a sore throat and a headache, as well. e Yes, I feel a little feverish. f Yes, I've been taking some aspirin.

Conversation 2

- a I've got a really bad pain in my back. b At the bottom, just here. c I think it started last Sunday. d No, it's not painful. e Yes! That's very painful. It hurts a lot. f Yes, I've been taking some pain killers.

3 Your own answers.**4 Your own answers. Possible answers:**

- a I've got a bad cough and a runny nose. I have a temperature and my body aches all over. I'm quite feverish, too.
 b I often get headaches, and sometimes I feel dizzy too. I've also got a rash on parts of my body.
 c My stomach aches very badly and I have diarrhoea. I feel nauseous, too.

C

- 1 c
 2 a She has red blotches on her legs, and a rash on her arm.
 b The doctor thinks it's stress.
 3 b True (they are getting bigger) c True (about a fortnight ago)
 d True (it's really itchy) e False f False (the doctor prescribes a cream) g True (in a few days) h False (only if it doesn't get better)

D

- 1 a He's coming down with the flu.
 b Because the flu is a virus, so antibiotics aren't any use.
 c Dr Vasquez advises the patient to take some aspirin (to relieve the aches and pains and nausea) and to drink lots of water and stay in bed.

2

	Diagnosis	Instructions
Patient 1	a chest infection	two tablets twice a day for five days
Patient 2	a mild case of asthma	use an inhaler / come back next week
Patient 3	a very bad cough	take two spoonfuls every three hours / don't drive / come back in three days

- 3 a ✓ b ✗ Both alcohol and coffee should be avoided. The patient is told not to eat anything until they feel better (and then eat small portions). c ✓ ✗ The patient should drink warm milk before going to bed.

E

- 1 Concern: Oh, dear. Really?
 Relief: Thank goodness for that!
 2 Oh, no. That's terrible. C Oh, I'm sorry to hear that. C Well, that's good news. R Oh, dear. Really? C How awful! C Phew! R What a relief! R
 3 Your own answers. Possible answers:
 b Well, that's good news. c How awful!
 d Oh, no! That's terrible. e Thank goodness for that!
 f Oh, dear. Really? g What a relief! h Oh, I'm sorry to hear that.

Sound smart

- 2 b Come back at the /j/ end of the week and we'll see /j/ if you're better.
 c It's not serious, so /w/ I don't want to give you /w/ any tablets.
 d The /j/ exercise will help you /w/ a lot, so please do /w/ it!
 e Who /w/ is your regular doctor?
 f You /w/ are quite ill, I'm afraid.
 g The good news is that we /j/ aren't going to /w/ operate.
 h Your knee /j/ is a lot better now.

Unit 7

Get ready to listen and speak

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

A

- 1 2 a city break 3 a skiing holiday
4 an activity holiday 5 a camping holiday 6 a cruise
2: museums, cathedrals, sightseeing
3: cable car, mountain, zooming, scenery
4: mountainbike, canoeing, horse, exciting
5: outdoors, tent, fishing
6: deck, out to sea

B

1

TrailBlazers

Customer Booking Information

Booking Ref:	9873459				
Client:	Mr & Mrs Carter				
Flights					
From London (LHR) to Vancouver (YVR)					
June 12 th	AC855	Dep 12:30	Arr 14:25	No. people: 2	Cost per person: £780
From Calgary (YYC) to London (LHR)					
June 20 th	AC852	Dep 22:00	Arr 01:55		
Hotels					
Metropolitan Vancouver 4*		No. of nights: 2	Cost (pprn / breakfast not included)	£160 £140	
Emerald Lake Lodge 4*		No. of nights: 2		£150	
Fairmont Jasper Park Lodge 4*		No. of nights: 2		£250	
Westin Calgary 4*		No. of nights: 1		£84 £74	
Car hire:	(Compact) £25 £30 per day				

This quote valid for 14 days.

- 2 a Per room per night
b Vancouver to Lake Louise – 9 hours, Lake Louise to Jasper – 4 hours, Jasper to Calgary – 5 hours
c Jasper National Park: you can play golf, go hiking and go boating. Calgary: you can go shopping, and visit museums and Calgary Tower.

C

- 1 2 b 3 a 4 b 5 a 6 b 7 a
2 3, 5, 1
3 Your own answers.

Focus on phrasal verbs

b up c back d to e in f around g out of h off i back

D

- 2 Your own answers. Possible answers:
b I see. Where does it leave from?
c What time does it leave?
d What exactly is included?
e Are there any hidden extras?
f OK. Thank you. I'll think about it.

- 3 Possible questions include: Where exactly does it leave from? How long does it last? What exactly is included? Is there anything you have to pay extra for, except for parascending?

E

- 1 b insurance c excess d one-way e mileage f child car seats g accident h documents
2 a 2 b 4 c 7 d 3 e 1 f 8 g 5 h 6
3 b Compact c €99 d Intermediate e 139 f 169
4 b It's too small. c It's not automatic. d €125 e It's a special offer.

Sound smart

- 2 a I've go(t) jus(t) one question.
b You didn't say you couldn't swim.
c We coul(d) go tomorrow.
d You mus(t) be tired.
e Have you playe(d) before?
f I manage(d) to talk to (h)er las(t) night.
g Are you taking (h)im to the station?
h I didn't know the answer, so I kep(t) quiet.

Unit 8

Get ready to listen and speak

- Your own answers.
- Your own answers.
- b have c work out d go on e travel

A

- 1 transport, attractions, money, safety
2 b True c False ('it doesn't cost much') d True ('You can see almost everything that way.') e False ('It's no problem.') f False ('it's as safe as London or any other city')
3 a In the Latin Quarter. b Because it's the student area.

Focus on describing places

b interesting, c vibrant, d popular, e beautiful, f expensive, g international, h quiet, i fashionable, j historic, k dirty

B

- 1 I was wondering if you could give me some tips?
3 Your own answers. Possible answers:
b I wonder if you'd mind giving me a bit of advice about the weather? What clothes should I take? Will it be cold?
c Do you think you could tell me how best to get around the city? / I wonder if you'd mind telling me the best way to get around?
d What about safety? I was wondering if you could give me some tips? / Do you think you could give me some tips?
e I don't suppose you know the best way to change money? / Would you mind telling me the best way to change money?
f I don't suppose you know anywhere good to eat? / I was wondering if you knew any good restaurants?
g Do you think you could suggest a few places to go in the evening?
h I was wondering if you knew any good shops to go to? / Do you think you could tell me where the best place to go shopping is?

C

1 Is it worth visiting the aquarium?

Do you think it's a good idea to walk to the castle, or is it too far?

Would you recommend going to the National Museum?

2 Your own answers. Possible answers:

- b Would you recommend going to the Science Museum?
- c Do you think it's a good idea to go to a dolphin show?
- d Would you recommend going on the Night Safari?
- e Do you think I should visit some temples?
- f Is it worth visiting Sentosa Island?
- g Would you recommend going to Chinatown?
- h Is it worth visiting the Botanic Gardens?
- i Do you think I should go to Little India?

D

1 Your own answers.

2 b 1535 c 400 d main square e 500 f earthquake

3 b Francisco Pizarro was the founder of Lima. c The President of Peru lives in the Government Palace. d Only 20. e San Francisco's Convent (the only building in Plaza Mayor that survived the earthquake).

Sound smart

- 2** b We got on the boat and sailed across to the island.
 c I want a table with a view of the sea, if possible.
 d I had a good look around the castle.
 e We went out with a group of friends that afternoon.

E

2 Sorry, can I ask a question? Sorry to interrupt, but ...

3 Your own answers. Possible answers:

- b Excuse me. I have a question. c I'm sorry, but could I ask a question? d Sorry to interrupt, but ... e Could I interrupt for a moment?

F

1 Could you tell us a bit more about them?

3 Your own answers. Possible answers:

- b Excuse me. I'd be interested to hear more about Mardi Gras, if possible.
- c Sorry, I'd like to know more about why Lord Byron stayed there.
- d I'm sorry, but can you say a bit more about the castle?
- e Excuse me. I'd be interested to hear more about the National Palace.

Review 1

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

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

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

4 Your own answers. Possible answers:

- 1 I think so too. / You don't really believe that, do you? / No way! I don't agree. / That's not right at all.
- 2 It was great. I had a lovely juicy steak and the chips were crispy. / It wasn't very good. The vegetables were over-cooked and the lamb was too greasy.
- 3 Oh, dear. Really? / Are you sure? / That's terrible.
- 4 That's a lot more than I wanted to pay. / Is that your best price? / Can't you do any better? / I can't pay that. It's not worth that.
- 5 I've got a terrible pain in my shoulder/arm/back. / I have a high temperature and I feel feverish. / I've got a rash on my arm and red blotches on my legs.

- 6 It was wonderful. / It's definitely worth going there. / It was packed, of course, but it's such a lively place. / It's a bit touristy in parts, but overall I loved it.
- 7 No, please let me. It's my treat. / OK, that's very kind of you. / No, let's split the bill.
- 8 Yes, there's a very good place on Park View Road. It's very friendly and it's not very expensive. You could try that. / It's worth booking early.
- 9 I'm sorry, but that's not good enough. / I'm not very happy about this at all. / I want to make a complaint.
- 10 Yes, I've been taking some antibiotics. Two tablets three times a day.

Unit 9**Get ready to listen and speak**

1 b of c of d for e with

2 Your own answers.

3 b the Internet c a meeting d a file by mistake e a faulty telephone

A

- 1** b One year ago. c The paper's jammed. d Yes, but she couldn't manage to fix it. e Late afternoon. f Between ten thirty and twelve.
- 2** professional
- 3** quite satisfied (Someone will come that morning so she doesn't have to wait too long. Her tone of voice indicates disappointment, and she says *If that's the best you can do* which suggests she had hoped someone could come right away.)

B

2 Any time between 10.30 and 12.

3 Your own answers. Possible answers:

- b Any time between two and four on Friday would be great.
- c Sometime after ten on Tuesday is OK for me.
- d What about Friday morning? Shall we say ten o'clock?
- e Sometime early next week would be fine. Any day before Thursday, if possible.

4 Your own answers. Possible answers:

- b How about Thursday? Sometime in the morning would be fine.
- c Don't you have anything a bit earlier? Sometime on Friday morning, perhaps?
- d Any time between eleven and one would be great.
- e Tuesday the 19th is fine. Any time in the afternoon.
- f Not really, but any time between three and four would be great.

C

1 I'm sorry, but that's no good at all.

3 Possible answers:

- b Sorry, but you have to do something sooner. It's turning on and off all the time and disrupting everyone in the office.
- c It's simply not acceptable to leave it that long. I've been waiting for five weeks already. Can't you replace it sooner?
- d But you can't expect me to work in the cold. It's freezing in here. I really must insist that you do something about this right away.
- e Sorry, but you can't expect me to lift all these boxes myself. They are far too heavy, and there isn't time anyway. They have to be at reception in 20 minutes.
- f But I really must insist that you fix the toilet quicker than that. It's been out of order for nearly a month and it's a five-minute walk to the nearest one that works. I'm very worried about the effect this is having on staff productivity.

Answer key

- D**
- 1 a Stuart is trying to sell a service agreement giving coverage for computers in case they go wrong.
b direct and rather pushy
c pressurized
- 2 a The benefits are it offers 24-hour cover and free antivirus protection.
b Over 30 (all the computers in the company).
c A five percent discount for an immediate agreement.

Focus on conditionals

- b will have / pay c don't decide / will be d won't buy / isn't
e Will you call / have f pay / won't charge
b As long as c after d When e if f until

- E**
- 3 a Is that your best offer? / You'll have to do better than that, I'm afraid. (or Is that the best you can do? as in the title of this unit)
b If you order now, we'll give you a discount. / We might be able to come down on price if you order in bulk. / I'll give ten percent extra free, provided that you sign a one-year contract.
- 4 Your own answers. Possible answers:
b If you pay in advance, we'll promise free delivery.
c We might be able to offer free installation if you order two.
d I'll give one-year free insurance, provided that you order in bulk.
e I'll give you a 25% discount, provided that you sign a two-year contract.

Sound smart

- 2 a A: If we agree to the deal, we will lose control of the company.
B: Yes, but if we don't agree to the deal, the company will collapse.
b A: If we increase our prices, we will make more profit.
B: Yes, but if we decrease our prices, we will get more customers.
c A: If we move production to Asia, costs will go down.
B: Yes, and if we don't move production to Asia, we will be uncompetitive.

Unit 10

Get ready to listen and speak

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

- A**
- 1 b chequebook c balance d current account e abroad
f savings account g bill h traveller's cheques i overdraft
j bank card
- 2 j 3 f 4 g
- 3 2 Replacement OK. Need to telephone 24-hr emergency number.
3 Need paying-in slip + bank card. Regular Saver or Bonus Saver account?
4 OK but takes seven working days.

Focus on money

- b lend money to someone c withdraw money from your account
d deposit a cheque into your account e arrange an overdraft
b in c out d in / out e for f in

	e-Savings	Interest rate	When interest is paid	Conditions
1	Type of savings account	First reserve Bonus Saver	3.5% 3%	annually every three months
2	Regular Saver	2.3%	every month	no interest paid if withdraw money
3	e-Savings	4.1%	every month	save at least \$75 per month
4				at least \$5,000 30 days' notice before withdrawal

- C**
- 1 Does that mean I can get at the money immediately?
- 3 Your own answers. Possible answers:
b Do you mean that I can't withdraw the money for three years?
c So you're saying that I have to pay €295 if I want this account?
d So that means the best rates you have are all online?
e Do you mean that the interest rate won't go up or down?

- D**
- 1 What do you mean by 'penalty'?
- 3 Your own answers. Possible answers:
b What do you mean by 'secured'?
c What do you mean by 'minimum balance'?
d What exactly does 'lump sum' mean?
e Can you explain what 'automatic fee-free overdraft' means, please?

Focus on conditionals

- b you take / you won't get c unless you have d you open / you will get e you aren't

- E**
- 1 a top up your mobile phone b apply for a driving licence
c pay utility bills d exchange currency e redirect post
f collect their pension g transfer money h buy phone cards
- 2 b A colleague. c Because she's posting the items outside the EU (Switzerland). d She decides to use the Airsure service.

Sound smart

- 2 a A: So I have to fill in a CN22 Customs label?
B: No, you need to fill in a CN23 Customs label.
b A: So I fill in a VN1 form and then go to the Payment section?
B: No, go to the Payment section first and then you can fill in a VN1.
c A: Did you say it will take two weeks by standard mail?
B: No, it'll take three weeks by standard mail. It'll take two weeks if you send it Swiftmail.

3 CUSTOMS DECLARATION DÉCLARATION EN DOUANE

Great Britain\Grande-Bretagne **Important!** See instructions on the back

CN 22

May be opened officially
Peut être ouvert d'office

<input type="checkbox"/> Gift\Cadeau	<input checked="" type="checkbox"/> Commercial sample\Echantillon commercial
<input type="checkbox"/> Documents	<input type="checkbox"/> Other\Autre
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	
Brochures	Weight (in kg)(2) Poids
DVD (x10)	Value (3) Valeur
	£10
	£30
For commercial items only	
It known, HS tariff number (4) and country of origin of goods (5) N°tarifaire du SH et pays d'origine des marchandises (si connus)	Total Weight Poids total (in kg) (6)
HS238 UK	1.3
	Total Value (7) Valeur totale
	£40

I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations

Date and sender's signature (8) *Birgette Tenhoff* July 3rd, '20.

4

- b £5.28 c three days d £5.89 e £9.39 f two days g £10.09

Unit 11

Get ready to listen and speak

- 1 Your own answers.
- 2 police: car, station, siren, force
fire: brigade, fighter, alarm, engine, station
- 3 b witness c commit d break e catch f investigate
g escape h arrest i charge

A

- 2 b 12.30pm c theft d outside the library e Wen Ling Tsai f 17a Park Avenue, Bristol BR2 6YT g Bag stolen h Male. Medium height, short dark hair, glasses, moustache. Wearing blue jeans, black jumper, white running shoes. i Bag is small, black, made of leather. Zip along top, shoulder strap, small tear on handle.

Focus on adjectives to describe appearance

Height / build: stocky, slim, muscular, skinny, overweight

Hair: straight, wavy, permed, curly, shoulder-length

Age: forty-ish

Face: oval, round, square

Style of dress: casual, scruffy, smart

B

- 1 He was medium height with short dark hair and glasses. Oh, and he had a moustache.
- 2 Your own answers. Possible answers:
- He's short and stocky with long wavy dark hair and a square face. He's wearing some white tracksuit bottoms and a blue top. He looks in his early 20s and he's quite scruffy.
 - He's tall, possibly in his 50s, with short grey hair. He's slightly overweight, and has a round face. He's wearing a blue jacket and a patterned tie, with white trousers and black shoes. He looks very smart.

- c She's tall, rather skinny and she looks in her 30s. She has long straight red hair and an oval face. She looks very smart. She's wearing a black skirt and matching jacket. She's got some black high heels on and she's carrying a briefcase.
- d He's medium height, possibly in his mid-20s, and has short blond hair and a moustache. He's wearing dark glasses, a pair of blue jeans and a black jumper. He's got on a pair of white running shoes. He looks fairly casual.
- e She's short and she looks in her 20s. She's got shoulder-length, permed black hair and an oval face. She's wearing a blue and white striped dress and has a red coat with scarf and hat. She's got brown shoes.

C

- 1 It's a small, black leather bag, with a zip along the top and a shoulder strap.
- 2 Your own answers. Possible answers:
- It's a medium-sized red handbag with a flap over the front and a shoulder strap.
 - It's a large-ish multicoloured cloth bag with two handles. It doesn't have a zip or catch.
 - It's a small overnight bag. It's black and looks quite square. It has two handles.
 - It's a large green suitcase, possibly made of plastic, with a white ribbon tied around, probably to help identify it. It has an airmail tag on one handle. The other handle is extendable. It also has wheels.

Focus on order of adjectives

- b new black denim c wonderful pink diamond
d large rectangular mahogany e tall French crystal

D

- 1 c
- 2 Where do you need the ambulance to come to? 2
Which service do you require? 1
What's happened? 3
How many people are hurt? 4
- 3 1 Ambulance. 2 Green Park.
3 There's been a traffic accident. A car has hit a cyclist.
4 Two (the car driver and the cyclist).

E

- 2 Your own answers. Possible answers:
- Ambulance, please. / Richmond bus station. / An old woman has just fallen down. I think she's fainted. / Just her. She's on the ground. She isn't moving.
 - Fire service, please. / (Your name) / Outside Highcroft School. / In the school, upstairs. / I don't know. Maybe, but I can't see from here.

F

- 1 C
2 b True c True d False e True f False

Sound smart – The schwa

- 2 a How fast was the car travelling?
b So the collision happened here, you say?
c There was a big crash and then silence.

Unit 12**Get ready to listen and speak**

- b 4 c 6 d 1 e 2 f 5

A

- 1 Change some arrangements
- 2 Your own answers. Possible answers:
b 0207-772994 (office)
c Meet in his office in Building 3 (not the main building) at 4pm (not 2pm). Call before 1.30pm to confirm.

B

- 3 Your own answers. Possible answers:
b Right. I think I've got that. You want to know if she has the blue file with this month's sales figures. You need it urgently.
c Let me repeat that, just to make sure. She needs to complete her expense form and send it to you in Accounts by Friday lunchtime.
d I'll just go over that to confirm. Her flight leaves at 3.30 and a taxi will pick her up outside her apartment at midday. Mr Wilkinson will meet her at the airport in Paris.
e Let me repeat that, just to make sure. The price is \$1,500, including delivery and installation, and you need an answer before eleven tomorrow.

Focus on telephoning

- b hold c call d put e give f hear g get
2 e 3 d 4 a 5 b

C

- 2 Did you say ...? Sorry. What was that last part again, please?
- 3 Your own answers. Possible answers:
b You said Extension 349, right? c Did you say in the Baker Suite?
d You said TX743, right? e Sorry. What was that last part again, please?

D*Your own answers. Possible answers:*

- b the marketing strategy report c valued customers d ordered from the company e average age f last summer's TV campaign
g net income h the cost

E

- 1 b appreciate it c make sense d take a message e who's calling f got that g Who is this h Would you mind i appreciate your help j get your name k repeat that back
- 2 to ask to leave a message: d, h
to thank the person taking the message: b, i,
to check the person has understood you correctly: c, f, k
- 3 e, g, j
- 4 c, f, h, j

F

- 1 3 – 2 – 5 – 4 – 1

Your own answers. Possible answers:

- 2 Give the reason for your call:
I'm phoning to let you know that ... / I'm calling to ask about ...
- 3 Say what action is necessary:
Please phone me back. / Could you email me the report, please?
- 4 Give your contact details, if necessary:
You can call me on ... / My email address is ...
- 5 Finish the call:
Thanks a lot. Bye

3 Your own answer. Possible answer:

This is Sam Kershaw from Industrial Design. I'm phoning to let you know that your order is ready. You need to pay in full before we can send it to you. Please call Accounts to pay. You can ring me if necessary on my office number 0208-451-5690 or on my mobile 07969-431094. Thanks a lot. Bye.

Sound smart

- 2 b 8 c 10 d 12 e 12

Unit 13**Get ready to listen and speak**

- b not present c private d suspend e achieve
• b chair c agenda d minutes e compulsory f motion
g objectives h show

A

- 1 b Do you see? c Could you say what you mean? d Let's move on, shall we? e It's a deal. f Yes, I agree.
- 2 b 6 c 10 d 8 e 8 f 6 g 8 h 6
- 3 b That's not right at all. c I think we're drifting off the point a bit.
d Right, now let's move on, shall we? e Can you explain what you mean by that? f Could I come in here, please? g Let's get down to business, shall we? h What's your opinion on this?
- 5 1 g 2 h 4 d 5 c 6 e 7 b 8 f
- 6 How do you feel about ...? 2 Right. Let's kick off with ... 1 Sorry, but I don't agree. 7 I'm not sure that's relevant. 5 OK. Let's go on to ... 4 What exactly do you mean? 6 Can I say something at this point? 8

B

- 1 We might consider ...ing, I propose we ...
- 2 Suggestions Catherine Mark Julie Peter
Spend more money on marketing X ✓ ✓ X
Hire a new sales manager ✓ ✓ ✓ X

C

- 2 a I'd like to start by asking (name).
(Name), do you have any thoughts?
Perhaps you can give us your opinion, (name)?
How do you feel about that, (name)?
(Name)?
- b The chair is Catherine.
- 3 Your own answers. Possible answers:
b Frances, do you have any thoughts?
c How do you feel about that, Mr Gonzales?
d Martha, what's your reaction?
e Perhaps you could give us your opinion, Mrs Marsh?

D

- 1 I'm not very keen on that idea (at all). Reject
I don't see it like that at all. Reject
I couldn't disagree more. Reject
I think that's a good idea. Accept
I'm afraid that's not how I see it. Reject
I have no problem with that. Accept
That sounds reasonable to me. Accept
- 2 I think that's a good idea. I couldn't disagree more. That sounds reasonable to me. I have no problem with that. I'm afraid that's not how I see it. I'm not very keen on that idea at all.

3 Your own answers. Possible answers:

- b I have no problem with that. c I'm not very keen on that idea.
 d I think that's a good idea. e I couldn't disagree more.
 f That sounds reasonable to me.

Sound smart

- 2 The intonation goes up at the end of these sentences: b, e, f, h
 The intonation goes down at the end of these sentences: c, d, g

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

- b Sorry. I think you've misunderstood me. I actually believe output will stay the same.
 c That's not quite what I meant. I meant we shouldn't launch later than February.
 d I don't think you understand what I mean. I'm saying that the investment could have been better.
 e Sorry. What I meant was I need time to think about it.

F

- 1 a ten percent bonus / double within six months
 b a success / reliability and pricing
 c staff redundancies / spring
 2 a just summarize the main points.
 b go over today's main points.
 c sum up, then ...
 3 I think we've covered everything, so shall we call it a day? It looks like we can finish early today. We'll have to cut this meeting short, I'm afraid.

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

- b 3 c 1 d 4
- Your own answer.
- Your own answers.

A

Extract 1: c Extract 2: b Extract 3: b

B

- 2 animals, transport, the weather, food, carbon dioxide, recycling
 3 a
 4 b
 5 Consequences 2
 What governments should do 4
 Statistics 1
 What we can do 3
 Fight for survival 5

Focus on signposts

Moreover c In addition c For example b
 To illustrate this b This is why ... a Therefore a Also c

C

- 2 Jorge's notes are better. They are more concise, and easier to follow as he numbers the key points. He uses abbreviations and symbols to reduce the number of words. He covers all key points.
 Cynthia's notes could be more concise (the phrases are too long). She doesn't number any points, or use abbreviations or symbols.

2 Your own answers. Possible answers:What we can do

- 1 Recycling
 Recycle everything
 Buy recycled goods
 2 Food
 Buy fresh food (frozen uses 10x more energy)
 Locally grown food
 3 Save energy
 Save 30% if turn off lights / use long-life bulbs (60% more eff)
 Use a/c less
 Wash clothes at a lower temp.
 X use d-washer
 OFF appliances when not using
 4 Transport
 X car >> public transport / walk / cycle
 Car pool / check tyres (3% more eff)

Sound smart

- 2 more slowly louder pausing

- | | |
|---|---|
| a | ✓ |
| b | |
| c | ✓ |
| d | ✓ |
| e | ✓ |

- 3 Yes, there are many things you can do. And there are many things the government can do too. Did you know there are over 200 separate environmental agreements? Sounds impressive, doesn't it? Until you realize all of them are hard to enforce and poorly coordinated. Each government needs to pass effective laws to force individuals and industry to take responsibility for climate change.

D

- 1 Something I didn't agree with was c
 Basically, it was about a
 They said / claimed / argued that b
 There were three main points. b
 2 Your own answer. Possible answer:
 Basically, it was about global warming. She gave lots of examples to show how global warming would affect the planet in the future. She also suggested things we can all do to stop the situation getting worse, like recycling and saving energy. I think that was the most interesting part.

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

- b 3 c 1 d 7 e 10 f 4 g 8 h 9 i 5 j 2
- Audience – who you are speaking to
- Content – what you want to say
- Organization – how you want to structure your talk
- Venue – where you will be giving the talk
- Time – how long you have
- Your own answers.

A

- 1 introduce the subject 2
 give an overview of the structure of the talk 3
 explain rules for questions 4
 2 b going to talk c start by d Then I'll e After that f finally, I'll g have time for

Answer key

B

- 1 a Welcoming your audience:
Good morning to you all.
Hello. Thank you for giving me this opportunity to ...
 - b Introducing your subject:
Today I want to talk to you about ...
 - c Giving an overview of your talk:
First of all, I'll go over some background details.
To start with, I'll review ...
I'll start by describing ...
Then I'll look at ...
After that, I'll move on to ...
Finally, I'll review the main points.
 - d Explaining rules for questions:
Feel free to interrupt me if you have any questions.
I'll make sure we have enough time for questions at the end.
- 2 Your own answers. Possible answers:
First of all, I'll explain where we are now. Then I'll look at our restructuring plans. After that, I'll move on to our expansion into Asia. And finally, I'll review our long-term goals. If you have any questions, please feel free to ask me any time.

C

1 Finishing one point

all I have to say

Starting another point

like to turn to

Giving an example

give you an

2 Finishing one point

I've told you about our pensions policy.

Starting another point

Let me now turn to staff recruitment.

Giving an example

A good example of this is ...

Sound smart

- 2 Speaker 2
- 3 Speaker 1 is too slow and his voice is too low. His voice also drops at the end of sentences, making it difficult to hear. He fails to emphasize important points.
Speaker 2 has a clear delivery and varies her voice well to emphasize important points. She also pauses between points to engage the interest and attention of the audience.
Speaker 3 speaks too quickly, making it hard for the audience to follow. She does not pause at the relevant points, but pauses at inappropriate points simply to draw breath.

D

- 1 thanks the audience 2 summarizes the main points 1 invites questions 3
- 2 a sum up b review c conclusion d you all for e much for your f have any questions g Can I answer h any final
- 4 To sum up briefly, then ...
Thank you all for listening.
Now, does anyone have any questions?

E

Sure. Go ahead.

Yes? Please ask your question.

Yes, of course. What would you like to know?

Now, does anyone else have a question?

F

- 2 Your own answers. Possible answers:
 - b There's no time now, but let's chat about it afterwards.
 - c I'm not quite sure I agree with you on that.
 - d That's a very good point. What does everyone else think?
 - e There's no time now, but let's chat about it afterwards.

G

1 Your own answers.

Unit 16

Get ready to listen and speak

- In a seminar:
you are free to express your views.
The purpose of a seminar is:
to encourage open debate.
to help students learn from each other.
to explore a topic in more detail.
- F F F

A

- 1 He covers points 1, 2 and 4, but not point 3 fully.
- 2 The topic is Learning styles.
- 3 Learning style Advice for studying

Visual	use charts and pictures, colour highlighting
Auditory	read aloud, listen
Reading	read
Kinaesthetic	revise standing up, move around

4 Your own answers. Possible answers:

- a No (Not really stated.) b No (No handouts, can't remember key name, can't pronounce key word.) c Yes (At least, the beginning is clear.) d No e Yes (Fairly easy to follow.) f No (He sounds nervous.)

- 5 The talk is OK so far. It seems clearly organized, although it has some flaws (see above).

B

- 1 b No c No d Yes e No
- 2 c

Sound smart

- 2 Speaker 1 sounds more enthusiastic. She speaks in a higher pitch than normal, clearly emphasizes the key words, makes her voice go up and down to maintain the audience's interest, and sounds enthusiastic.

C

- 2 In other words, ..., The point I'm making is ...
- 3 Your own answers. Possible answers:
 - b The point I'm making is that we don't know the exact process by which we 'learn' something.
 - c In other words, we don't know which learning style is best.

D

1 Your own answers.

3 Answers:

- Advantages of being multimodal?
- Flexibility, can learn in many situations
- Is VARK a learning style?
- Yes (informs how we learn)

Are learning styles fixed?

Basics, yes (don't stop being a visual learner) but develop too

Men–women differences?

No

4 Your own answer. Possible answer:

Greg answers the questions better once students have reworded their questions.

E

2 That's not really what I was asking. I meant ... I think you've answered a slightly different question. What I want to know is ...

3 Your own answers. Possible answers:

- b Perhaps my question wasn't very clear. Actually, I was asking you to say what the value is of studying learning styles.
- c That's not really what I was asking. I meant, if we study all the learning styles, will we become better learners?

Review2

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

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

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

4 Your own answers. Possible answers:

- 1 No, not at all. / Fine. That's OK with me.
- 2 You can't expect me to wait that long. / I'm sorry, but that's no good at all. / I really must insist that you do something sooner. / Is that the best you can do?
- 3 He had medium-length fair hair with a beard and glasses. He was quite scruffy, and he was wearing blue jeans and a white jacket.
- 4 Sorry, I don't understand. What does 'putting the cart before the horse' mean?
- 5 Is that your best offer? / You'll have to do better than that, I'm afraid.
- 6 Yes, of course. First of all I'll ... , then I'll look at ... and after that I'll move on to ... Finally I'll ...
- 7 Any time after six. / Sometime between one and two would be good. / Shall we say eleven o'clock? / How about four thirty?
- 8 Yes, I do. / No, that's not quite what I meant. I think you've misunderstood me. / I'm afraid you haven't understood what I'm getting at.
- 9 It was a black leather bag, quite large, with a long shoulder strap and a zip along the top.
- 10 Hello. It's Stephan. I'm calling about the contract for the new equipment. We have just sent it today. Please can you let me know when you receive it? You can call me on 4875601. Many thanks.

Real



Listening & Speaking 3

with answers for self-study



B2

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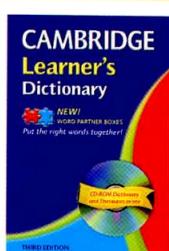
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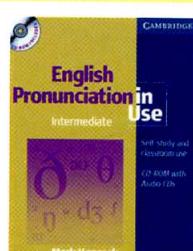
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