

Module 1

Exercise 6b (p. 9)

- Hi there. I'm wondering if you could help me. I'm looking for a sweatshirt, a couple of T-shirts and some shorts for my son. He's fourteen years old, so I'm not sure if I should look here or in the men's department.
- I'm going to a wedding next week and don't really have any formal clothes to wear. I need a plain dress shirt, a dark jacket and some nice shoes. I can't wear my old boots to a wedding!
- Have you seen my mother? She's wearing a large woolly scarf and a long, tartan dress. I was supposed to meet her here at 7 pm.

Exercise 7 (p. 15)

- I'm totally jealous of your new bicycle. When did you get it?
- While you're in Montreal, you should take advantage of it and learn French!
- My parents are mad about cooking and can spend hours in the kitchen together.
- Are you mad at me for borrowing your shirt without asking?
- I felt sorry for the victims of the traffic accident.
- How many people are interested in doing something after class?
- I don't care about the colour; I just hope I get a new phone for my birthday.
- Our teacher is always so kind to us. It really makes us feel good.
- Michael is grateful for the help he got from his friends when he was feeling down.
- Hanna is passionate about poetry and wants to study Creative Writing.

Exercise 2 (p. 16)

Text 1

Good morning everyone and welcome to introduction to Psychology 101. Before I start the first lecture, let's just go over a few important details about the course. The first thing you need to know is that there are no examinations. Your success will be decided by how well you do on the project and the other assignments. You won't be tested on what you learn in the lectures, but I expect to see some evidence of what you've learned in your work. OK, today, we're going to talk about how personality develops. Any questions before we begin?

Text 2

My personality? Hmm, how would I sum it up? Honestly, I think I'm a very responsible person. My previous boss said that she could always trust me to do things on time and to do the best job I could. I think it's because I'm very organised. Whenever I'm given something to do, I always spend a few minutes thinking about the best way to do it, then put a structure in place in my head, and then proceed with the task. I'd also say I'm quite creative, because sometimes I can come up with a completely new way of doing something. That often impressed my co-workers at my last job. I suppose if I was to be self-critical, I'd admit that I can be rather impatient at times. Although I do try not to take that out on other people and boss them around or anything.

Text 3

- F:** It was lovely seeing Ruby and her new boyfriend yesterday.
- M:** Yeah! I haven't seen her for ages. Not since she was with her ex, Terry.
- F:** Oh, don't remind me. I know people often talk about wanting someone tall, handsome and witty... well, at least he was tall!
- M:** Come on, Jane. He wasn't that bad looking. But I do agree that he was quite a dull chap and very unfunny. I'm sure he must have had a heart of gold though.
- F:** Well, perhaps. Not that you'd know. He was never that warm or generous on the occasions that I met him.

M: This new guy, William, seems like a decent sort though. Admittedly he's not as tall as Terry was, but he's better looking. They make a nice couple.

F: Better looking? He's absolutely gorgeous, Frank. The man looks like a model!

M: Be that as it may, I don't think that's the main reason that they are together.

F: Oh, did she say something to you? I mean, I heard her story about how they met at a concert. The chance encounter during an embarrassing situation, and all that. Quite romantic, really, if not a little cheesy. At least they like the same music!

M: Well, it was a nice story to be fair. But no, not that. She was chatting in the kitchen and told me that he's a very sweet man and extremely kind. That's what she loved most about him, his kindness. I think she's absolutely right. Personality is so important. I mean shared interests help, but a relationship needs depth more than appearance.

F: Well, you do have a point there Frank, and I'm happy to hear that. She's a great girl and she deserves someone special. Although I've got to admit, it doesn't hurt that he's so easy on the eye!

M: You're terrible, Jane! You'll never change!

F: (laughing) You know me too well Frank! Anyway, shall we grab a coffee before we go shopping?

M: Sounds like a great idea!

Exercises 5 & 6 (p. 16)

Speaker 1

My friends laugh at me and say my phone never leaves my hands. Really, I don't know what I'd do without it. I have hundreds of photos on it. That's what is so important to me. It's like I carry around my whole life in my back pocket. My family, my best friends, my favourite places and lots of fun times I've shared with them. I'm not like other people who spend hours online or texting friends. Oh, I do that too a little, but I mostly like to take photos.

Speaker 2

You see this watch? Yes, it's nothing special. It doesn't look expensive, and I'm pretty sure it wasn't. It's just a watch, nothing fancy about it. It works great. I mean it tells the time, but that's all it does. I don't need a smart watch. I have my phone for all those other things, camera, Internet, games and all that. Yes, I know the time is on my phone, but this watch was a gift, a birthday gift from my favourite aunt. She moved abroad two years ago. I wear it to remind me of her.

Speaker 3

I don't carry a wallet. I got this amazing credit card holder online. It's really slim and I can put all my cards in it. I only have one credit card, but I've got my debit card in it and my driver's license and some other cards. I don't carry cash. Who needs it? This is so easy. It just slips in my front pocket, you can't even see it's there and I don't have to worry about someone stealing my wallet from my back pocket. That happened to a friend of mine.

Speaker 4

I never go anywhere without my tablet. It's not that big, so it fits right into my handbag. It's my computer. I use it for almost everything that I use my laptop for. I have a laptop but it's either at home or at the office. I like to use the tablet when I am in transit or when I'm chilling out in a café. It wasn't cheap so I'm really careful with it. It's either in my hands or my handbag, which stays on my shoulder. I don't want it to get stolen.

Speaker 5

I got this necklace from my best friend before he moved away. It's truly unique and I get lots of compliments on it. It looks more like something out of a sci-fi film than a necklace. My friend made it himself. He actually made two, one for me and one for him. I really like it, but I have to be

Audioscripts

careful with it because I've lost it twice. He's coming to visit me next week and I'd feel embarrassed and sad if I had to tell him I didn't have mine anymore.

Exercise 10 (p. 19)

- M:** How are you feeling, Mrs Perkins?
F: A little better, thanks. Still shaken, of course. But that cup of tea really helped.
M: Now, I'd like to ask you some details while it's still fresh in your mind. People recall far less, we find, the longer we wait to do an interview. So, if you're up to it...
F: Of course, officer. Fire away.
M: First of all, I need your details... So, what's your full name?
F: Margaret Annabel Perkins. Born Harris, but I took my husband's name when we married. We all did, in my day...
M: And your address?
F: 24 Hill Road, London NE12 2HF. It's not far from here, actually, but it's such a steep climb to the top of Primrose Hill that I usually wait for the bus. I might call Mr Perkins to come and get me today, though.
M: I think that's a very good idea. And if he can't, I'll get one of our patrol cars to drop you off. Now, tell me what happened?
F: Well, I had just left the supermarket when I decided to stop and get some money out from the cash machine there. I'd paid by card at the supermarket, but I wanted some cash to get a bite to eat afterwards at my favourite café. Anyway, I had my phone in one hand – because I have my pin number on it, you see – and my card and £40 in cash in the other, and I was just coming away from it when somebody snatched them all from my hands and ran off down the road!
M: So that's all he got?
F: Well, he actually dropped the phone as he ran, so I got that back. I haven't even checked if it's damaged. You see, he knocked me to one side as he ran off, so I'm a bit shaken up. Imagine, knocking an old woman down! Hasn't he got a grandma?
M: Maybe we should drop you off at the hospital instead, Mrs Perkins – get you looked over. Didn't you get a look at the suspect at all, then?
F: Actually, I did! He glanced around as he made his escape, and I got a good look at him. He was a young man with long brown hair and a very pale face. He was quite tall and not very well-built – skinny, even, I'd say. He was wearing a grey hoody and jeans – like every second young man you see these days.
M: Would you be able to recognise him if you see him again? I'd like to show you some photographs.
F: I think so, officer.
M: OK, well, great. Now let me... [fade]

Module 2

Exercise 7a (p. 27)

Your father and I have been chatting and we think you kids are old enough to take on some of the household chores around here. Paul, you are the oldest, so you get the best job and the worst one. You're responsible for scrubbing the toilet and walking the dog. Once a week, Dorothy will clean the windows, and Lisa will vacuum the floor in the kitchen and the front hall. Let's see, what else? Oh yes, the beds. Dorothy will be responsible for making the beds. Paul, I will show you how to use the washing machine. You will be in charge of laundry. Any questions?

Exercise 9a (p. 27)

Speaker 1

When you arrive, you'll need to stop at the front entrance and talk to the security guard. Tell him you are coming to visit the Hermans at 52 High Court, and they will let you in. I'll see you soon.

Speaker 2

Our new place is outside the city centre. It takes about twenty minutes to drive there, or you can take a train. Even though there are a lot of houses here, it's really quiet because we're far from the city.

Speaker 3

People from all over the world live here. I can walk out my front door and eat Lebanese food for lunch and have Thai food for dinner. I really enjoy experiencing all the different cultures in my neighbourhood.

Speaker 4

I live on a farm. Our nearest neighbours are over two kilometres away, and the closest town is ever farther. Some people might think growing up in rural England is boring, but my brother and I always find something to do.

Speaker 5

My family lives in an apartment built by the government. The rent is very cheap. We had to put our name on a list and wait for almost two years before we could move in.

Speaker 6

The building I live in has six floors and we live on the fifth. It's great because a lot of my friends and classmates live in my building or the one next door. There's an area next to the car park where we can play football and basketball, so I usually spend time there after school.

Speaker 7

I started university and am living in a hall of residence. I like it because I have a roommate and eat meals at the cafeteria with other students. Plus living close to the library and the lecture halls is very convenient. I'm never late for class!

Speaker 8

It's very expensive to live in the heart of New York City, but there are museums, great shopping, restaurants and basically anything else you could think of. The traffic is awful, but there is a fantastic subway system that can take you anywhere you want to go.

Exercises 2 & 3 (p. 34)

- F:** Good morning, KVL Movers. How may I help you?
M: Good morning. I'd like to arrange for your company to help me move house.
F: Certainly. Can I get the date you'd like to do the move?
M: Either the 30th or the 31st of May, next month.
F: Oh, end of May. That's popular. I'm going to put you down for the 30th. It won't be as busy. Can you tell me where we're moving from and to?
M: Sure! 714 Princess Avenue is where I live now, and I'm going to 321 Major Street.
F: Got it. OK, now the Princess Avenue residence, is that a house or a flat?
M: It's a block of flats. I'm in 604, on the sixth floor, obviously.
F: OK. Will parking need to be arranged for that?
M: I'm in the process of arranging that with the building manager. The van can park outside the rear door.
F: And what about the Major Street address?
M: It's a house. There's a driveway, so no need to arrange parking.
F: Great. Now, do you want a van with two men for 75 pounds an hour, or three men for 90?
M: Oh, I really don't have that much stuff. I've sold a lot of it already. I think we can go with two men at 75 pounds. I think it should only take two or three hours.
F: OK, to be safe, I'll book you for three, from 10 am to 1 pm, if that works for you? What about packing? Are you going to do that all yourself? Our price per hour is based on the customer doing all the packing.
M: Yes, I know. I thought I'd ask my friends to come over and help me with it, but since there aren't so many things left, I'll do it myself. It'll be ready before the removal date.

F: That's good. Any special needs or requests, fragile items, oversized items, etcetera?

M: No, none.

F: Great. Let me just get your name and some other info and we'll be all set.

Exercise 4 (p. 34)

Speaker 1

The last time I moved house was really terrible. I hired a small van and asked a friend to help. And then, on the morning of moving day, he called to say he was ill. I tried to find another friend to help me, but it was too late. I ended up moving everything by myself. Well, almost everything. I paid some guy on the street 10 quid to help me carry the bed to the van. A neighbour helped me at the other end. I was shattered. Next time, I'll hire movers!

Speaker 2

My last move was a breeze. The reason is that I now live in a block of flats and I moved from the same block of flats. Let me clarify what I mean. I just upgraded to a new flat in the same building. So I just had to drag my stuff to the lift, take it up two floors and drag it out again and into the new flat. I didn't really have to pack much. I borrowed a shopping trolley from the supermarket and threw a lot of stuff in there and then took it up in the lift. Easy!

Speaker 3

Well, I had to move house across the country. Actually, it's really from one country to another, because I moved from Cardiff, in Wales, to London. It's only a three-hour drive, but I had to use moving services. You think it's easy because they carry everything into and out of the van, but the packing took me days. The removal company came highly recommended, but I was still nervous about my stuff on the three-hour journey, so I packed very carefully. Fortunately, nothing was broken.

Speaker 4

Well, I suppose moving from Manchester to New York counts, even though I really didn't move much. You see, I'm only going to be in the States for a couple of years, so I hired a van, and my friend and I moved all my things into storage. That took ages, and it was hard work. I felt bad, so I took my friend out for an expensive dinner to show my gratitude. Once everything was in storage, the rest was easy. It was just like packing for a trip. All I brought with me was two suitcases.

Exercise 10 (p. 37)

F: Today our guest is Timothy Down, whose biography of the architect Frank Lloyd Wright, *The American Architect*, has just come out. Tell me Timothy, what first attracted you to Wright?

M: My experience began early, at the age of just ten. My parents were both architects, and often used to take me to see what they felt were significant buildings around the country. I was a kid, so for me it was hard to understand what they saw when they ooh'd and ah'd about some towering block of concrete. But one day they took me to see Fallingwater, the house Frank Lloyd Wright built in Pennsylvania, and suddenly I was in love!

F: What was it specifically about the house that had such a strong impression on you?

M: It was, I think, the success of his attempt to make a structure that fitted in with the nature it was built on. It stands in among trees, and at the top of a small but beautiful waterfall, and somehow the balconies that hang over the flowing water seem as natural as the rock they sit upon. Almost like they had grown there, rather than having been put there. Most houses take from nature; Wright's small masterpiece blended into it. It was magical, and I was hooked.

F: Weren't you tempted to become an architect yourself?

M: Of course – and with such a family background, you can be sure there was a lot of pressure! I even started studying architecture at college. But I took a class in creative writing, and fell in love with that too. When I told my parents I was switching to a journalism major, they were none too happy, but they accepted it. On

graduation, it suddenly hit me – I could combine my two loves, and write about buildings! And I applied to every architecture magazine in the USA and beyond. One took a chance on me, and I've been writing for them ever since. When my mother heard that I was going to work for the magazine that had published the first article anyone had ever written on one of her buildings – I think she forgave me!

F: Coming back to Wright – some have called him "the father of American architecture". What do you think of that title?

M: Well, he's certainly the father of one movement in American architecture – what's called the Prairie School. Overall, there are some other American architects that are his equal, in my opinion. But he began a reaction in American architecture against the copying of ancient Greek and Roman elements, which you saw everywhere up to then in the USA. He wanted America to develop its own vision, its own aesthetic, and in that respect we can call him a pioneer. He drew upon the design elements he saw in Native American architecture, first of all, and many of his buildings have a long, flat, horizontal shape to them which brings to mind the broad expanses of the American prairie – hence the name Prairie School.

F: I see! That's wonderfully apt!

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Exercise 2 (p. 44)

M: So, coming in the door, you see the stairs to the bedrooms and bathroom here, but I'd suggest we have a look downstairs first. The door on the left here leads into the front room...

F: Ooh, it's large, isn't it? It doesn't look so spacious from the outside.

M: No, you're right. It extends all the way back to the garden, you see. And with windows front and back, there's a lot of light both in the morning and the afternoon. Now, of course, you'll have time to look around again at your leisure, but perhaps we could go through the whole house quickly so you can get the big picture. Straight along by the stairs, we come to the kitchen, which backs onto the garden.

F: That's lovely. I love cooking, you know, so I spend a lot of time in the kitchen! Now, tell me... can I put a gas cooker in here, or only an electric one?

M: You can install either. And there's gas central heating too, which makes for a really cosy house – plus it's cheap to run. And if you like cooking, you'll love the garden, because there's a patio area with a built-in barbecue!

F: Wow! That's a dream come true! So, shall we have a quick look upstairs?

M: Yes, let's. Why don't you lead the way? Now, going up the stairs, you can see a lovely window on the right – that looks out over the garage and, again, brings a lot of light into the house. At the top of the stairs, there's the bathroom, with the two bedrooms on the left. Oh, and I forgot to mention – there's a toilet under the stairs – for guests and so on.

F: I love the bathroom up here – it's so modern! Was it put in recently?

M: Just last month. They used to have a bathtub and now the shower unit gives you so much more space in here. Over on the left is the main bedroom, which overlooks the garden, and there's a smaller guest bedroom at the front.

F: Lovely! I love the view of the garden. It's long, isn't it? Though it does look like it could do with a bit of work. Not that I mind – I've got green fingers!

M: Well, you could do so much with it. So, let me tell you what I usually do now. I'll go down and make us both a coffee while you take a tour at your own pace. Then we can meet in the kitchen and I'll answer all the other questions that I'm sure you'll have by then. OK? So, how do you take your coffee?

F: Black with one sugar, please!

Module 3

Exercise 1b (p. 46)

Speaker 1

All classes will be held in the lab, where we will be able to conduct experiments with chemicals safely using the proper equipment.

Speaker 2

As you can see on this map, the actual distance between Europe and North Africa is very small here at the Strait of Gibraltar.

Speaker 3

No calculators are allowed in class until we start studying more complex calculations and geometry next term.

Speaker 4

All students are asked to choose their option by next week. Please indicate if you will be singing in the choir or joining the band. Students choosing band should list their preferred instruments on the form provided.

Speaker 5

I took the class last year and we spent a term on painting, another on sculpture and the last studying photography. Ms Lima is the best teacher, and you get to visit a gallery.

Speaker 6

I'm not exactly sure what the class is about. Maybe reading newspapers and learning about the Internet? I don't know, I just hope we get to relax and watch some videos at least some of the time.

Speaker 7

It was in 1592 that the king officially decided to join the negotiations. But it was too late, and war started between the two dukes less than a year later.

Speaker 8

Most people love it, but I can't stand this class. I don't want to run around a track or go swimming with my classmates. I hate getting all hot and sweaty and then having to change clothes and rush to my next class.

Exercise 6 (p. 47)

- 1 Lie down over here. I'll call your father and let him know you aren't feeling well.
- 2 If you're looking for a new novel to read between lessons, I recommend this one.
- 3 Would you like salad with your pasta?
- 4 Good morning everyone. Today, we welcome all of our students to the Spring Concert.
- 5 We'll start by running around the track twice. Then, let's divide into teams for a quick match.
- 6 Thanks for calling. I'll let Hannah's teacher know she will be absent from class today.

Exercise 9a & b (p. 47)

My name is Christina. I'm a sixth-form student in Brighton, England. I didn't attend nursery school, so I went right into primary school at the age of five. The name of my school is Parkside Secondary School. It's a state school, which means it's free. Some of my classmates will leave after this year, but I'll continue until I'm 18 so that I can do my higher exams.

I'm Harold, and I'm in my last year of primary school. I've been at this school since I left nursery school almost six years ago. My school is private, so my parents have to pay for me to attend here. It's quite expensive, so next year I'll probably attend a state secondary school.

Exercise 2 (p. 54)

Text 1

Guide: Good morning everyone and welcome to Grace Academy, which, as I'm sure you know, is one of the best private secondary schools in the country. We'll start our tour here. This sculpture was created by Aleisha Kumar. I'm sure you've heard of her. She is a very successful artist and she was a student here. If your child is going to study art here, I can tell you that we have some of the finest instructors in the country. We'll visit the art rooms when we go to the second floor. Now, let's go through these doors into the cafeteria. You can see how modern and clean it is. Most of the tables seat four as we want students to be able to socialise while they eat, but you can see we have some single tables on the side for students who might want to spend their lunch hour studying, or just getting some alone time. OK, follow me over here and you can take a look in the kitchen. If you would rather not make lunch for your son or daughter, you can be sure that they will get only healthy meals here. We have a nutritionist on staff who checks with the cooks to make sure all the food we serve is the highest quality and best for growing teenagers. OK, let's exit the cafeteria and I will show you the gym. On the wall here, you can see a list of successful athletes who went to school here. There are some Olympians and, of course, Ranier Wilson, whom I'm sure you know as the goalkeeper for Newcastle United.

Text 2

Interviewer: So, how was your first day of school?

Student: I suppose it was OK. I just wanted to be like everyone else, you know, sit in class, answer questions when the teacher asked me, and all that.

Interviewer: Well, you know you're not like other students.

Student: But I am. I mean just because I am a successful singer doesn't mean that I'm good at maths, or chemistry or anything else.

Interviewer: And you've also made two films.

Student: Yes, but I don't think I'm much of an actor.

Interviewer: Well, some would disagree with you. So, I guess the problem you had today was that you got too much attention from the other students.

Student: Not really. I was expecting that, so I was completely prepared for it. I just really didn't want to get special treatment from the teachers. But, after everything, like in history class, the teacher would say, 'Let's find out what Astra thinks about that.'

Interviewer: Oh, I see. I'm sure everyone will calm down soon. It's not every day that a celebrity shows up for school. I'm curious. Why did you decide not to continue with private tutoring?

Student: Oh, you know Harry was amazing. He still helps me with my homework sometimes. Originally my parents took me out of school and arranged for Harry to teach me at home after my first album. I was only 11 years old at the time and they thought it would be really stressful for me to attend normal school and deal with all the attention. But now that I am a teenager, I really want to enjoy my teenage years as a normal teenager. That's why I asked my parents to put me back in school.

Interviewer: Of course, but you're not a normal 16-year-old.

Student: Maybe not, but I want to be treated like one. And I want that to start with the teachers. I'll ask my parents to talk to them about it. If that doesn't work, I'll write a song about how the teachers treat me.

Interviewer: Seriously?

Student: No. Just kidding. I don't want any more attention from them. I'm happy at the school! I wouldn't change anything else.

Exercise 3a (p. 54)

Text 2

Interviewer: So, how was your first day of school?

Student: I suppose it was OK. I just wanted to be like everyone else, you

know, sit in class, answer questions when the teacher asked me, and all that.

Interviewer: Well, you know you're not like other students.

Student: But I am. I mean just because I am a successful singer doesn't mean that I'm good at maths, or chemistry or anything else.

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Exercises 5 & 6 (p. 54)

Good afternoon students. I'm just going to give you a quick overview of the after-school activities that we are offering you this semester. You can find the schedule online on our school website, but I'm mainly here today to answer any questions you might have about the various activities. As you probably know, the after-school activities start next week, on Monday, September the 19th but some of them are always really popular so I suggest you register online no later than Thursday, September the 15th. OK, we'll start with Monday. So, starting September the 19th, we'll have the Table Tennis Club in Room 36A and B. That's from 3:30 to 4:45. Also on Monday is the Dance Club, for those of you who want to show off your dance steps. That's in Room 271 and it's from 3:30 to 4:30. On Tuesdays, starting on September the 20th, you'll find the Board Games Club in Room 214 from 3:30 to 5:00. This one is always popular as we have the classics like Scrabble, Risk, chess and backgammon and also some that are currently popular. The other club on Tuesday is the choir, but you'll need to try out for this one. They're looking for those of you with golden voices. That's from 3:30 to 4:45 in Room 311. OK, Wednesday's clubs are the Science Club and the Drama Club. The Science Club is in room 206 from 3:30 to 4:45 and the Drama Club is in room 312 from 3:30 to 4:45. Oh, and no need to try out for that one. You don't need to be a good actor. That brings us to Thursday. We have the Running Club from 3:30 to 4:30. You'll be outside on days when the weather is fine, but you'll always meet in the gym. The other club on Thursday is the Swimming Club from 3:30 to 4:30. I don't have to tell you where that one meets! And that's it. No after-school activities Friday so you can all go home early and start your homework. OK, any questions?

Exercise 7 (p. 58)

Text 1

Interviewer: Sally, you were the youngest female director in the UK at one point, appearing on the covers of business magazines and giving

your opinions on TV. Then one day you disappeared. What happened?

Sally: Well, I didn't disappear from the face of the planet – just from that area of it. I used to get up every morning with a smile on my face and a determination to turn a company on its head. Until one day suddenly the smile was gone – and I didn't know why.

Interviewer: So what did you do?

Sally: Carried on with the job, but then one day I was lucky enough to get a call from my old headmistress, and she asked me to give a talk to the six-form at my old school. The minute I finished that speech, I knew what I wanted to do.

Interviewer: Was it easy to retrain?

Sally: Well, the government allows charter schools to hire experts to take special classes without doing any training, so I got a lot of freedom to design lessons the way I wanted. And no retraining required!

Interviewer: That was a lucky break!

Text 2

M: Well, that was a lot easier than I had expected. For me at least – poor Tommy didn't look like he knew anything. He left after half an hour with his face as white as a sheet.

F: I know! And poor Mr Foster didn't know what to do! He can't have any experience with exams.

M: Well, he's not a young teacher, but he only just came to our school this year, so I'm not sure. But he didn't know that Tommy was allowed to leave when he wanted.

F: Tommy didn't study, that's the problem. I hope he learns his lesson when he retakes.

M: I hope he doesn't have to wait until next June. I think they'll bring back the September retakes, don't you?

F: I'm sure of it. A year is too long to wait, and there were a lot of complaints about them cancelling September retakes last year.

M: Are all the exams going to be this easy?

F: Apparently, yes. Because we missed so many hours this year, they've deliberately brought the level down to give us a chance.

M: I'm glad they did! I did some past papers in preparation and failed them all!

Text 3

F: I'd like to thank Mrs Albright for inviting me here to talk to you all. It fills me with hope to see so many bright faces in front of me, and it also fills me with nostalgia. You may not believe it by looking at me, but just twenty years ago I was sitting down there – right there, in fact, where the boy with that magnificent mane of red hair is sitting now – looking up at a speaker that Mrs Albright had invited in to tell us about the big wide world awaiting us!

It is a big world, and it is a wide world, and it is a wonderful world – but, in the words of Cat Stevens, it's also a wild world. Or maybe you know the cover version of his song by Mr Big better. But by saying wild, I don't want to scare you or make you reluctant to enter it. Quite the contrary. It's that I want you to be ready for it, one, and two to have the confidence in yourself and the support you need from your friends in order to succeed. I'm sure some of you have already got part-time jobs or have travelled alone or have taken part in activities that brought you face to face with your own abilities and shortcomings – but others will have done none of these, and leaving for university or even straight into the world of work is going to be a shock to the system. Prepare yourself for it, because I've known people who've lost years trying to readjust.

At school, I always admired a girl – I'll call her Jenny. Jenny was top of the class, athletic and in the in-crowd at the school. I was sure she'd succeed in life. When I met her a few years back, she was still living in my home town and doing a job that even she admitted she found very easy, even boring. And when I asked her why, she said that when she went to university, she felt so out of her depth that she left after a month and a half and never went back. She's never failed, you see, and never learned to take the knocks. I told her that when I went to university, I felt lost too – but I persevered. There was no way I was going home!

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When Thomas Edison was trying to invent the electric lightbulb, it's said that he tried a thousand different materials for the filament – the part of a bulb that glows. When people asked him why he didn't quit after so many failures, he simply replied that for him they weren't failures at all. He had, he said, discovered a thousand ways NOT to build a lightbulb. And at 1001 – ding! – the light came on.

It's a wild world, a tough world, a rough world. You will get setbacks, knockbacks and rejections. But don't look at them as failures, but steps on the ladder to success. That's the secret of making it in the big, wide world in front of you, and enjoying it while you do so. Thank you.

Module 4

Exercise 15a (p. 66)

My name is Fiona, and I am the Human Resources director here at ABC Corporation. That means I am responsible for hiring new employees and dealing with all staff-related issues. As you are all new to ABC, I wanted to take a few minutes to explain how you will be paid. First of all, for those of you working in the warehouse, as you know, your hourly wage is £12.75. If all goes well, after three months, you'll receive a pay rise to £13.25. Everyone else is paid a yearly salary, which was discussed during your job interviews. All workers will receive their pay every other Friday. Please make sure we have your banking information. Aside from your earnings, a bonus is given to our top-performing employees. Retiring ABC staff will also receive a pension based on the number of years they were employed. Are there any questions so far?

Exercises 3a & b (p. 72)

Speaker 1

I'm in my office almost all the time I'm at work. It's quiet, large for a one-person office and I really like all the plants. It makes the place seem a little less cold. But at least a couple of times a day, I need to get out and walk around and just say hello to the others. It gets kind of lonely if I don't. I used to keep my door open, but now I get a lot of important calls so I keep it closed.

Speaker 2

Good morning everyone. This is where you'll be spending most of your time while employed here. As you can see, everyone has their own desk, a computer and a phone. The phone is for calls within the office. The headsets are all wireless, but we ask that you leave them at your desk if you need to leave. I don't want to find them in the washroom or in the lunchroom. OK, your training will start on Monday. Any questions?

Speaker 3

This kitchen is my home. I know some of the staff think I never leave, but I don't sleep here. We're open late every night, so I need to be here just to make sure everything is going the way it should. I really don't have to stay and help the staff clean up, but I want to feel like I am part of the team and not their boss. That's why I do it. Yes, it is hard work with long hours over the hot stove, but I love it.

Speaker 4

My workplace isn't just like home, it is home. I'm on my computer almost all day designing office interiors, except when I'm on the phone to clients. I mean, it's great that I don't have to go anywhere. I get up, have breakfast in my own kitchen and then walk all the way to the next room and start working. I've made it look like an office. I have one of those black office chairs and a great big L-shaped desk.

Speaker 5

Whether your company is a one-person operation or it occupies three floors of a tower block, we can supply you with all the furniture and general office equipment that you need, and at a reasonable cost. Visit our website and see our wide selection of office chairs, desks, conference tables, and lots of other office furniture. In terms of equipment, we have everything from coffee machines to copy machines.

Exercise 6 (p. 72)

Text 1

Thank you for agreeing to join us as a substitute teacher. When there is a class for you to teach, you will receive a phone call no later than 8 am of the same day. We will tell you what class you will be teaching. Classes have course codes, like 4GEB, which is level 4 General English B section. When you come in, you'll need to pick up the folder for that class in the staffroom. The folders are right behind the door. You will find all instructions for teaching that class inside. Good luck and if all goes well, we hope to offer you full-time employment in the future.

Text 2

M: I really don't like that we can't even sit down for a few seconds until our breaks.

F: Well, you can if you don't mind getting a warning.

M: I've already had two warnings. One more and they might let me go.

F: I know, it seems too strict.

M: Yes, and the fact that we have to wear uniforms doesn't help.

F: And ugly uniforms at that. Well, you know, we just have to make the best of it until something better comes along.

M: I know. I check the job search websites every day. There are just not a lot of jobs out there now.

Text 3

Interviewer: Today, we have on our show Marcus Weber, who is going to talk about the future of work. Marcus, you've written a lot about this topic. So, what can you tell us?

Marcus: Well, Jolanta, we can already see the future now. As we all know, working from home is becoming more and more common. This trend will continue as companies will look for ways to save money and increase profits.

Interviewer: Will that mean that there will be fewer workplaces, like offices?

Marcus: Good question. I don't think the number will decrease that much, but they'll just get smaller. With a lot of the workers at home, it will only be the managers in the office. Currently, the office of the average mid-size business is between 45 and 75 square metres. I think, in 20 years, we'll see those numbers drop to between 20 and 40 square metres, with a good number of employees working from home.

Interviewer: What about other types of business, like manufacturing and the service industry? What changes do you see happening there?

Marcus: Well, workers have been disappearing from factories for a long time. This will continue as machines will do most of the work. I predict that, as that happens, more manufacturing will come back to Europe. It left because it was much cheaper to pay workers in other countries. But machines don't need to be paid, so if there are almost no workers in a factory, it won't be that much more expensive to have that factory in Europe.

Interviewer: Wow, a lot of jobs are going to disappear. I guess that's true for the service industry also.

Marcus: It certainly is. You know ATMs or cash machines first appeared in the late 1960s and then many bank clerks lost their jobs. Self-checkouts first appeared about 30 years ago, but they've really become popular in the last 10 years or so.

Interviewer: Well, it doesn't sound optimistic. It seems there will be a lot of unemployed people in the future.

Marcus: I actually don't think that's true. People will be employed, but in different kinds of work.

Interviewer: Well, I hope you're right. Thanks, Marcus.

Exercise 10 (p. 76)

Speaker 1

I'm in Human Resources, and I'm very much against this modern trend of putting everything on a CV. I want to know how you'll fit into the

company, not how far you can walk or what the highest mountain you've climbed is. These extra bits of information are supposed to reveal something about a candidate, but for me it's misleading – not to mention the fact that it's unprovable. I just want to see your qualifications and experience and, if you fit, I'll call you in for an interview. And as for putting your photograph on an application – I don't allow it. Those go straight in the bin. I don't want to judge a book by its cover.

Speaker 2

I've been out of work for six months now, and I'm starting to despair. I go to interview after interview, and they seem to go well, but then I wait and wait by the phone and – no call. I even decided to bite the bullet, and the next time I was waiting for an interview with a couple of other candidates, I asked them what they thought I was doing wrong! One said my computer qualification is out of date, so I guess I'll have to update it. I had a look at some schools and they charge a fortune, but it can't be helped. The other candidate said I was too old! I mean, he was probably trying to put me off, but I found it a little depressing.

Speaker 3

I'm doing the interview rounds and it's all the same: you turn up in your suit and tie and sit with other suits in the waiting area, studiously ignoring each other until you get called in. During the last one, though, I struck up a conversation with a woman there and we really hit it off! We met a couple of weeks later and had a coffee. Neither of us got the job, but she said it was good experience for future interviews, which I thought was a very healthy way of looking at it. She also said that when I started talking to her, she was going to ignore me because she thought I was trying to put her off! Nothing could have been further from my mind!

Speaker 4

What I don't find fair is the way firms really don't want to hire older people for positions they're very well qualified for. My mum and I were both applying for jobs recently, and we're both administrative assistants, so we were applying for the same posts, mostly. And Mum's got loads more experience than me. But I got three times as many interviews as her! She got a job in the end, but it took her twice as long as me. She got quite discouraged about it, but I just told her: "It's not new, Mum, it's society. The odds are stacked in favour of the young across the board."

Exam Skills Check II

Exercise 2 (p. 83)

Text 1

We asked a number of students in secondary school what they think school will be like in 50 years' time, and the results were a little surprising. Before the pandemic, teens used to talk about remote schooling, and just rolling out of bed to turn on their computer and enter the virtual classroom. Now, face-to-face contact and socialising are seen as far more important, with most saying that real physical schools will still exist. Classrooms will be different, however, with students bringing their own devices into class to use for research, notes and exercises, as well as pop quizzes and tests. There will also be robots in every classroom to act as a kind of teaching assistant. What do you think? Do you agree this is the way education will be?

Text 2

This is your guide to how to make the most of the annual Virtual Job Fair you have signed up for. As you know, we aim this event at students who will graduate from university or college this summer, and want to have something lined up so they can hit the career ladder running, so to speak. However, all are welcome to one of the most successful virtual job-seeking events in the UK, so if you have a recent graduate you know of who is looking for work, do let them know about us. Remember to approach the event as you would an official face-to-face

interview, because employers will be expecting to see you on screen. So dress appropriately – a shirt and jacket, and a tie if you wish. First impressions still count online!

Employers will be looking at your profile, so make sure it's up to date and eye-catching. Keep it short, because they'll have a lot to get through, and there's nothing so off-putting as a huge block of text to skim through. Keep the tone semi-formal, which means not too formal and not too familiar, and check your writing word by word for spelling and punctuation errors – there's nothing worse than mistakes in the first piece of writing a potential employer gets from a candidate!

Do look at the FAQs below, and if your question isn't answered there, shoot me an email at info@virtualjobfair.co.uk.

Text 3

Interviewer: Hello and welcome to the programme, brought to you today from the oldest university in Scotland, St Andrews. I have with me the oldest tour guide in St Andrews too, Melanie McCourt, who's going to tell us about it. Melanie, is St Andrews close to Oxford and Cambridge in terms of age?

Melanie: No, no, not by a couple of hundred years. But interestingly, out of the seven ancient universities, only those two are in England, and all the rest are in Scotland! St Andrews itself was formed in 1413 in the town of St Andrews in east Scotland, a place doubly famous due to the fact that it's home to the world's oldest golf course – again, St Andrews.

Interviewer: And why St Andrews? Isn't it rather small? And Scotland a little remote?

Melanie: I think the remoteness was part of its attraction, to be honest. The school that became the university was founded by a group of priests running away from some danger in France. They seem to have made a good go of it, though, because in just 1413, they had the Avignon pope, Benedict XIII, give them university status, followed by a confirmation of that university status from King James I of Scotland, which sealed its place, really.

Interviewer: But why St Andrews? It's tiny, isn't it?

Melanie: Pretty tiny, yes. It has a permanent population of around 18,000 – that's excluding the students. Considering the fact that the student body is over 10,000, you can imagine that the life of the town does to a great extent revolve around the university. There are traditional events held by students throughout the year, and it is not uncommon to see them walking the streets of the town dressed in the traditional red undergraduate gowns.

Interviewer: Quite wonderful!

Module 5

Exercise 13 (p. 86)

- L:** Hey Janis! Do you have any plans for the long weekend?
J: Hey Leo! Yes, I'm going to be super busy. On Saturday morning, I'm going rollerblading with my cousin. Then in the afternoon, I have to go to my music class downtown.
L: Oh, yes. I think I've seen you play guitar at school.
J: I've been taking lessons all year. What about you? Any exciting plans?
L: Nothing really. I usually spend Saturdays at my dad's garage. He's helping me fix up an old car.
J: What a cool hobby! I guess it helps when your dad is a mechanic.
L: Other than that, I'll probably end up surfing the Net and chatting online. I actually enjoy a quiet night in.
J: Well, if you're not busy on Sunday, I'm having a few friends over to play cards. You're welcome to join us.
L: Sounds good! What time?

Exercises 2 & 3a (p. 92)

Classmate: Well, I think most people would expect me to say one of my parents, but you asked me for three people, and it would be difficult

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for me to choose one parent over the other, so rather than choose my mother or my father, I'll go with my grandmother, who is my father's mother. Actually, I only met her when I was 3 years old, so I've only known her for about 12 years. She was living in Canada before that. I admire her because, since my grandfather died, she has travelled all over the world. She is so strong and independent. I think she is the only relative I have that I can be completely honest with. We often go on long walks together. She always has great advice for me.

I don't have ONE best friend, but I have one friend, Linda, who means so much to me. I only met her two years ago through another friend. I love being with her because she is so much fun. My favourite thing about her is she always makes me laugh. She does have a serious side too. We talk for hours sometimes and then there are times when we just laugh and have fun together. Linda is always up for anything. Whatever I feel like doing, she's always open to it.

I guess my third choice would be my older brother. He's 19. My sister is only 5 so we don't really have a lot in common yet. Of course, that will change when she gets older. He is patient and I think he must be the kindest person I know. That's why I love him. It's hard not to! I guess that's why he has so many friends, but he always has time for me. He helps me with my homework whenever I need it.

Exercises 6 & 7 (p. 92)

Speaker 1

Oh, I really don't like talking about my lifestyle because it makes me feel bad about myself. Right now I'm under so much pressure because of work, so I haven't been looking after myself. Next summer I'll do something. I'm going to get out more, maybe go for bike rides with my friends. I also have to change my diet. It's not the meals, but it's what I eat in between and after. In the evenings, you'll find me on the couch with a big bag of crisps.

Speaker 2

My parents worry about me because I'm hardly ever at home during the day. I guess it's normal for parents to worry, but it's a bit annoying. I always tell them what my plans are, but they always try to convince me to stay home. I just really love socialising. I have a lot of friends and we do lots of things together. Even when I have to study or do homework, I do it at a friend's house. I go to the cinema a lot and I go to as many concerts as I can afford on what I make from my part-time job. I really don't do anything that's bad for me.

Speaker 3

You sit at home every day and you're either on your computer or your phone. Most kids your age do something active. I know you don't like organised sports, but you could go for a walk sometimes. Why don't you contact one of your friends and meet them in person? Go for a walk. Do something! The weather is great now. Get out and do something. You can sit around in the winter, although that's not a good idea either, but we'll deal with that then.

Speaker 4

I live for the present. I work hard, and I need a reward for that, and I need it now. I spend the money as soon as I earn it. I understand when some of my friends say, "I want to save up for a house." Or maybe it's an expensive car. Whatever, but I can't do that. I enjoy myself when I'm spending money. I go shopping a lot and if I see something I want, I buy it. I eat in restaurants four or five evenings a week. I go to lots of films, concerts and sports events. It's my life!

Speaker 5

I wasn't always as fit as I am now. In fact, I guess you could say I was a bit of a couch potato. It's not that I wasn't interested in exercising, it's just that I really enjoyed watching TV. To be honest, I still do, but I limit myself to three hours a week. I'm a middle child and my siblings have always been really active. They asked me every day to join them and one day I just decided – why not? And now we exercise together every day.

Exercise 16 (p. 97)

Text 1

- F:** Did you have a good time at Julia's birthday party? I'm sorry I couldn't make it – I had all these preparations to do for today.
- M:** Well, let me tell you you've done a great job! It's all very tasteful. What an amazing couple!
- F:** They were, weren't they? And just imagine, 50 years together and then they die on the same day!
- M:** I'd never seen a more loving couple. I went to one of her birthday parties. 90 years old each, and yet they danced together all night!
- F:** Well, I saw them at their last anniversary party, and they held hands all evening. So touching!
- M:** Yes, very. By the way, what time are we due at the cemetery? They say it's going to rain at around 3.
- F:** Oh, we'll be well finished by then.

Text 2

- M:** A bit of teenage rebelliousness is to be expected at his age, but your son's behaviour is starting to get in the way of his learning – and that of the rest of his class.
- F:** All teens are like that, though, aren't they? I mean, in my day you could never get away with what we let our young people say and do these days!
- M:** I don't know about that. Every generation tends to say the same thing.
- F:** Maybe it's just my impression then. And I suppose I did have a particularly strict upbringing.
- M:** How is Paul's home life?
- F:** Not wonderful, after his father and I broke up. He's hardly seen him since he moved out.
- M:** That's a definite problem. Some time with a male figure is very important at his age. It doesn't have to be constant, but quality time every week is essential.
- F:** Once a month is closer to the mark. I'll talk to my ex-husband about it.

Text 3

F: There is an African saying: "It takes a village to raise a child." And what is meant by this, of course, is that bringing up a child is not just the job of parents, but also grandparents, uncles and aunts, godparents, neighbours, and other members of the child's local community. And this is true, and I think it indicates the main reason for the fact that parenting has become the number one source of stress for many adults, ranking above career progress, old age, world problems and even death! The nuclear family places the mother and father under a kind of jar with their 1.2 children – or whatever the average number is these days in the West. And in that jar they stay, for 18 whole years, hoping they're doing the right thing but unable to find out until the child comes of age and moves out. And often that's too long. As a family counsellor, I am faced daily with mothers and fathers who have reached the end of their tether, terrified that they're doing harm to their children, and the message I have for them all is the same. Relax and enjoy, first of all. Your children's growing up should be a time of joy. Your anxiety shows that you care, and that's what a child needs: care, love and attention. What they don't need is an atmosphere of stress, because a child can detect stress and does not have the necessary maturity to deflect it. They will catch it, as they would a cold, and a stressed child is an unhappy child.

Second, open up and let others in. Bring the village into your life, and make your home the centre of a village. The more people there are in your child's life, the less the focus is on you and your responsibilities. This is not to say that you will become less important to your child, because the mother and father are always the centre of a child's universe. But you become less massive, less like a giant star or a black

hole pulling every emotion, detail and experience into it. This gives your child a little more freedom too.

And a child needs freedom. In just 18 years, they need to acquire the capabilities to become independent, live alone, hold down a job, conduct friendships and eventually, if they wish, become parents themselves. And that can only happen if the parents can let go, slowly, carefully. Always keep in mind that your child will stumble at times, will fall. You will always be there to pick them up, comfort them if they are hurt. But, fall they must, and that's nothing to lose sleep over.

Module 6

Exercise 9 (p. 103)

Tonight, we'll be making spaghetti carbonara. First, you'll need to boil a pot of water to cook the pasta. Next, chop the bacon and garlic into small pieces and fry them in a large saucepan. In a small bowl, mix together the eggs and grated parmesan cheese. When the pasta is ready, drain the water, but keep some to add to the egg mixture. Add the spaghetti to the pan with the bacon and turn off the heat. Then, gradually pour the egg mixture over the pasta and continue to stir until everything is mixed well. Let it stand for a minute before serving. Delicious!

Exercise 2 (p. 110)

Text 1

Teacher: OK, let's review the cooking verbs before the test. I'm going to show you the action and you try to guess the verb, but don't shout it out. Raise your hand if you know and I'll ask you. Alright, here we go. Vera?

Vera: Chop.

Teacher: Not quite. Watch again. Notice how slowly I do it. Jakub?

Jakub: Slice.

Teacher: Yes, that's it. Next. Vera?

Vera: Chop!

Teacher: Yes, that is chop. You'll notice it's much faster and I just move up and down with my imaginary knife, careful not to cut my finger [laugh]. When I slice, like this, I put the knife in and pull it back. Slower and in a different direction. Next ...

Text 2

M: What do you mean, that you're a flexitarian?

F: It means I'm a vegetarian, but I also eat meat. I'm flexible.

M: That's nonsense. Anyone could call themselves that. I could say that. I'm a vegetarian who eats meat.

F: No, you don't understand. We are mostly vegetarian, but sometimes, not often, we'll eat meat. For me, it's special occasions, like Christmas or Easter, or sometimes when I go out to a restaurant that doesn't have many good options for vegetarians.

M: Oh, sorry. I get it now. It's like being a vegetarian and cheating once in a while.

F: I guess you could think of it that way.

M: But do you even like meat when you eat it?

F: I mean, if it's good quality and nicely cooked, totally. But I'd never eat really processed meat like a chicken nugget or a kebab or anything like that.

Text 3

We are now going to visit a café that is counted among the most iconic in Europe. Caffè San Francesco has been a meeting place for famous writers, artists and thinkers for two hundred years. It's been serving coffee since 1822. You're actually in one of Italy's most historical cities, as it was the original capital of the Kingdom of Italy, from 1861 until 1865, followed afterwards by Florence and finally Rome. As a result, Turin attracted Europe's political and literary community and many finely decorated cafés were established where they would meet and exchange ideas. Famously, in the 1860s, the French novelist and author

of *The Three Musketeers*, Alexandre Dumas was a frequent customer. In fact, this is the place where he got his first taste of bicerin, a unique hot drink made with espresso, drinking chocolate and milk. Many fine cafés I said, but none is grander than the beautiful Caffè San Francesco at its location here on the splendid Piazza Castello, right in the heart of the old city. As you can see, the interior is richly decorated with ornate gold-leaf mirrors, a variety of coloured marble and thick red velvet curtains. Sadly, it was badly damaged during World War II and had to stay closed for most of the 1950s. A terrible fire destroyed almost everything. That huge mirror above the bar is a restoration, but the glittering chandelier above your heads is an original. Eventually, the place was rebuilt and returned to its former glory and then reopened in the 1960s. Now, how about we get in out of the cold air and have a hot cup of something delicious? Follow me and we'll try to get a table. I can see one of the baristas is preparing the city's traditional hot drink now. Sitting in this luxurious café and sipping on a glass of bicerin is most definitely one of the things that should be on your bucket list when you visit Turin.

Exercises 6 & 7 (p. 110)

Speaker 1

I'd eat tacos every day if I could. I love that you can put anything in them, from ground beef to fried cauliflower. And you can also combine different ingredients and use different sauces. There's a great Mexican restaurant near my home, which has at least 8 different kinds of tacos. I've tried them all. They always use corn tortillas. I hate when places use the wheat ones. My Mexican friend says that's an American thing. The corn ones are hard to find. Whenever I find some, I buy them and freeze them so I can make my own tacos.

Speaker 2

I really like frozen pizza. No, I don't eat it frozen. I put it in the oven and it's done in less than 15 minutes. It's so easy, so convenient. That's why people buy it, but not me. I actually like it better than the pizza you get in a restaurant. I know you think I'm crazy, and I can't even tell you why I like it as much as I do. It's got to be thin crust and vegetarian, because I don't eat meat. Spinach and cheese, that's my favourite, though I like to put a little hot sauce on it.

Speaker 3

Me, I'm crazy about Pad Thai. If you don't know it, it's a famous dish from Thailand, as the name suggests. It's made from rice noodles, which are stir fried with a delicious sauce and ingredients such as shrimp, different vegetables, bean sprouts, eggs and peanuts. It's very popular in Thai restaurants in Europe, but in Thailand it's mainly street food. What's interesting is every restaurant seems to make it a little differently, even in Thailand. I'm always searching for the best Pad Thai. So far, it was on the street in Bangkok while I was on holiday.

Speaker 4

I'm pretty traditional when it comes to food. I'm definitely not adventurous. I also don't like spicy food, so that rules out Indian, Mexican and a lot of other kinds of food. For me, there's nothing like a good old-fashioned schnitzel. Oh, I know it's not healthy and it's not like I eat it every day, but I wish I could. I will usually order it in restaurants if it's available. Luckily for my health, I can only afford to go to restaurants about once a week. Nothing like schnitzel with mashed potatoes. Simple, but delicious. Maybe one day I'll learn how to make it myself.

Exercise 10 (p. 114)

Did you know that there are more microbes living in and on your body than there are actual cells of your own? This astonishing discovery has led scientists to realise that most of these microorganisms are not the bad boys that bacteria have acquired a reputation for being. And rather than cause illness, many of them actually work to fight it!

The majority of these 'good bugs' live in our gut, in that long tube called the small intestine, which starts just under the stomach and ends at the large intestine. Collectively known as 'gut flora', these tiny microorganisms help digest the food we eat so that we benefit to the

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maximum in terms of the amount of nutrition we get from it. They also stop any harmful bacteria that enter the system from taking over and making us ill, as well as produce substances that have a role in fighting diseases as serious as cancer.

The path to healthy gut flora is in food with live bacteria in them. That ranges from yoghurt and certain cheeses to pickled cabbage dishes like the German sauerkraut and the Korean kimchee. You also need a diet which increases the amount of fibre and complex carbohydrates you consume while at the same time reducing those sugary snacks and desserts, since sugar has been proven to displease our small intestine friends.

If you go through an illness that requires you to take an antibiotic, be warned that these medicines can kill your good microorganisms along with the bad. That's why it's vital, after the course has ended, to build up your gut flora again. Ask your doctor to prescribe a probiotic, which does the work of the foods I mentioned before, but over a much shorter period of time.

Exam Skills Check III

Exercise 2 (p. 120)

- F:** Hello, this is Speedy Salvatore's Pizza Delivery and Takeaway. How can I help you?
- M:** Hi! I have an order for a delivery. You're still delivering, aren't you, despite the storm?
- F:** Of course, rain or shine! First of all, could you tell me your name, please?
- M:** Mark Prince.
- F:** Could you give me the address you want the order to be delivered to?
- M:** 27 Parkside Crescent. It's just by Hawthorn Park.
- F:** Parkside Crescent? Yes, I know it well, sir. You haven't ordered from us before, I see.
- M:** No.
- F:** It won't be the last time, I can promise you. Now, what would you like to order?
- M:** Well, I'm not sure... could you tell me how big a medium pizza is?
- F:** It's eight pieces, and I'd usually recommend it for two people maximum. Not more.
- M:** There are a few more than that over here, I'm afraid! It's the cup final, you know. We'd better have three large pizzas.
- F:** Of course. What kind of crust, traditional or wholemeal?
- M:** No, not wholemeal. Just the usual, I think.
- F:** OK. And what toppings would you like on them?
- M:** One plain margherita, one bacon and mushroom and one Salvatore Special, please. Just one thing...
- F:** Yes?
- M:** Could the Salvatore Special come without the onion?
- F:** That's fine. No problem at all. Would you like any side dishes or salads?
- M:** Three orders of garlic bread. We love garlic bread here!
- F:** Right. And do you need anything to drink with that?
- M:** I don't think so, no.
- F:** OK, then. Will you be paying by card or cash?
- M:** Cash, for once. We all threw a little money into the middle, so we've got plenty of change, too.
- F:** That's wonderful. You can expect your order to arrive in no more than 25 minutes. Goodbye and thank you for choosing Speedy Salvatore's Pizza Delivery and Takeaway.

Module 7

Exercise 2 (p. 122)

- 1 We'd like to book a 2-week holiday somewhere warm, maybe Spain or Cyprus? Could you tell me how much something like that would cost, including airfare and hotel?

- 2 Here's a size 9. These boots tend to fit a bit small, so I've also brought you the 10 to try on as well.
- 3 I'll take 2 kilos of salmon and 500 grams of shrimp. If the trout is fresh, I'll take two of those as well.
- 4 We'd like one black coffee, and one coffee with milk and sugar. Also, what kind of cakes or biscuits do you have today?
- 5 OK. Pens, pencils, paper, notebooks, a ruler. Do you need anything else? These diaries are on sale this week if you're interested.
- 6 You'll find cereal in aisle two and the milk and eggs are located at the back of the shop, next to the bakery section.

Exercise 12 (p. 124)

- 1 When I opened the box, everything looked fine. But when I went to connect the game console to the TV, I noticed the cable wasn't there, and it's supposed to come with one.
- 2 I realise that you sell used textbooks, but I didn't expect them to be this damaged. Look at this! These pages are all ripped! You can't sell something in such poor condition.
- 3 My mother gave me the jumper as a gift, and I didn't notice the hole in it until I tried it on for the first time. It still has the tags on it. Can I exchange it for a new one?
- 4 I'm not sure what the problem is. All of a sudden it just stops working and the screen goes black. I have to press the home button and turn it back on to get it working again.
- 5 I bought this yesterday and used some to make myself hot chocolate, but it didn't taste right. After checking the package, I noticed the expiry date was last month. I'd like a refund, please.
- 6 The picture online showed it as a deep red, but the actual hat that was delivered to me is pink. How can I return it and get my money back?

Exercise 3 (p. 130)

Text 1

- M:** I need a new pair of shoes for work. While you look around here, I'm going to go to the second floor to look at shoes.
- F:** I won't be that long. I'm just going to pick out another couple of tops and then pay for them.
- M:** OK, but don't spend too much. Remember, we need to go to the supermarket after this.
- F:** Don't worry, everything here is on sale. It's all 30 to 50% off. Shall I meet you at men's footwear?
- M:** Sure, but if I finish before you, look for me in sports goods. It's also on the second floor, just at the bottom of the escalator.

Text 2

Would you feel safe running in the rain in an old pair of trainers? I don't think so. So why would you drive on an old set of tyres? How old is old? At what point do they start to become dangerous to drive on? Not sure of the answers? Well, at M&S Auto, we'll answer these questions for you. Throughout the month of October, we'll do a complete tyre inspection on your vehicle for free! That's right, free. Book an appointment on our website with an M&S Auto near you. We provide a detailed report on the state of your tyres and recommend when to purchase new ones. Should you choose to do that at M&S, instead of another garage, show us your report and you'll get a 10% discount!

Text 3

- F:** Good morning. How may I help you?
- M:** Good morning. Yes, well, I bought these jeans here last Thursday, or maybe it was Friday ... anyway, I'd like to return them.
- F:** Certainly. Do you have your receipt?
- M:** Yes, of course. Here it is.
- F:** Hmm. These were bought on sale last Saturday. I'm sorry, but we don't accept returns on sale items.
- M:** Seriously? What if there was something wrong with the product?

Do you mean to tell me that you'd want customers to have products that they can't use? That doesn't seem right.

- F:** Well, if there's a fault, that's a different matter, sir. Is there something wrong with the jeans?
- M:** Yes, there is. Look right here on the inside of the leg. They weren't sewn properly. The stitching is coming out. It's just a matter of time before a hole opens up here.
- F:** Oh, I can see that. That's very unusual for these jeans. I've never seen it before. Well, no problem. You can exchange them for a new pair.
- M:** I'd rather have my money back.
- F:** I'm really sorry, but we can't refund your money because it was a sale item. It's against store policy.
- M:** But I can't use these jeans. I just want my money back. I want to look for a new pair like those black ones you have over there. I'll buy another pair here even if they cost more money. I just want to have some jeans that I'm happy with.
- F:** I understand, but I can't do anything else except offer you an exchange for the same pair.
- M:** Could I speak to the manager?
- F:** I can call her if you want, but I know what she'll say. It's not like we haven't had these sorts of requests before. She always sticks to the policy.
- M:** Alright. I'll exchange them, but I'm not happy about it.
- F:** I understand that sir, and I'm very sorry. I'll go out back and get you another pair in your size and make sure that they're perfect for you.
- M:** Thank you.

Exercise 4 (p. 130)

- F:** Good morning. How may I help you?
- M:** Good morning. Yes, well, I bought these jeans here last Thursday, or maybe it was Friday ... anyway, I'd like to return them.
- F:** Certainly. Do you have your receipt?
- M:** Yes, of course. Here it is.
- F:** Hmm. These were bought on sale last Saturday. I'm sorry, but we don't accept returns on sale items.
- M:** Seriously? What if there was something wrong with the product? Do you mean to tell me that you'd want customers to have products that they can't use? That doesn't seem right.
- F:** Well, if there's a fault, that's a different matter, sir. Is there something wrong with the jeans?
- M:** Yes, there is. Look right here on the inside of the leg. They weren't sewn properly. The stitching is coming out. It's just a matter of time before a hole opens up here.
- F:** Oh, I can see that. That's very unusual for these jeans. I've never seen it before. Well, no problem. You can exchange them for a new pair.
- M:** I'd rather have my money back.
- F:** I'm really sorry, but we can't refund your money because it was a sale item. It's against store policy.
- M:** But I can't use these jeans. I just want my money back. I want to look for a new pair like those black ones you have over there. I'll buy another pair here even if they cost more money. I just want to have some jeans that I'm happy with.
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- M:** Could I speak to the manager?
- F:** I can call her if you want, but I know what she'll say. It's not like we haven't had these sorts of requests before. She always sticks to the policy.
- M:** Alright. I'll exchange them, but I'm not happy about it.
- F:** I understand that sir, and I'm very sorry. I'll go out back and get you another pair in your size and make sure that they're perfect for you.
- M:** Thank you.

Exercise 6 (p. 130)

Speaker 1

I couldn't believe the price when I saw it. I mean 600 euros, well, really 599, for 8 days in Cuba in a four-star hotel – on the beach! An all-inclusive holiday! I'd checked with a travel agent the year before and had been offered a similar package for 900 euros. I was a bit nervous because I'd never used that website before, but the holiday was everything it promised it would be. They couldn't guarantee the weather, and it did rain a bit on two of the days, but otherwise, it was just what I'd needed!

Speaker 2

It was just a pizza, but I get excited every time I get a bargain. I don't know. You feel like you've won a contest or something. It wasn't even that much cheaper. I asked for a medium and they said that, for the pizza I ordered, there was a special promotion, and I could get a large for only 1 pound more. I couldn't resist even though I couldn't possibly eat a large. Why not? I ate leftover pizza the next day, so I saved the cost of lunch. Another bargain!

Speaker 3

Attention shoppers. It's time for today's bargain best buy! Starting at 2 o'clock, for one hour, all men's socks will be 50% off. That's right! All brands, all prices, all types. There is a limit of 6 pairs per customer, but feel free to mix and match brands, because, you heard it, they're all on sale! So, whether you're a man or shopping for a man, make your way to aisle four and grab some of our high quality, brand name socks. The sale begins in 6 minutes!

Speaker 4

I play the guitar. Well, I've only been playing for about a year and I was recently thinking that I needed to get myself a good one. I was at a jumble sale with my boyfriend. He loves these things. I don't. But I saw a beautiful guitar there. It was 300 pounds. That sounds like a lot, I know. I asked the seller if they would reduce the price and he refused. I walked away and searched the Internet on my phone and found out a used one in good condition is worth around 500 pounds, so two minutes later, I bought it!

Speaker 5

I can't believe my parents. They go food shopping and they load up the car. You should see what they buy. Our basement is full of things we don't need. We have at least 10 packages of paper towels. There must be over 100 cans of various kinds of vegetables. Oh, and dried pasta of all types. There's a whole shelf of pasta down there. Why? It's my father. He can't resist a bargain. If something is on sale, he has to buy it – and lots of it. My mother has given up trying to stop him.

Exercise 10 (p. 133)

Narrator: Internet shopping has turned the world of retail on its head, making changes both positive and negative. Listen to four speakers expressing their opinions on the new way of shopping.

Speaker 1

As the owner of a boutique clothing shop, it's something that I see cutting into my profits every day. For every shopper that buys something, there's another trying things on, taking pictures of themselves in them and reading the label, and then leaving. And I just know they're off to find the same item online for a cheaper price. I'd love to offer my stock cheaper but what can I do? I have to pay rent on the shop, pay my sales assistant's wages and pay the water and electricity bills.

Speaker 2

I did buy things online for a while, I admit. When you see the prices, you can hardly help yourself. But there was always a problem for me. One dress looked nothing like the picture on the website, another didn't fit. Once or twice, the goods never turned up at all! So I gave up. And do you know something? When I returned to the high street, I found I'd really missed it. Trying on clothes, talking to the sales assistant, walking from shop to shop, and having a coffee halfway round in my favourite café. When I spoke to a friend recently, she told me online shopping was getting better and better, but I don't care. I'm not going back to clicking on that mouse!

Audioscripts

Speaker 3

It's outrageous that our government allows a company across the other side of the world to sell to my customers without paying a penny in taxes, with no insurance for the people who deliver it for them, contributing nothing to this economy. And meanwhile I have to pay all of those things. Even if I shut my physical store down – and that's what I'm going to be forced to do in the end – I still can't compete with them from a website. Because I pay taxes in a country where you have to pay taxes and I pay insurance so I'll have a pension when I get old.

Speaker 4

As a small business owner, I'm very sensitive to the changing wants and needs of my customer. You have to be if you want to survive. So when I heard about these big online retail companies, I went on the Net and checked them out. I saw the writing on the wall – in letters six feet high! Traditional retailers are finished. I saw out my lease and moved my shop online. Took a course in marketing over the Internet. It was a tough few years, I don't deny it. But I'm starting to get some real footfall on my site now, and the profits are up. So I feel like I'm seeing the light at the end of the tunnel.

Module 8

Exercise 3 (p. 140)

- 1 I need to get to the airport quickly. My flight leaves in two hours. Do you think we can make it if we take the motorway?
- 2 The 8 pm to Bristol is now boarding on platform 9. Please have your tickets ready to show the conductor as you board.
- 3 Hi there. How are you today? I'll need your passports, tickets and you can place your luggage here on the scales. I'll have your boarding passes printed in a minute.
- 4 Attention all commuters. We are currently experiencing delays in the tunnel on line 3. We appreciate your patience. Normal service should begin shortly.
- 5 The service for Leeds leaves in 10 minutes. We ask all passengers to board the coach promptly to avoid any delays.
- 6 Today's sightseeing cruise has been cancelled due to high winds and rough seas. The captain apologises for the inconvenience. All tickets will be refunded.

Exercise 16 (p. 143)

Hi there. I'm sorry to say that I'm calling today to make a complaint. Last night, my friend and I stayed at your hotel in Glasgow. The location was fantastic, but our experience was rather disappointing. When we got to our room, we immediately noticed a strong smell of smoke even though we'd specifically asked for a non-smoking room. Not only that, it seemed as if the bathroom hadn't been cleaned, and there were no clean towels. When we complained at the reception desk, the staff member was rude and told us there was nothing she could do about it. We really expected better service. I'd like a full refund, please.

Exercises 2 & 3 (p. 148)

Receptionist: Good morning, Starlight Hotel Reception. Anna speaking.
Guest: Well, I wish I could say that it was a good morning. But unfortunately not.

Receptionist: Oh dear, I'm very sorry to hear that, sir. Can I help?

Guest: I hope so. Although it's a little late now. I had a terrible evening.

Receptionist: I see. That is a shame. Can I take your details, please? And then you can tell me all about it and we can see what we can do to help you.

Guest: Sure. My name is Joseph Williams.

Receptionist: And what's your room number, please?

Guest: It's 211. No... sorry, my mistake. That was our first room but we changed it just after we arrived. I'm in room 215.

Receptionist: OK, perfect. Can I just check your booking details? I have here that your stay is from July 28th to August 5th?

Guest: Yes, that's right. We had originally booked for one week until August 4th but we extended our stay by one day.

Receptionist: OK, Mr Williams. I've made a note of all of that. Now, if you could please tell me the problem?

Guest: Well, you see I didn't sleep at all last night. The people in Room 216 were having some sort of party. And all their shouting and singing kept me awake for hours! I knocked on their door but they didn't hear me, and when I called reception, there was no answer.

Receptionist: I'm terribly sorry. What time was this?

Guest: Around midnight till about 2 am. When they finally stopped, I thought that would be it, and I'd finally get to sleep. However, it was then that I noticed the second problem.

Receptionist: There was another issue?

Guest: Sadly, yes. After their noise stopped, I was able to hear the leaky tap next to the shower. It wouldn't stop. DRIP, DRIP, DRIP. It was very noisy and extremely irritating. I tried to turn the tap tighter, but nothing worked.

Receptionist: I really can't apologise enough Mr Williams. And thank you for raising the issue with us. I'll send someone to deal with it shortly. In the meantime, to make up for the problems you've had, please let me ask my manager what we can do. Can you just wait one moment while I ask?

Guest: Of course. [short pause]

Receptionist: Thank you for your patience Mr Williams. I've spoken to my manager here at reception and he'd like to offer you a free upgrade. The President Suite is free, and you can take it whenever you like.

Guest: Goodness! That is kind. Thank you so much!

Exercise 6 (p. 148)

Text 1

I just got back from an amazing holiday at a resort by the sea. From the moment I arrived at the airport, the resort took great care of me. They sent a shuttle to pick me up so I didn't have to pay for a taxi. And when I arrived at the resort, I couldn't believe my eyes. After I checked in, the staff showed me to my room and even carried my bags! After that, they gave me a tour of the property. The moment I saw the sea, I wanted to run in. I had never seen such clear water. And then they showed me the restaurants. The smell of the food alone made my mouth water. When the tour ended, I didn't know what I wanted to do first, swim or eat. Throughout the week that I was there, I did plenty of both. It was hard to go home. Even now, sitting in my office, I can still hear the rush of waves from the sea. Imagine, I can't wait to go back, and I haven't even unpacked yet. My suitcases are still full of clothes in my bedroom, as if to say, "let's go!"

Text 2

Klara: Hey Jan, how was your crazy trip to Venice?

Jan: Klara, why do you say it was crazy?

Klara: Because you went just for the weekend and you went by bus, didn't you?

Jan: Oh, yeah! I guess you COULD call that crazy! It was a long journey after all. I left Prague at 1:00 in the afternoon and the bus arrived outside Venice at 6 am. I left right after my morning class on Friday. I had my backpack with me and left for the bus station as soon as class ended at 11:30, so I was at the bus station by 12:10.

Klara: Weren't you tired arriving so early in the morning?

Jan: Not really. I slept for about 7 hours on the bus. I couldn't check into my hostel until 10:00 am so I spent four hours exploring the city. There was hardly anyone on the streets. Well, you know they're not really streets. The main streets, if you can call them that, are canals, but you can walk everywhere in little alleyways. It was just stunning seeing the city at that time.

Klara: Because the sun was coming up?

Jan: Partly that, but mostly because starting around 9 am, thousands of tourists come out of their hotels. I didn't like that about Venice. It's like

a huge beautiful open-air museum, but it gets extremely crowded. Before the crowds came out, it was just locals on the streets, running errands, walking dogs or preparing to open their shops, which meant I could enjoy just walking around alone.

Klara: So what did you do during the afternoon?

Jan: I went to some of the islands around Venice. First, Burano. It's just over an hour by boat. It was amazing, like a little Venice, except the buildings were painted really bright colours, beautiful and much more peaceful than Venice. I also went to the island of the dead. That's not the real name. It's something Italian. Basically the whole island is a cemetery and there are some famous people buried there including the Russian composer Igor Stravinsky and Ezra Pound.

Klara: Who is that?

Jan: He was a famous poet. American, I think.

Klara: So when did you get back to Prague?

Jan: This morning at 8:00 am. I left Venice at 4:00 in the afternoon. I came to this class right from the bus station. Remember, I was here when you came in at 9:00.

Klara: Wow, you are crazy! OK, break is over.

Text 3

This is the last stop, and in some ways the best. Many of you have heard of the Apollo Theatre as it's one of the more famous landmarks in New York City and definitely the most famous here in Harlem. The building goes back to 1914, when it was opened as a venue for music and other forms of live entertainment. Although it was in a black neighbourhood, the club was restricted to white people only. That all changed with a new owner in 1934, who wanted to draw in people from the neighbourhood. For the next three decades, the Apollo featured some of the biggest names in American jazz, including Count Basie, Duke Ellington, Billie Holiday and countless others. Of course, racial segregation ended in America in the 1960s and since that time, the Apollo has been a favourite place to play for some of the biggest names in popular music, including Stevie Wonder, Guns N' Roses and Prince. OK, we're going to take a look inside now. Feel free to look around as long as you want. But before I leave you, I want to tell you about the unofficial stop on this walking tour. I urge you to stop for lunch at Sylvia's, the best soul food restaurant in New York, and maybe the world. If you've never had soul food, this is the place to try it. This historic place has been serving great food in Harlem since 1962. In fact, Sylvia's has its own long list of celebrity visitors. Among the people who have eaten there are US presidents Bill Clinton and Barack Obama, South African president Nelson Mandela, basketball player Michael Jordan and singer Bruno Mars. You'll find the atmosphere informal, cosy and very friendly. You just need to walk down this street and turn left at Malcolm X Boulevard. Keep walking and you'll see it on your right. I'll be inside with you for a few minutes if you have any questions about the Apollo or Sylvia's.

Exercise 10 (p. 151)

- M:** Today our guest is Molly Mead, who runs the citizen action group Against Smart Motorways. Perhaps you could help listeners out, first of all, Margaret, by telling them what exactly a smart motorway is.
- F:** Well, let me make it clear that we are not against all smart motorways. A smart motorway is one that uses technology to help traffic flow better, and that's fine. The problem for us is the all-lane running smart motorways. These have got rid of the hard shoulder altogether, which gives busy stretches an extra lane for vehicles to drive in, theoretically increasing the volume of traffic that can move on them by 25% or more.
- M:** Forgive me for saying so, but isn't that a good thing?
- F:** It is until you run into trouble. The hard shoulder of a motorway has another name, which makes its function a bit clearer: the breakdown lane, or the emergency stopping lane, as the

Americans call it. It's meant to be a place where you can pull over in the event of a breakdown or even a crash, somewhere you can wait for road assistance to arrive – or the police or even an ambulance, in more serious cases. Without the hard shoulder, drivers are forced to stop in what is, essentially, a traffic lane.

M: But surely the proper authorities have predicted this might happen?

F: Of course, and this is where the 'smart' part comes in. At regular intervals above each lane of the motorway, there are signs telling the drivers what speed they can travel. In case of an accident or breakdown, that lane will show a red X, and drivers have to move over into another lane. This sounds fine in theory, but there is a distance between these signs. If I have just passed one set and a car stops in my lane before the next set of signs, I have no way of knowing that. And this has led to some collisions and – on a number of very unfortunate occasions – fatalities.

M: You told me before the show that you have had personal experience of this, Molly.

F: Yes, though we escaped with our lives. My daughter and I were travelling along the M25 when the car suddenly went dead. I pulled over to the side and then did the smartest thing I've ever done in my life: I told my daughter to get straight out of the car and jump over the crash barrier, off the motorway altogether. I did the same and no sooner had I got there than we heard a tremendous shrieking of brakes. We looked around to see a huge lorry bearing down on the car. It couldn't stop in time and crashed straight into it. We would have been killed if we'd stayed in the vehicle.

M: Shocking! Now, I want to take a break, Molly, but when we come back, we're going to discuss some welcome news – that the government is reconsidering this form of smart motorway... We'll be right back. [radio jingle]

Exam Skills Check IV

Exercise 2 (p. 158)

Hello, everyone. My name's Marie McCloud and I'm head of security here at the Sunny Hill Shopping Centre. You've all been selected from a large group of candidates to be security guards here at the centre, so you can feel very proud of that. It's Sunday, so there are no shoppers today and we have the run of the centre! Today's training day is going to start with a talk from me, which will last about an hour. I'm going to give you a rundown on the shopping centre, first of all: how many shops you'll be guarding, how many shoppers we get, that sort of thing. Then I'll tell you about the equipment you'll be provided with, and what you need to provide yourselves. Finally, I'll take you through your duties on a standard day and night shift. I thought we'd do that in the food court, since it will allow you to have a coffee at the same time. We'll start in 15 minutes – at a quarter past nine.

After the talk, my colleague Ray will be taking over. He's Deputy Head of Security here, and he's going to take you on a tour of the whole centre – all three levels – so you can get a good feel of the place. As you go round, you'll meet our actual security guards on patrol, and you'll have an opportunity to ask them anything you want to know about the job, so make a note of any uncertainties you have. You'll find Ray here, at the entrance, at 10:15.

Finally, police officer Sasha Bridges will be giving you a short talk on the law as regards security guards – in other words, what you can and can't do, when you should call the police and what powers you have if you catch someone, for example, shoplifting. She's going to be in the security centre to give that talk at 12:15 sharp.

So, let's go down to the food court now and I'll show you where to get a coffee before I begin the talk.

Module 9

Exercise 3a (p. 160)

sounds of these types of music:

hip-hop
classical
heavy metal
reggae

Exercise 7a & b (p. 161)

Can I have your attention, everyone? The box office opens at 7 pm. We need all actors to be ready in their costumes by 7:15 as the curtain goes up at 7:30. As you know, there is an interval half-way through the play, and we need everyone back on stage before the audience members return to their seats, so don't be late! Break a leg out there!

Exercises 3 & 4 (p. 168)

Speaker 1

I'll never forget the one and only time I was on stage. As a child, I'd always dreamt of becoming an actor. I had no idea that one needed training to do it. I thought I'd just get up on stage and act like someone else. Easy! I had just started high school and I decided to audition for the lead in the school play. I don't even remember what it was. What I do remember is being up on the stage and being so nervous I couldn't remember any of the lines.

Speaker 2

I've been on stage probably hundreds of times. I don't think it's ever bothered me. After all, I'm just one violinist in an orchestra of almost one hundred musicians. I doubt anyone who isn't a member of my family or a friend has ever noticed me. Maybe the only time was once at the beginning of Beethoven's Ninth when the bow flew out of my hand. It was so embarrassing, but the only people who saw it were the musicians next to me.

Speaker 3

I know many of you are nervous about getting on the stage in front of a live audience for the first time. First of all, it's normal to feel that way. A lot of famous singers, including Adele, Mariah Carey and Lady Gaga, had stage fright when they first started out. Try to concentrate on singing the songs and what the other members of the choir are doing instead of focusing on the audience. Just imagine we're still in rehearsal. Relax and breathe deeply before we start.

Speaker 4

My parents made me take ballet lessons when I was young. I really didn't want to but I actually grew to enjoy it. I remember we did a performance of *Swan Lake* at the community centre. My parents were there and all my friends, well most of them. I didn't even think about it. I just went out and danced like I did in rehearsal. I don't know why it didn't affect me because now when I have to do a presentation at work, I can hardly speak.

Speaker 5

I was always very confident and outgoing as a child. I was the kind of kid that everyone noticed. A real 'life of the party' that was always the centre of attention. I was even in some productions as a child that I just breezed through. That's why what happened to me in my school play at the age of 16 was so unexpected. I was sure that it wouldn't be any problem for me and I memorised my part perfectly. But when I stood in front of that audience, I just froze! The minute I opened my mouth, the words just wouldn't come out, even though I knew them all completely. I couldn't even move! It just goes to show that performing isn't for everyone.

Exercises 5 & 6 (p. 168)

Laura: What's on TV tonight, Paul? Have you looked at the TV guide yet?

Paul: I'm just reading it now, actually. There are some nice films on this

evening. The first one is on Adventure Plus, that new channel that started last month.

Laura: OK, what's it called?

Paul: It's called *Fire and Shadow* and it's a fantasy film from 2015. It starts at 8 o'clock and it's an hour and 50 minutes long. The plot sounds interesting – it's the usual kind of fantasy story. The guide says that an elven kingdom gets attacked one day by a dragon and the leader of the elves has to stop the monster. But when he does, he discovers something he never expected!

Laura: Um, OK. I'm not so sure about that. I heard that the reviews weren't so good. Critics said that the special effects weren't that impressive and let the film down. Hey. What about that? There, on MovieFlix?

Paul: Which film?

Laura: *Star Base 7*, the sci-fi film. It was made in 2020 so I'm sure the special effects will be better. It starts at half past nine, but it's a bit longer at two and a half hours. The story sounds cool though. It says that a group of researchers find a mysterious object on an alien world that will rewrite human history!

Paul: Oh, yeah. I think I heard about that film. It had excellent reviews. They say that the acting is very good and the story is really exciting and really makes you think. I love films that have a message.

Laura: There's one more film, on Film 24/7.

Paul: Yeah, I see that. *The Long Night*. It's a remake from 2018 of an older film from the 1970s, I think. It starts at 10 o'clock, though, and it's two hours and fifteen minutes long. So it won't finish until twelve thirty at least. That's not great... I've got work tomorrow.

Laura: Yeah, that's a shame. I love crime films and the plot sounds just like my sort of thing. A super detective seeking out an old colleague to crack a big case! The film got best director and best film at the Oscars and all the critics absolutely loved it.

Paul: So... how about we watch the sci-fi film, then? It will finish earlier and it seems to be very good.

Laura: Sure thing. I'd like to watch that too. It's a deal!

Exercise 10 (p. 172)

Narrator: The government announced that the license fee, the main source of funding for the BBC, will end in 2027. Listen to four speakers expressing their opinions on the decision.

Speaker 1

As an actor, I have worked in BBC productions in the past, and have always been impressed by both their quality and their success. If we let the market tell us what to produce, the BBC will be producing reality shows and quiz shows like all the other channels. I know that the way people watch TV is changing, and many young people don't even own a TV anymore, so something does have to change. I believe that the amount they get from license fees now should come direct from the government, but the BBC would have to be guaranteed independence from government pressure so that they can carry on giving objective news.

Speaker 2

I understand that the BBC is a public broadcaster second to none, and that it has a worldwide reputation. But as an MP and a politician, I have to listen to what the voters are saying. And what they're saying is, "I don't want to pay for a service I don't use just because I own a TV." That's like telling someone they have to pay for the upkeep of a dog-racing track because they've got a dog as a pet! The BBC must modernise, just as I have, and learn to use the Internet and streaming and subscription-based TV platforms, just like I did. If Netflix can do it, why can't the BBC?

Speaker 3

It's unforgivable that this government has decided that the BBC should no longer exist! The broadcaster is the envy of the world, and many in the world tune into BBC's World News to find out what's going on. They trust it more than their own public broadcaster! And let me tell you

something else – everyone, from both sides of the political spectrum, thinks that the BBC has it in for them, is against them in some way. And if all parties are saying that, I think that proves what a good job the BBC is doing.

Speaker 4

As a viewer, I can't say I watch the BBC all that much anymore. There's so much to watch on the cable service I have that I don't really need to. But something I've noticed that's very important is that when something big happens – a war breaking out or a natural disaster or an election – I always switch to the BBC. I trust them, you see. And that for me is the key part that we need to preserve. I mean, they can continue producing shows and so on, but they should do that on a commercial basis, just like any other production company. But the news should be funded.

Module 10

Exercise 9 (p. 179)

Speaker 1

Did you write your name on the list outside Coach Jeffer's office? You need to do it before Friday if you want to play volleyball this season. It'll be fun.

Speaker 2

I was running as fast as I could, but Joe was just faster than me. I wanted to get ahead of him, but I couldn't.

Speaker 3

I usually do some stretches and jog for five minutes before I play a match, but I didn't have any time yesterday, and then I pulled a muscle.

Speaker 4

If you want to get stronger, you need to go jogging every day and start lifting weights at the gym.

Speaker 5

As a result of my knee injury, I was unable to play in the final game of the tournament.

Speaker 6

You're an excellent tennis player. You should give selection for the national team a shot.

Exercise 3 (p. 186)

Text 1

What do I see here? You all look like we've already lost. Sure, we're down two goals. Don't you remember last season when we were down to Seaside FC and we ended up winning on penalties? It's football. Anything can happen, but I'll tell you this, if you play like you look now, nothing will happen. Play every moment and every match like it's your last. Do you want to finish this match and feel like losers or do you want to feel like you did your best, even if we do lose? Now let's go out there and play the second half like it's your last!

Text 2

All eyes are on Carter as he steps up to the plate. The game is tied with two out and there is a man on third base. It's all up to Carter now. Even if he hits a single, it should be enough to send Garcia home with the winning run and give the Blues their first championship ever. Here's the first pitch. It's low and outside but Carter swings and misses! Strike 1. Carter pulls the bat back. Here comes the second. Carter swings and misses. What's he doing? Is he going to swing at everything? Gibson stares at him and then here comes the fastball. Carter swings. It's up. It's going, going, going. It's gone!! Out of the park! The crowd goes wild. They have done it. History in the making.

Text 3

M: What kind of riding do you do?

F: I'm in a club. I ride with them most of the time. It's not

competitive. We're not that fast, but we like to ride long distances, usually out of the city.

M: Great, so are we talking about 50 km or something longer?

F: That would be a short ride. We usually do 80 to 100. It takes up most of the day including the lunch stop.

M: And the surface? Paved, gravel, trails?

F: Mostly paved. We try to avoid gravel roads if we can.

M: OK, I think I have just the bike for you. And you're in luck because it's on sale. Let me show it to you.

Text 4

Sarah: Today, we're talking with someone who needs no introduction. Welcome to our show, Brian. For those of you who don't know, Brian Paramar is an athlete who has played three sports professionally here in England.

Brian: Thanks, Sarah. It's nice to be here.

Thanks, Sarah. It's nice to be here.

Sarah: So, let's start with something basic. What led to you making the switch from ice hockey to football?

Brian: Well, football was actually my first love. I played a lot of tennis in primary school but then in secondary school I joined the football team and enjoyed it immensely. I even dreamt of playing for Arsenal one day. I was a striker, but the problem was that I wasn't very fast. I mean I was quick, quick to react, but I didn't have the natural sprinting ability to be a really good striker. My coaches told me that I would never make it as a professional.

Sarah: Well, you proved them wrong, didn't you?

Brian: In a way, yes, but they were right. I just wasn't fast enough. But I still felt I had the athletic ability to be a professional athlete. Then, as a teenager, I discovered ice hockey. I didn't even know there was a team in my town, but the first game I saw I got hooked.

Sarah: Did you switch because you thought you'd have less competition?

Brian: Exactly. As we all know, ice hockey isn't nearly as popular in the UK as football. Not too many English lads grow up wanting to be ice hockey players. But I still had the same problem. I could do everything well but I was just not fast enough across the ice. I kept getting caught out of position. But I had a very smart coach. He saw the skills that I had and suggested I make the switch to goalkeeper.

Sarah: And you had a great career with the Sheffield Steelers, for as long as it lasted, which brings me back to my question about why you switched back to football.

Brian: Oh yes, sorry. Let's go back to where I said football was my first love. I wanted to fulfil my dream. You see, once I had developed all the skills to be a goalie in ice hockey, it wasn't that difficult to transfer them to football. I had the quickness, the reflexes and the ability to follow the play. It also helped that I'm 6 foot 2!

Sarah: It's still remarkable what you've done. OK, one last question. Why tennis?

Brian: After I retired from football, I still wanted to do something active. I had the skills, the quickness, the arm strength and all that. But, as you know, I'm not that good. I think the reason people want to see me play is because they know me from football! But if it raises money for charity, I'm happy to entertain the fans even if I lose a lot of games.

Exercises 5 & 6 (p. 186)

Speaker 1

I hurt myself playing golf. I know what you're thinking. Who injures themselves playing golf? And it wouldn't be nearly as embarrassing if I had pulled a muscle during my swing. At least that would be a golf-related injury. I was on the course with two friends and we had just teed off on the 3rd hole. I don't know how I did it but as we were walking to the green, my foot went the wrong way. I twisted my ankle. I had trouble walking for over a week.

Speaker 2

OK, before you get out there and start racing around the pitch, you all

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have to do some stretching exercises. Maria, don't roll your eyes at me. You think because you're young, you can do anything. But I'm warning you, injuries can happen to anyone. If you don't warm up, you can pull a muscle or worse. As you get older, the risk of injury becomes greater. So, let's get into the habit of stretching now. OK, do what I do.

Speaker 3

It was strange. I was riding up a big hill that I'd ridden up a hundred times before. Maybe it was the gear I was in or something. I don't know. I just know that about halfway up the hill I felt this sudden terrible pain in my right leg. I got off the bike immediately and tried to walk up the hill. I ended up calling a taxi. The doctor told me I had torn a muscle, however it happened. My leg healed 100%, but the worst thing is I couldn't ride for almost six weeks.

Speaker 4

I have an American friend, and he taught us how to play football, I mean American football. Once I learned the rules, I really started to enjoy it. A group of us meet in the park every Sunday, although I won't be there this week or for some time after that! Last week, I ran down the field and Steve threw a long bomb to me. I went to catch the ball but mistimed my jump and landed on my shoulder. Turns out that it's broken. Luckily, it's my left arm.

Speaker 5

Participating in a sport is an excellent way to stay fit and healthy. However, one must be careful to do whatever one can to prevent injury. Before you start with any sport, make sure you have the right equipment, especially if there is footwear designed for the sport. Always warm up before you begin. Most importantly, learn what you can and can't do and don't push yourself. If there's something you can't do yet, work on it gradually over time.

Exercise 16 (p. 191)

Text 1

M1: What a fantastic match! I must say, I hadn't expected it to be so close.

M2: Well, City have been working on their defence recently, and that showed. My old side Rovers just couldn't get a look-in early on!

M1: I bet they wished they'd had you in the side, especially with that chance in the second half!

M2: Yes, headers like that were my speciality in my playing days! Still, the Rovers striker got a good enough touch on it – but keeper Jimmy Daniels had a great game today, and kept that one out as well.

M1: I thought a draw was a fair result – how do you think things will go in the replay? And let me just mention to viewers that we'll be screening that as well.

M2: As I said, Rovers are my old team, so I live in hope that they'll manage to squeeze out a win. But they'll be playing at City's home ground and, as long as Phillips is back from injury, I can't see the Premier League side letting another opportunity go.

M1: You never know in football, though.

Text 2

M: We just need to work on your start, Justine, and I think you're in for a good chance of bagging a medal in the meet on Saturday.

F: I hope so. I've worked so hard. The times are improving too, right?

M: Undoubtedly. It's all here on paper. In training, you've broken your own personal record four times running.

F: I heard a rumour that Sheila Hargreaves won't be competing because of that calf injury she picked up in March...

M: Let's race against the clock, and not the person. That's my philosophy. Besides, you can't rely on what news you read on social media. Everyone thinks they're an expert online, and writes with great confidence about things they know nothing about.

F: That's true. And her trainer might even be spreading the rumour to give us a false sense of security.

M: I wouldn't put it past her. I can't be sure, but I've got the suspicion that she's done it in the past. Now, let's practise some starts.

Text 3

When Tom Brady suffered a career-threatening knee injury in the 2008 season, many said he'd never play again. Why? Because many athletes never recover from an injury like that. Yet the next season he was back, stronger than ever, and at the end of the season he was named the NFL Comeback Player of the Year. What makes Brady different from the others I mentioned? He's not Superman, before you ask – he's human like you or me. But I think what he said illustrates something about what gave him the recovery he had. At the end of it all, the operation, the physio, the pain, what did he have to say? 'It's been a good process of learning, and I feel like I'm there now.'

Sure, he had the best medical care, the best surgeon, the best physio. But he also had the best attitude. He approached it as an athlete approaches training, or an 'A' student approaches revising for an exam. Healing is a learning process, just like those other two. You have to learn to live, work and compete with your new body, because one thing's for sure – your body will never be the same again.

As a sports psychologist, it's my job to get athletes into that mindset. Bad things happen to people, and not just in sport – in life too. There will be pain, there will be heartache, but the question is – how will you deal with it, and will you come out the other end a better, stronger person? Obviously, a pessimistic person just isn't going to recover fully, but do you know the strange thing? I get very upset with optimistic people too. The ones that say, 'It's going to be fine!' Well, actually, it might not be, and it won't be if you carry on waiting for your luck or fortune or karma or whatever to lift you out of the hole. It's the athlete who says, 'I know it's going to be hard, but let's get going!' who really motivates me to go to work every morning.

So to all you athletes in the audience – and to all you non-athletes, too, since this applies just the same to life as it does to American football or hockey or track and field or whatever. How do you approach a challenge? Think about that before you look at how to overcome setbacks or an injury. If the way you go up to obstacles is wrong, you will never make the jumps, to paraphrase an old horse trainer I used to know. Thank you. [applause]

Exam Skills Check V

Exercise 2 (p. 197)

Speaker 1

Remember that it's not enough to work out every couple of days – you have to enjoy it. Otherwise, after a while, you'll hit a wall and just give up. The latest studies show, for example, that 60% of people who join a gym stop going before the year they've paid for is up. So make sure it's an activity that you look forward to and you'll make it a permanent part of your life!

Speaker 2

In the 70s, a new material hit fashion – elastane. This highly stretchy nylon was perfect for sports leggings, tops and tracksuits – it stayed tight, it was comfortable and it breathed, meaning sweat didn't just sit on the skin during a workout. It also held bright colours well, adding another attractive feature for fashion conscious keep-fit enthusiasts. It was one of the main reasons for the sport look of the eighties, and to be honest, it's never really left modern clothing.

Speaker 3

Ten years ago I left university and came here to London to work. It was a good job, but I was lonely – I didn't know anyone, and London can be a lonely city. Then one day I was walking past a gym – one of those ones with a glass front. I looked inside and saw so many other people my age, working out and talking – that I just had to go in. I joined that day, and it's there I made many of the friends I still see to this day!

Speaker 4

My friend brought me to see *Bend It Like Beckham* when I was 14. I didn't

even know what it was going to be about – some kind of a football documentary, or something. But it's the story of a girl who wants to play football, despite her family's disapproval. My family didn't care one way or another, but the film filled me with a desire to play, and I joined a team. And by the age of 20, I was playing professionally – all thanks to a film, and thanks to the friend who took me to it!

Speaker 5

I know it's a film now, but I read the book *Moneyball* years before. It's in my opinion the best book by my favourite author, Michael Lewis. Not only that, but it's the film that inspired my choice of course for university. It's about using statistics to pick the best team in baseball, even if you don't have so much money, and the character of Peter Brand was based on Paul DePodesta, who graduated from Harvard with an economics diploma. I was good at maths but loved sport, and suddenly I saw how the two could be combined, which I'd never considered!

Module 11

Exercise 1 (p. 198)

The way we are living is making us sick. Our sedentary lifestyles have most of us sitting in front of a screen all day, and our unhealthy eating habits are causing us to gain weight faster than ever before. Health problems caused by obesity such as heart disease and diabetes are increasing. The good news is we can reverse these trends by adopting an active lifestyle and choosing a healthy diet which includes the proper nutrition our bodies need. To learn more about healthy lifestyles visit www.health.org.

Exercise 13 (p. 200)

Suzette

Hello everyone. Thank you for joining us. As you know, we like to start off each meeting by introducing ourselves and saying why we are here. I'll start first. My name is Suzette, and I can't stop buying new clothes, shoes and purses. It makes me feel good at the moment, but I spend far too much money, and my closets are already jam-packed with things to wear. It's a problem I'm working on.

Viktor

Hi everybody. My name is Viktor and I spend eight hours a day alone in front of my computer. I mean, I talk to other people who are playing online, but I think I need to spend more time in the real world and less time trying to beat someone's high score.

Ksenia

Hey. I'm Ksenia. I've tried to quit smoking several times, but I can never stick with it. I always end up starting again when I feel stressed. I need help to stop, and that's why I'm here.

Martin

My name is Martin. I recently went on holiday, and my hotel didn't have Wi-Fi access. I couldn't check my social media and email accounts, and I started to feel really anxious and nervous. It was then that I knew I had a problem.

Lara

Hello. I'm Lara. I'm ashamed to say this, but I drink 10-15 coffees every day. I have a cup as soon as I get up in the morning, and then I drink more throughout the day to keep my energy levels high. I'm sure it's not healthy for me, but I can't seem to cut down on my own.

Alex

Hi there. My name is Alex. I waste a lot of money betting on stupid things. I bet on sports, playing cards with my friends; I've even bet on the weather. Sometimes I win some money, but most of the time I don't. I'm tired of throwing my money away.

Exercises 2 & 3 (p. 206)

Doctor: Good afternoon, this is Doctor Adams.

Alex: Hi, Doctor Adams, this is Alex Monroe.

Doctor: Oh, hi, Alex. How are you doing?

Alex: I'm not feeling so well, actually.

Doctor: I'm sorry to hear that, Alex. What seems to be the problem?

Alex: Well, first of all my throat is really sore.

Doctor: OK, how long has it been like that?

Alex: It's only been about 2 days.

Doctor: Hmm, if it's just been a couple of days, you could just be in the early stages of a cold or the flu. Do you have any other flu-like symptoms? Runny nose?

Alex: Only when I go outside in the cold, but that always happens.

Doctor: Yes, that's normal. So, no runny nose. Any other problems? Headache?

Alex: No, no headache, but I have an earache.

Doctor: Oh, that's interesting. Is it in both ears or only one?

Alex: My right is fine, it feels normal. The pain is in the left.

Doctor: And how long has it been hurting? Two days also?

Alex: No, it's been about twice as long, maybe four days, I think. It's hard to say because it was hardly noticeable at first, but it got worse.

Doctor: My guess is that it's an infection that started in your ear and spread to your throat, but I think I'd better have a look at it. Let's see, tomorrow's the 14th. Could you come by in the morning?

Alex: Oh, I have my online class tomorrow at nine. Could I come in in the afternoon, like after 12?

Doctor: I could see you at one, if that works for you.

Alex: OK, I'll see you then. Anything I should do before then?

Doctor: Try to rest and drink plenty of fluids. Hot tea with lemon would be good.

Alex: I don't have any tea. Just coffee. Is it OK if I go out and buy some?

Doctor: Sure, but try not to stay out too long and make sure you dress warmly. It's minus 2 out there today.

Alex: OK, thank you doctor. I'll see you tomorrow.

Doctor: Yes, see you then. Get some rest, Alex. I know you tend to work too much.

Exercise 5 (p. 206)

Text 1

I've always considered myself to be an optimistic person. My classmates even call me "Smiley," because they always see me in a good mood. For the most part, that's true, I AM in a good mood. However, lately when I've been on my own back in my hall of residence studying or just watching TV, I've been feeling a bit down. It's not that something bad had happened to cause it, so I was confused. I met with a school counsellor and we talked for a while and they recommended I see a psychologist. I took their advice and I'm so glad I did. The psychologist helps me talk through what is going on and figure out why I'm not feeling my best.

Text 2

The worst substances to be addicted to: alcohol, drugs, tobacco. That's what most of us would say, and there is no doubt that these substances are a triple threat to the health of many individuals and society as a whole. But what if I were to tell you about another substance at least as dangerous to our health as those three and one that probably all of us consume every day? In fact, you may be eating or drinking this highly addictive substance right now as you're watching this programme. That's right, it's sugar. And you think: 'No, I avoid sweets, cakes, sweet fizzy drinks, I'm OK!' You may not be. Sugar is found in most processed foods. Read the labels. No sugar there? Well, if you see dextrose, sucrose, lactose – anything ending in -ose /əʊ es i:/ – you've got sugar. Oh, there's no problem. You're slim. Not a bit of fat on you. But it's not just obesity and diabetes that are linked to sugar addiction. High intake of sugar has been linked to other common diseases like heart disease and some types of cancer.

So what is it that makes sugar so addictive? Two things really. First of all, when we eat sugar, a chemical known as dopamine is released in the brain. What does dopamine do? It gives us feelings of pleasure,

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satisfaction and motivation. Simply, it just makes us feel good. That chocolate biscuit is pretty hard to resist when you know how it will make you feel. Sure you can also release dopamine through exercise. Not as easy as eating that biscuit, is it? But it's a whole lot healthier. The other thing that causes us to crave sugar is when our blood sugar level gets too low. This commonly happens when we go more than three or four hours without eating anything. But when that happens, don't grab that chocolate biscuit, try a piece of fruit instead. Fruit contains a sugar known as fructose, which isn't at all harmful unless consumed in very large amounts.

Text 3

Filip: Hey Dawid, how's it going?

Dawid: Oh, alright, I guess. How about you?

Filip: I'm good, but you don't sound so good. What's up?

Dawid: Oh, I'm OK now, but I was up most of the night. I couldn't sleep. I finally fell asleep around five in the morning. Then, I had to get up at seven to come to school.

Filip: I told you to slow down, Dawid. Your life is crazy. You go to school, have a part-time job and you're out doing stuff with friends almost every night. It's too hard on your body.

Dawid: Not every night – maybe three nights a week, four at the most. I've never had this problem before, but last night I got these unusual pains in my stomach. That's why I couldn't sleep.

Filip: Oh, but you're OK now.

Dawid: Yeah, fine. Just a bit stressed about this exam later. I wish I had slept more.

Filip: Well, I'm no doctor, but I think it must be something you ate. Maybe you got food poisoning or something.

Dawid: I did go to the pizza place, you know, where we always go. Joanna and I shared a double cheese pizza and then had ice cream for dessert.

Filip: Double cheese and ice cream. Sounds to me like you might be lactose intolerant.

Dawid: I thought you were no doctor.

Filip: Ha ha! I'm not, but I know a bit about it because my father is lactose intolerant.

Dawid: OK, Dr Filip, what exactly is this disease?

Filip: Well, it's not really a disease, more like a condition. It just means your body can't really tolerate this kind of sugar called lactose, which is in milk, cheese, ice cream and everything else made from milk. I'm sure you can read about it online.

Dawid: Oh. What should I do? Should I go to a doctor?

Filip: You could go and get it confirmed. You could also just cut down on pizza and other things with lactose. My father avoids them when possible, but he also has pills that he takes to help him digest lactose. You can get them at the chemist's without a prescription.

Dawid: Well, thanks for that, Dr Filip. How much do I owe you?

Filip: No problem, Dawid. The first visit is free.

Exercise 10 (p. 209)

I'm often asked at dinner parties or even on television or radio why I'm studying baboons. After all, as an anthropologist, shouldn't I be studying people, and, if anything, looking for the fossilised bones of early humans? And this is obviously an important part of anthropology, but what we discovered years ago was that gorillas, chimpanzees and so on are not so far removed from what we used to be. It was only 4-8 million years ago that chimpanzees and early humans split from one another in the tree of evolution, after all, and that's not so long in evolutionary terms. So by looking at the gorilla or the chimpanzee or, in my case, baboons, we get great insight into human behaviour.

What's most amazing to me is the influence of stress on a baboon's life. You see, a baboon spends about three hours a day looking for food, and the rest of that time is spent interacting with their troop – or group – of baboons, which can number in the hundreds. They live long lives, like us, and the only cause of stress seems to be their interactions with one

another within the troop, especially among male baboons. They all want to be high up in the group, if not the number one male, and they spend their days fighting one another or plotting to overthrow the one above them. And what we find is that they often die of what in human medicine we would call stress-related diseases. You've got depression, you've got heart disease, you've got cuts that heal more slowly...

Now, the baboons with the second-highest amount of stress in their lives are the low-ranking males, because they get picked on a lot, and have few rewards in their life. But interestingly, the baboons with the highest stress levels – and by a long way, I may add, – are the leaders, the top dogs, the alpha males. They have extraordinary levels of stress hormones in their bodies, and get furious if they see a rival so much as having a little sleep on the other side of a clearing! And they are the ones who are the unhealthiest, who look older sooner, who die younger.

And which group has the lowest stress levels? Those mid-ranking baboons, who have a calmer and better relationship with other baboons, male or female. They spend more time hanging out together, more time picking insects out of each other's fur, and they are healthier by far. And I think if we look at human society, we see something similar. Poverty causes suffering and illness, of course, but if we look at countries where most people are somewhat comfortable, we see that the ones with the greatest longevity are the ones with close family bonds, a sense of community, social bonds. The ones with high levels of stress and stress-related illnesses are countries where an individualistic philosophy dominates, where the individual is all-important, and family, friends, community and society are put in second place.

Module 12

Exercise 17a (p. 219)

Host: Today on *Have Your Say* we're talking to people on the High Street about how they use their electronic devices.

Speaker 1

Hi there. My name is Daria. I'm on my computer all day at work communicating with clients and customers via emails. When I get home in the evening, the last thing I want to do is get in front of a computer screen for fun.

Speaker 2

My name is Kasper and I just bought a new desktop computer and chair especially for gaming. I spend about four hours every night playing different e-sports. My mum thinks I'm addicted, but she just doesn't get it.

Speaker 3

I'm Lena and I'm an international student here. I'm on my phone all the time because I need to stay in touch with my friends and family in Chile. I do a lot of video calls, and usually have a couple text groups on the go. I feel a lot less homesick when I can talk to everyone back home regularly.

Speaker 4

Hello. My name is Maja and I'm studying design at university. I have specialised software installed on my computer for drawing, creating 3-D images and working with photographs. I still enjoy picking up a pencil or paintbrush, but my computer offers me a different kind of creativity.

Speaker 5

I'm Filip and I lead a very active lifestyle. I don't have time to go round to all the shops, and frankly, I can't be bothered. I buy all my groceries, clothing and anything else I need off the Internet. It's so much more convenient, and the prices are great.

Speaker 6

My name is Aleks and I'm in my last year at secondary school. I used to spend a lot of time online playing games and chatting with friends. But these days, my laptop is my best friend because I have so many school assignments due. I can't imagine having to go to the library to find information like my parents did.

Exercises 2 & 3 (p. 224)

Speaker 1

When I was a child, I was fascinated with astrology. Every day, first thing I did when I woke up was check my horoscope – even before I got out of bed. So, when it came time for me to choose what to study, I had no doubts at all that it would be astronomy. I still have such a fascination with the stars and planets, although it's been really hard for me because I'm not at all good at mathematics, and you need to be to study astronomy.

Speaker 2

Do you struggle with maths? Many people do to some degree. But of all the sciences, mathematics is the one that is most important in our daily lives. Don't think so? That's because you haven't seen the potential, whether it's figuring out how much carpeting you need or cutting your favourite recipe in thirds: mathematics can do that for you. It will exercise parts of your brain you've never used before. So what are you waiting for? For a limited time, our short online course is 30 percent off.

Speaker 3

This year's Award for Outstanding Achievement in Chemistry has been awarded to Akiko Tanaka for her work with the development of smaller and more efficient batteries to be used in portable electronic devices. Her work has opened the door for a whole new generation of smartphones, where longer battery life and more power will allow new applications.

Speaker 4

I don't understand people. I mean I can understand individuals – that's psychology. It's logical that it would be easier to understand a single individual than it would a group, and what makes those people do what they do. That's why I became a sociologist. I mean, I love people, and that's why it's so strange that I spend almost all of my working day in front of a computer. Oh, don't get me wrong. It's an interesting job, but you know what? I still don't understand people.

Exercises 5 & 6 (p. 224)

Today we are going to be talking about George Washington Carver who became famous in North America as an agricultural scientist. Interestingly, one of the reasons he became well-known was for being the inventor of peanut butter, but this is totally wrong and we'll talk about where that idea might have come from later.

Carver was born in 1864 in the southern USA when slavery still existed. It ended in 1865 with the end of the US Civil War, a war which had a terrible impact on the South and their agricultural economy. Growing up poor and being surrounded by poor farmers surely had an influence on the young George.

While he was in high school, Carver's art teacher noticed how much he liked to paint flowers and other plants, and suggested that he study botany at university. He was a brilliant student and was accepted to Iowa State University as their first black student in 1891. He was no less successful there, and he graduated with a Master's degree in science in 1896.

As an agricultural scientist, Carver wanted to help poor farmers. The southern US farms had grown mostly cotton for many years, and every year the soil got worse. Carver developed techniques for improving the soil, especially by alternating cotton with other crops such as peanuts. Doing this helped the farms really increase the quality and quantity of their crops, meaning they made more money.

In order to encourage the farmers to replace cotton with peanuts, Carver created 44 newsletters for farmers which contained 105 recipes with peanuts. However, none of them were peanut butter, which can be traced back to a Dutch colony in South America in the 1700s.

Carver died in 1943 at the age of 79. He had only around \$60,000 to his name because, during his lifetime, he cared more about helping others than making money. He remains one of the most important black scientists of the 20th century.

Exercise 9 (p. 227)

Patents are a kind of intellectual property. They allow the holder to stop anyone else from making, marketing and selling their invention without their agreement or permission. They are filed on a national basis, though the EU did set up a centralised service called the European Patent Office in 1977. Applications here, however, will simply be copied, translated and sent to the patent offices of the member states.

Though there is evidence of some kind of patent recognition in ancient Greece, Venice was the first place to have a patent statute, passed in 1474. The Statute of Monopolies was passed in England in 1624 and established that a patent could only be granted on a new invention. The legal decision in 1799 in favour of James Watt (that's W-A-T-T) and his steam engine patent made a further distinction – a patent could be granted on an old invention as long as it improved it – essentially creating something new in the process.

Before applying for a patent, it is important to be sure that the idea is patentable. A major part of this definition is that the thing you want to patent should be mainly man-made, since you cannot patent natural materials, minerals and biological processes. Additionally, the thing must be novel – or new, in other words – as well as useful and not obvious. The application consists of a description of the item, with drawings if necessary, sufficient in detail for an expert in the area to be able to make the item. Patent applications cost money, which is not refundable in cases of rejection.

Exam Skills Check VI

Exercise 2 (p. 235)

Text 1

I saw this show on TV where they were measuring how long teens spent on social media and stuff like that, and the results were shocking! There was one guy who – if you include texting – was staring at a screen for 15 hours a day! So I decided to analyse mine, and guess what I found out? I wasn't so bad in terms of time – about five hours a day – but I spent most of that time in chatrooms or watching silly videos. I'm sure there's a more worthwhile way of spending my time online, and that's what I'm going to find.

Text 2

Thank you for this award. It's the result of hard work and not just from me, but my team, who know how much I appreciate them. My parents too, and my brother. But special thanks are due to Mitchell Moore, someone I've known since medical school. Mitchell was a rather remote person at first, but once we became friends he warmed up, and we are still very close. His illness meant he could never fulfil his dream of becoming a doctor; it also gave me the reason to pursue my specialisation and make this breakthrough for which I have won this award, one that will help Mitchell and all sufferers.

We live in the age of information, and my app will give sufferers a chance to share advice, personal stories and research across the globe. It's a disease that is rare enough that this might be the first time you've met another person with the illness, and at the end of the speech, I'll give you all a chance to tell your stories. But no social media app works without users, so please, when you get home, download it and sign up, tell your friends and let's make this the top medical information sharing app in Europe!

Text 3

M: Joining me today is Professor Helen Wigan, an expert in international symbolic communication. Professor, today we are looking at measurements, and especially at the huge divide between America and Europe in terms of how to measure things. Would that be accurate, professor?

F: Not quite, no. The two systems you're referring to are the imperial and the metric, and while it's true to say that the second is pretty

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much Europe-wide, there is one notable holdout. The UK generally uses the imperial system of feet and inches, pounds and ounces, and so on, though its governments have been trying for years to get them to switch over. To some extent, it's worked, so that, for the simpler measurements at least, British people can be said to be bilingual. The USA, on the other hand, is very stuck with imperial measurements, while Canada and Central and South America all use metric. It's as if someone has died, but no one has told the USA about it. Also in that rather small club with the USA, for complicated reasons, are Liberia and Myanmar.

M: Isn't this a problem in everyday life?

F: Well, not if you stay within your system, but the minute you stray outside, the culture shock can be overwhelming. If you're American and ask a Frenchman how far away something is, you won't find "The swimming pool is 14 kilometres away" very helpful in deciding whether to drop by for a swim! But it's hard to make the switch. The UK government, as we said, have been trying for years, but people still say "I'm 6 feet 2" and many have no idea that saying "I'm 1.88 metres" amounts to the same thing.

M: So is this just a simple matter of easily cleared up misunderstandings? Like if we ask for a hot curry in India, and get one that makes our mouth feels like it's on fire?

F: Sometimes, but the consequences can be more serious. When the NASA Mars Climate Orbiter spaceship approached Mars, it fired its rockets to move into orbit. But the thrust was much too weak, and instead it dived into the Mars atmosphere and was never heard from again. Investigations revealed that an engineer designing the rocket had been using imperial measurements, while everyone else had been using metric. So they built a thruster rocket that was not powerful enough to put the spaceship in the right position – leading to the loss of a \$125 million satellite and an invaluable source of knowledge.

M: Yikes! A bad day at the office!

Module 13

Exercise 13 (p. 238)

- 1 The great white shark is like any other shark, just much larger in size. It's dorsal, or back fin, and tail fins can measure up to one metre in length. All sharks have gills by their head that they use to breathe underwater, like other fish.
- 2 The common puffin has a large colourful beak suitable for catching fish, and its feathers contain a special oil making them waterproof against cold water. Puffins also use their long wings to help them swim underwater as well as fly.
- 3 Bison live in northern climates and are specially adapted to the cold. Their hooves are designed for standing on the frozen ground, and their thick fur protects them from frigid temperatures. They also have sharp horns on their heads to protect them from predators.

Exercise 2 (p. 244)

Text 1

Jason: Hey Ben, is that a new mobile you have?

Ben: Yeah, got it yesterday. It's great. It's the latest model and...

Jason: And what was wrong with your old phone?

Ben: Uh, nothing, but...

Jason: Do you know what happens to all the old phones? I've seen shocking photos of mountains of them that people have thrown away. This is going to be a huge environmental problem in the future because of people like you throwing away electronic devices that are still in good working order.

Ben: Oh, I see. OK, I won't throw it away. I know what I can do with it. I'll give it to you if you like. It's got loads of cool features and is newer than yours.

Text 2

Let's stop here. Look closely at that tree right there. See anything unusual? Yes, that is a sloth hanging there. You may not have ever seen one before because they are native only to South and Central America. The word 'sloth', as you may know, means laziness. These animals are gentle and peaceful, but they do move very slowly. One of the reasons for that is their diet consists of leaves, which provide little nutrition and energy. So you will rarely see a sloth doing anything other than hanging in a tree. Not only does that save energy, it also keeps them safe from predators and close to their food source. In fact, sloths spend most of their lives hanging from branches!

Text 3

Host: Good morning. Today, we're talking to Diane Khan, a historian who has written a book about Easter Island. So, Diane, why the interest in this place?

Diane: Like most people who know about this small island in the southwestern Pacific Ocean, I was curious about those statues, you know, the huge stone heads.

Host: Yes, they're scary looking.

Diane: People say that. And I wondered how the island's inhabitants could have constructed them when they did.

Host: When was that?

Diane: Hundreds of years ago, from around 1250 until around 1500. But those statues are not why I decided to write the book.

Host: Yes, you focus on the ecological issues there, don't you?

Diane: Exactly. I was surprised to learn that hundreds of years ago people still created serious environmental problems. You probably noticed in the pictures of the statues that there are no trees anywhere to be seen.

Host: I did. It makes the statues more dramatic.

Diane: Yes, but the island once had lots of trees. And the loss of trees made it harder to survive on the island. When Europeans first arrived there in 1722, they found only about two or three thousand inhabitants. Yet, around 100 years earlier, there had been around 15,000. The drop in numbers was caused by the lack of trees and changes to the physical landscape.

Host: Wow! What happened to cause such an ecological disaster?

Diane: Well, we don't know for sure. Certainly some trees were cut down to build homes and boats. Also, the ecology of the island changed with the arrival of rats because they ate a lot of plant seeds. This meant fewer new plants grew. We also think that the islanders may have cut down a lot of trees to use as rollers to move the finished statues into place.

Host: What happened when the trees disappeared?

Diane: Without tree roots to hold the soil in place, a lot of it washed into the sea when it rained. The loss of soil made it harder to grow crops for food. With hardly any trees, they couldn't make the boats they needed to catch fish. And there were other problems.

Host: Oh, that's all the time we have, but listeners can learn more about your book on our website. Thank you, Diane.

Exercise 3a (p. 244)

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Host: Yes, they're scary looking.

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Host: Oh, that's all the time we have, but listeners can learn more about your book on our website. Thank you, Diane.

Exercise 5a (p. 244)

Speaker 1

I live in a city that is north of a large lake. I work in the north end of the city and live downtown. I remember walking out of my office last winter and seeing the world around me covered in a thick blanket of fresh white snow. And it was still coming down, and heavily. The weird thing was, when I got home, it was pouring rain. I discovered this was because the lake has a warming effect. It raised the temperature in the city centre enough to cause rain instead of snow.

Speaker 2

When I was a child, I always hoped for a snow day, so my school would be closed. Any time it got cold, I'd get so excited that I'd ask my mum to check the news to see if it was a 'snow day'. One day the blizzard during the night had been so bad that the snow that morning was up to my waist! There was so much that for once I didn't even need to bother to ask!

Speaker 3

Lake effect snow is something that occurs, as the name suggests, near a large body of water, usually a lake. In the winter, lake water is usually warmer than the air around it. When cold winter air passes over a large lake, water vapor above the surface of the lake rises into the cold air because warm air always rises. When that happens, the cold air freezes the water vapor and turns it into snow. The wind then takes the snow and drops it when it hits land.

Speaker 4

In my country, it never snows. I had never seen snow in my life until I went to Chicago to study. I remember I was sitting with my friends in a fast food pizza place not far from campus. One of my friends said, "Look, it's snowing!" I turned around and I could see the big snowflakes falling. I grabbed my jacket and ran outside. I stood there open-mouthed, letting the snow fall on my head and shoulders. My friends had to drag me to class that day!

Speaker 5

Many of my friends are skiers and a snowstorm gets them excited. They get really happy about it! You know, it starts snowing heavily and they're all talking about fresh snow, fresh snow. Fresh? It certainly doesn't make me feel fresh. When it really comes down, I have to put on my big boots and it can be exhausting trying to walk through it, not

to mention having to shovel it. My housemate and I take turns clearing the snow from the front of our house. I don't look forward to my turn.

Exercise 10 (p. 248)

Text 1

F: Martin, you have made the issue of the environment perhaps your life's work, and there are some that say it has held you back in your rise to a senior position. What do you say to them?

M: I say the same thing to them as I say to everyone. If we don't have a planet, we don't have an economy, don't have education, don't have anything.

F: Does the lack of progress frustrate you?

M: Well, you have to be patient in this line of work. Solutions don't happen overnight, though I know the people in the streets and those marching for change want it. We live in a democracy, and that means processes must be followed.

F: What do you say to the scientists who warn we are approaching a point of no return?

M: I understand, I listen, I worry. I have children too, you know. And I've been reelected three times, so the voters obviously know and appreciate the fact that I spend every day pushing to get environmental changes moving faster. But it will take time.

Text 2

M: What about the idiom 'a wolf in sheep's clothing'? That's from one of Aesop's fables, isn't it?

F: It's possible, and it was certainly included as such from the Middle Ages and on, but there's no strict proof.

M: I suppose this idiom would mean someone seems nice, but on the inside they are mean or vicious, right?

F: That's undoubtedly what it means. It's like the saying 'don't judge a book by its cover', except the book one is often used for nice people with a plain appearance too.

M: That's true. And doesn't it remind you a bit of the fairy tale The Wolf and the Seven Young Kids? That's the one about the wolf who pretends to be the little goats' mother to get into their house and eat them.

F: I suppose there are faint similarities, but I don't think he dresses up. He puts on her voice and makes his paw white, like hers, but other than that, the resemblance isn't so strong.

M: Maybe. But it's the same message. Don't trust appearances.

F: Or don't open your door to strangers!

Text 3

Welcome, one and all, to Epping Forest. It gives me great pleasure to see young people among the group, and it's very exciting to see more and more teens are getting involved in the outdoors. When I first started this guided walk, my only two clients were an elderly couple of around 80 years old. I had to cut the walk in half to make it easier for them!

I see a few worried looks among you now, but please don't be concerned. We're going on a long walk, to be sure, but it's a very gentle walk. The section of the forest we're going to be walking through is the longest uninterrupted stretch, and we're going to cover a roughly oval path, so we end up where we started, and at the car park. It's a forest I've explored since I was a boy, since I've lived all my life in Chingford, which isn't far from here. So you're in safe hands, and though it's around 10 miles in total, we'll take it gently and stop often for breaks and talks.

For those of you who don't know, Epping Forest is an ancient forest, meaning that it has been wooded all through history, way back to Neolithic times. We'll see some evidence of that along the way. It used to be much larger, of course, and used to be part of Waltham Forest. This has always been the densest part of the forest, though, probably because of its position between the rivers Lea and Roding. The whole of Waltham Forest was going to be given to William Long-Wellesley in the early 19th century to turn into farmland, but, luckily for us, the common people

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protested so strongly that this part of the forest was preserved forever as common land.

We'll start in just a moment, but first let me tell you a story. About a year ago, I was sitting by a tree just a hundred yards from here, dreaming about something as I rested. And what should trot into the clearing but a group of five fallow deer, including two little ones! They came in, looked at me and fed for a while. Of course, I held my breath and didn't make a noise... then they trotted off in a southerly direction – pretty much the way we're going to go now. So, what I'm saying is – keep your eyes open, try not to make too much noise, and you never know what you might see!

Right, if you're all ready, we can go!

Module 14

Exercise 8 (p. 255)

Speaker 1

My name is Dorota, and I'm here today to show my support for teachers and all the education staff across the country. We need to show the government that teachers are important, and that citizens support them 100%!

Speaker 2

I'm Miko, and I recently decided to stop buying products from this shop! This shop pollutes the environment and puts endangered species at risk. I refuse to use them and won't ever give them my money again!

Speaker 3

I'm Amelia, and the employees at my company have decided to stop working until the management treats us better. We won't go back to work until we get higher wages, safer working conditions and more job security.

Speaker 4

My name is Wojciech. I think it's wonderful that the government allows citizens to voice their opinion when it comes to making big decisions for the country. I'm voting YES today.

Speaker 5

Hello, I'm Zofia and I'd like you to sign this. You see, I'm making a list of names of all the people who, like me, want the government to protect our town hall. This beautiful old building shouldn't be demolished, and with your support, we can make the mayor change his mind!

Exercise 19 (p. 257)

Speaker 1

Leaders of several Middle Eastern countries are meeting today to try and come to an agreement and end years of war and conflict in the region. Previous negotiations have been unsuccessful, but participants remain optimistic that a solution can be reached.

Speaker 2

What do you think we should do about all the migrants who are stuck at the border wanting to come into our country? Some people think we should send them home, but many come from war-torn countries they can't return to.

Speaker 3

I'm not going to buy any more of their products until they stop polluting the environment. We need to show companies that we won't put up with big businesses destroying the ecosystem, and the best way to do that is to stop giving them our money!

Speaker 4

Men and women are still not paid equally for their work. Women also continue to do the majority of cooking and cleaning within the home despite also working outside of the home. These are issues which need to be addressed if we are going to have true equality of the sexes.

Speaker 5

The term refers to disliking someone based only on the colour of their

skin or where they come from. Unfortunately, it's been a historical problem in our society, and it continues to affect newcomers and other minorities.

Exercises 3 & 4 (p. 262)

Enough is enough! This government has been in power for three years and they've done nothing to help the people of this country. Look around. Homeless people everywhere. It's on the rise. It's increased by 23% in the last three years and it continues to go up. Non-violent crime is up almost 15% since last year. Most of that is thefts and robberies. Why? People can't afford rent. People can't afford to eat. Yet, the economy is good. The rich are getting richer and the poor are getting poorer. The middle class is disappearing. Have you got a job? A place to live? You might be next. What can I do, you say? Demand change and demand it now. If we don't see some improvement soon, vote this government out of power in the next election. We need a government that is willing to tax the rich not only to help the poor but the whole society. Yet, this government actually lowered taxes for companies by 2% and they have done nothing to stop the rich from avoiding paying their fair share in taxes. Do you know where a lot of their money ends up? It ends up being invested in other countries where the tax rates are low. The people who live in this country need to invest in this country, not in the rest of the world. We need new laws to protect our country and our country's people. We need government investment in shelters for the homeless. We need government investment in job creation. We need investment to get the poor out of prisons and back in the workplace. We need the government to raise the minimum wage – a minimum wage which isn't enough to live on and has only gone up 12% in the last twenty years. 12%! And big business profits are at an all time high. Enough is enough. We want a strong and healthy middle class again. We want a living wage for everyone again. We want our country back!

Exercise 7 (p. 262)

Text 1

So, today we're going to talk about nation states and countries. You see, a nation state is a kind of country, but it's a country where everyone, or nearly everyone who lives there is a member of the same ethnic group. As we all know, there are countries in the world whose citizens are of many different ethnic groups. Canada, the United States and Australia are good examples but there are many more. Nation states were more common a hundred years ago when populations were more stable. Now that it's common for people to emigrate to other countries seeking a better life, the nation state is becoming a thing of the past. The pros and cons of this concept are what we're going to analyse today.

Text 2

F: Good morning, UNICEF. How can I help you?

M: Hello, I'm interested in your organisation. I've just started a new job with excellent pay and my accountant suggested that I make some donations to charity.

F: Good idea. As you may know, we help children in over 190 countries. We are currently working on getting vaccines to 23 million children worldwide who have not been vaccinated against childhood diseases such as measles, polio and diphtheria.

M: Oh, yes. That's so important. How can I help?

F: The best thing to do is to go to our website and sign up for a recurring monthly donation of your choice. Even 10 euros a month goes a long way.

M: Thanks. Will do!

Text 3

I couldn't believe it. Nothing like this has ever happened to me before. I've travelled all over but I never thought it would happen in my city. It's a sign of how bad things are now. My best friend got pickpocketed two weeks ago. I should have taken it as a warning. I was on the tram going to school and some guy bumped into me – said he was sorry. I didn't

think anything of it until I got off and went into a café to buy a coffee. I reached into my back pocket for my wallet. Gone! Luckily, I didn't have much cash in there.

Text 4

- F:** Nice shirt. It's new, isn't it?
- M:** It is. I bought four new shirts yesterday, and I spent less than 60 pounds. Can you believe that?
- F:** Wow. But wait, are they real or fake?
- M:** They're made in India, but Vemetton is a good brand from Italy.
- F:** Is that why they were so cheap? Are they even good quality?
- M:** Very good actually. Where would I even find British-made shirts?
- F:** That's not the point.
- M:** It is the point. It's globalisation. The world is becoming one. Borders are disappearing.
- F:** You talk about globalisation like it's a good thing. Do you know how much they pay workers in those clothing factories? That's why you can get a shirt for 15 pounds. Not only are those workers not making enough to have a decent life, but jobs are leaving here as many companies move to where labour is cheaper.
- M:** Actually, there are NGOs like the Workers Rights Consortium now. They make sure that workers in factories get a fair wage and proper working conditions in developing economies. I think it's up to Western countries like England and others to find new ways of generating jobs. And that's what we're doing here, isn't it?
- F:** Hmm, I guess we may have to accept globalisation to some degree. I don't really think we can turn back the clock, especially if the rest of the world is going in that direction.
- M:** And don't forget there are some good aspects of globalisation.
- F:** Like what?
- M:** I think culturally it's great. Look at how much we've learned about other cultures and how those cultures have influenced us. There's so much multicultural stuff and restaurants with different cuisines on this street alone. I think generally people have become more accepting of other cultures.
- F:** Yes, I suppose. The cultural side of globalisation is good. And as we learn more about other cultures by mixing together with immigrants, it encourages us to go and see the world.
- M:** Yes, people are travelling like never before. Tourism is certainly good for the economies of a lot of countries, too.
- F:** OK, you've convinced me. But, maybe the next time you go clothes shopping, you should go do it in India!
- M:** I'd love that, actually. I really want to see Asia.

Exercise 11 (p. 265)

- M:** Today our guest is Morgana Seafarer, fashion designer turned child labour activist. Morgana, together with Gordy Whittaker, you created the No Child Workers project. Could you tell us where you two met?
- F:** We met in Southeast Asia, where I was visiting on business. I was looking for a local partner for my new clothing company, and Gordy was there reporting for a US newspaper. We happened to be staying at the same hotel, and one evening, we were sitting at tables next to each other. He introduced himself and invited me to join him, and we started talking. I told him that I had visited a few factories and I wasn't impressed by the conditions. I was kind of shocked, in fact. During our chat over dinner, we came up with the idea for No Child Workers.
- M:** And what is it that you offer that a traditional charity like UNICEF can't?
- F:** We are mostly a business. We believe in free trade, and believe that these companies are needed in developing countries, so we're not trying to shut them down, but educate them. And the ones that show they are willing to stop the practice of having children working in their factories need to be rewarded for that. We're not trying to punish, but promote. And through my

extensive contacts in the Western fashion industry, I can put ethical businesses in Southeast Asia in touch with like-minded ones in the West. So we get less of the suspicion, and get dealt with a little more on a serious level.

- M:** And when did you realise this approach would be a success?
- F:** I suppose it was when we visited a factory where one of these deals had been struck. I saw something I had never seen before. Not only was there no sign of a child on the factory floor, but the owner had also set up childcare facilities so that parents could have their children looked after on site while the parents worked in the factory next door. All the mums and dads went over at lunchtime and were playing with their kids and there was so much laughing and smiling that I just thought – wow! We've never seen anything like it before. But the factory owner had realised that this was the best way to get his workers – often including the husband and the wife – into work on time, not distracted by worries and focused 100% on the job.
- M:** So what's next for No Child Workers?
- F:** We want to do more. We're preparing a documentary on that factory to show to fashion labels in order to encourage them to sign contracts with other factories willing to do the same thing. We think that the good publicity, as well as the feeling that they are actually doing the right thing, will persuade many to commit to paying higher prices for the clothes they have designed and want to be made. And though that might mean the products they sell will be a little more expensive, research has shown that consumers are willing to pay that little bit extra for a clear conscience.
- M:** Well, I wish you every success!

Exam Skills Check VII

Exercise 2 (p. 272)

- M:** Please help me! I think someone's stolen my wallet!
- F:** No problem, sir. Calm down. Let me just take some details. Now, first of all, what's your name?
- M:** Jonah, Jonah Daniels.
- F:** And I suppose you're a guest at the hotel?
- M:** Yes, yes, in room 307. Don't you have this information on your computer?
- F:** It's actually down at the moment, unfortunately. So did the theft happen in your room?
- M:** No, no, it was outside – by the pool. I was sunbathing after a quick swim. I might have dropped off for a minute...
- F:** And where was the wallet, exactly?
- M:** I'd left it lying on the ground just under the sunbed. Stupid, I know, but I assumed I'd hear anyone approaching.
- F:** What did it look like?
- M:** Nothing special. A black leather wallet – but it did have my initials – JD – on it.
- F:** What was in it?
- M:** Money, bank cards and photos of my kids. That's the part that annoys me the most.
- F:** Why don't you give me your mobile phone number, Mr Daniels, and go and sit down. Would you like me to call your bank for you?
- M:** That's a good idea. No, thanks, I'll do it.
- F:** OK, so I'll call the police and you call your bank and cancel those cards. What's your number?
- M:** It's 6292464633.
- F:** Great. I'll call you the minute I hear anything.

