

## Module 1

### Exercise 4b (p. 7)

- 1 I can't believe we lost the match in a penalty shoot-out. I'm unbelievably angry.
- 2 Jumping out of an airplane is the most exciting thing I've ever done. I was beyond excited afterwards.
- 3 I felt shocked and disgusted when the opposing player cheated during the game.
- 4 The final exam next week covers all the material from the entire course. I'm quite nervous about it.
- 5 I really don't like being the centre of attention. When people sing 'Happy Birthday' to me, my face turns bright red!
- 6 Being accepted to the program is the best thing that's ever happened to me. I couldn't be happier!
- 7 Having been bitten as a child, I am still very afraid of dogs, especially strays on the street.
- 8 When Brenda and I had a big row and broke up, I was really sad. But now I feel a lot better.

### Exercise 8 (p. 8)

#### Speaker A

My car was broken into sometime last night in the car park. Someone smashed the window. They took my rucksack, which had my charger and brand new earphones in the front pocket. Luckily, I'd remembered to grab my wallet and phone from the glovebox, so I still have my bank cards.

#### Speaker B

It was just after four o'clock and I left to pick up my kids from school. I guess I'd forgotten to lock the door because when we returned home I noticed my handbag was missing from the entrance hall. My jewellery and tablet are also missing, but the desktop computer is still here. I've already cancelled my credit card, but I'll need to replace my driving licence.

### Exercises 2 & 3 (p. 9)

#### Speaker 1

I really didn't think it was going to be so challenging. I had been so busy with work and my family for so many years. I never had to find things to do to fill up my time. Then, I found myself alone for the first time in a long time. At first I was bored out of my mind. But I've been discovering new things to occupy my time, like taking evening courses at the university and reconnecting with my university friends. I always need to have something to look forward to.

#### Speaker 2

I suppose I was no different from a lot of other children. I had a couple of good friends that I played with almost every day. My parents used to say that we were inseparable, and I guess we were. We even sat together in class. I thought we would be close forever. Of course, then life happens. We ended up at different universities and getting jobs in different cities, but we've managed to keep in touch and I still consider them very important to me.

#### Speaker 3

It's so hard for me to imagine what life will be like in 10 years. I know I'd like to get married and have a family one day. First, I want to find a great job that I love, but I don't know what it will be. I'm going to have to decide on my master's degree at university. I have some ideas, but it's always difficult to make a decision that's going to influence the way your whole life unfolds.

#### Speaker 4

I really think these are the best years of my life. I might feel differently in the future, but I like the freedom I have now. My parents just want me to do well in school, and, as long as I do that,

they let me do almost anything I want, I mean within reason. I have great friends, and we have fun together, whether it's just hanging out after school or playing sports or going for bike rides. I see my parents stressing out about work and money, and it makes me so pleased I'm just a kid!

### Exercise 4 (p. 9)

**Woman:** Hello, West End Bistro.

**Man:** Oh, I'm glad I caught you. Are you still open?

**Woman:** We're just about to close. How may I help you?

**Man:** Yes, well, I was at your restaurant for dinner earlier and I think I may have left my jacket there.

**Woman:** OK. If you describe it to me I can leave a note for the manager to call you in the morning. What's your name?

**Man:** Peter, Peter Dean. That's D-E-A-N.

**Woman:** And your phone number?

**Man:** Triple 5, 621- thirty-two, seventy.

**Woman:** That's seven zero.

**Man:** Yes.

**Woman:** Okay, tell me about the jacket.

**Man:** It's just a simple spring jacket. It's lightweight and blue, light blue.

**Woman:** Okay, so it's a solid blue colour.

**Man:** Oh, yes, but it does have a dark blue collar and it's kind of a greenish-blue inside.

**Woman:** Well, that should be enough to identify it, if it is actually here. Anything else you want to tell me about it that will help us confirm that it is actually yours. What about the size?

**Man:** Hmmm. It was a gift and the label fell off a few years ago. It's a bit tight-fitting, but I'm quite tall so I doubt it's a medium. It's got to be a large.

**Woman:** Well, it doesn't really matter. I doubt we have more than one blue jacket that matches that description.

**Man:** I do hope you have it. Should I call back in the morning?

**Woman:** No need to do that. Our manager will call you after she checks the lost and found around 10 am. I'll ask her to call you either way.

**Man:** Thank you!

**Woman:** No problem at all. Have a good evening.

## Module 2

### Exercise 1 (p. 18)

#### Speaker A

The kitchen in our new flat is my favourite part of the house. It has beautiful marble work surfaces, a smart, built-in refrigerator and custom-made blinds. The only thing I might change are the stools. We just don't need more seating at the kitchen island.

#### Speaker B

My room at the student residence is actually quite nice. There is a large floor-to-ceiling window and I've set up my desk and office chair right beside it. There is also a bathroom attached with a glass shower and tiled floor. I'm so glad I don't have a roommate.

#### Speaker C

I'd like for our new lounge to look something like this. It's not a very large room, so I think a sectional sofa, a simple coffee table and a wall shelf would work best. And I just love the modern floor lamp! What do you think?

### Exercise 8 (p. 19)

**Miranda:** Have you had any luck finding a place?

**Jacob:** Yes, actually. I think I may have finally found the right flat. My estate agent took me round to see an affordable bedsit last Friday, and the landlady letting the place is a lovely elder woman.

**Miranda:** How exciting! Tell me all about it.

## Audioscripts

**Jacob:** It's cosy, and located above a shop in the city centre. It's on a busy street but the flat has new windows, so noise shouldn't be too much of a concern. It's in an older building, so there is a large entrance hall and an amazing, antique mantelpiece around the fireplace.

**Miranda:** Fireplace? There is central heating, isn't there?

**Jacob:** Of course. I'm not even sure the fireplace works. The previous tenant was using it as a decorative feature.

**Miranda:** So, when will you make your decision?

**Jacob:** I've already signed the lease agreement, and now I'm just waiting to hear back from my agent to finalise everything.

**Miranda:** I can't believe you'll be moving into a place all by yourself! No parents, siblings or flatmates. I'm jealous!

### Exercises 2 & 3 (p. 21)

#### Speaker 1

We lived in the suburbs of the city, and it was in a rather ordinary-looking house on a quiet street with other families just like ours. My parents had saved for years for the down payment, and they were so proud of that little place. I suppose it couldn't have been that expensive because there was a drawback. There was a train that went by a short distance away. It was only four times a day but it felt like a lot more. It shook the house and we had to turn up the telly just to hear what was going on. But it was home.

#### Speaker 2

My family had a 3-bedroom house on the outskirts of the city. My parents sold it years ago and moved into a small flat. I remember being in the neighbourhood years later, as an adult, and driving past the old house. It hadn't changed at all. They hadn't even changed the colour of the paint on the exterior. I never cared for that shade of brown. It was actually so bright and colourful inside. I loved the colour of my room, but my sister hated the fact that my parents had painted her room pink and mine light blue. I guess she has a point there.

#### Speaker 3

My mum had always wanted a big house in the suburbs, but, on Dad's salary, what we ended up with was a flat just outside the centre. Mum always complained about the size of it, but I thought it was more than enough for the three of us. I really liked having neighbours so close. I made some good friends in the building that I still have today. As a child, I really liked taking the lift to visit my friends. My parents used to get angry with me because sometimes I would sneak out to visit them.

#### Speaker 4

I spent the first five years of my life in my grandparents' home. My parents were saving to buy a flat. The house was three-stories and, for a small child, it seemed like a mansion. My grandparents lived on the first floor, we had the upper two floors. I used to drive my parents mad by running up and down the stairs all the time. My grandparents never complained. I think they were just happy to have us there and especially me. After all, I was their first grandchild.

### Exercise 5 (p. 21)

**1 Host:** Anna, I'm sure that when you tell people you build homes from children's Lego bricks, you get a few surprised faces. Don't you?

**Anna:** Absolutely! It really is quite amusing. People often think I'm some kind of toy developer or I'm pulling their leg. But actually, I'm very serious! You see, our team has successfully taken plastic materials that would normally end up in landfills, and we've invented a manufacturing process that turns that plastic waste into full-sized bricks that can be used for building homes for those who don't have them.

**Host:** That's extraordinary! What sort of size dwellings are we talking about?

**Anna:** Well, although the homes can be of almost any size, the end product we are looking at would be small one-room structures that would get people off the streets.

**Host:** That's really going to help solve a big problem then. But where would these homes be built?

**Anna:** Since you can easily disassemble them and move the bricks to another location, it's very flexible. In fact, they can be moved to wherever the problem of homelessness is the most severe.

**Host:** That's brilliant! Thank you, Anna.

**2 Sales assistant:** Good afternoon, Sir. Is there anything I can help you with today?

**Customer:** Oh, hello... yes, I wonder if you could help actually. I'm redecorating my house at the moment, and I was hoping to get some advice on these paints. There's so many and I'm a bit confused.

**Sales assistant:** Of course. Which room are you painting?

**Customer:** I'm redoing our bathroom, and my wife really has her heart set on this paint here... 'Orchid White'.

**Sales assistant:** Ah, I see. Unfortunately that's a regular emulsion paint for interior walls. For living rooms and bedrooms and such. You'll need a water resistant paint with a high shine or slightly shiny finish.

**Customer:** Oh, really? Excuse my ignorance, but why is that exactly?

**Sales assistant:** Since a bathroom is a humid environment with potential water contact on walls, you need something durable that can cope with that. I'm afraid that regular emulsions, like the one you've chosen, won't be up to the job and won't last.

**Customer:** Oh... I didn't realise it made any difference. Do you have a similar colour in high shine finish? I prefer that to paint that's only slightly shiny.

**Sales assistant:** I think this one... 'Honeymoon' is the closest match colour wise. The shade is very similar and it's also appropriate for you needs.

**Customer:** Excellent! I'll have a large tin of that then, please.

**3** Good morning, everyone. Welcome to our first session at today's Dream Homes seminar. It's such a joy to see so many new faces here and all so full of enthusiasm for the industry. I can remember when I first started my career as a junior property developer. I had the same passion for property development that all of you no doubt have. If you'd told me then, that I would end up being an elite developer and later would be giving seminars to crowds of hundreds, I'd probably have laughed! But here we are! I'm living proof that anything is possible for ANYONE in this remarkable industry. Because trust me, if I can do it, so can all of you! You never know, maybe in five or ten years, you'll be up here too! Passing on your knowledge to a new generation of people looking to make it big. Because as we all know, there's no doubt that property is a highly successful and dynamic sector. Even so, we have to remember that there's more to things than profits and commissions alone. I have always prided myself on helping the client, and helping them to find their perfect home. Somewhere special and unique for their family that will serve as a paradise for them and their children. After all, let's not forget the famous saying, that an Englishman's home is his castle! YOU, each of YOU, can be the custodian to that castle. The 'knight' if you will, that can direct the King and Queen to their palace. As we say at Smith and Wills Associates, we make dreams happen that build a better world! Now, I know what you're thinking. Sure, that all sounds very nice, doesn't it? But how do we actually go about doing that? Well, you'll need lots of talent and a very diverse skill set. You

need an eye for identifying trends in the sector, and predicting how and if they will change. What are the hot topics or desirable elements? Apartment living, detached homes, suburban or inner city locations? I know we go on about this a lot but LOCATION, LOCATION, LOCATION! Never forget the importance of that element in any property equation. You'll also have to be aware of interior design and architectural trends and tastes. Don't overlook that. Interior design is just as important as fashion in a clothing context. You don't want to develop a property with say, a lot of glass and metal, if the market is moving towards natural materials such as wood or tile. Lastly, and most importantly, you NEED people skills. People are at the heart of any home. We have to always keep that as our guiding principle. People before bricks and mortar! Right, on that note, let's have a short break for some coffee before we start our first group session.

## Exam Skills Check I

### Exercise 2 (p. 31)

**Interviewer:** Today our guest is Nadine Walker, one of the curators at what is certainly my favourite New York Museum, the Lower East Side Tenement Museum. For the benefit of our UK listeners, could you explain to us what a tenement is – or was, rather?

**Nadine:** Of course. The tenements were a form of accommodation. When lots of poor people began to pour into New York from Europe in the 19th century, landlords used to divide up multi-storey buildings into residences of two or three rooms to rent to families for a low rent. This led to a situation where large numbers of people were packed into these tall New York buildings, creating a kind of slum unique to the city.

**Interviewer:** So, what is the Lower East Side Tenement Museum? How does it tell this story?

**Nadine:** Well, naturally, most of these buildings are now gone, and people live in much better conditions, but it's a part of our history as a country that mustn't be forgotten. That's why the Tenement Museum was created in 1988. You see, this building had been boarded up since 1935, which meant it had kept features from then and earlier instead of updating or improving. The idea was to use this as a base to create a museum offering an experience like no other museum elsewhere, where the rooms where actual families lived were recreated, so that their stories could be told to you as you stand in the actual room where these people stood.

**Interviewer:** Fascinating. And these were real people, were they not?

**Nadine:** As real as you or me, with their living quarters recreated as faithfully as possible using every scrap of knowledge that we have and real artefacts from the time. The museum used census and other information to ascertain, for example, that one apartment was rented by the Levines from Poland. Jennie and Harris Levine emigrated to the USA in 1890 and lived in that building for ten years, during which time Mrs Levine had four children. But the front room wasn't used by the family to relax because Mr Levine used it as a workspace! He was a tailor, and he and his workers produced clothing there.

**Interviewer:** But that simply wouldn't be allowed in these days, would it? I mean, those days are behind us, right?

**Nadine:** Many many things are no longer allowed, and it was changes in what the city actually permitted to be used as residences that rang the death knell for the tenement home. Many didn't have running water, for instance, or shared a toilet between the whole floor, and that wouldn't be allowed now. In addition, these families prospered from one generation to the next, and New York became probably the richest city on Earth. And wealthier people demand better quality housing, naturally. So the slum days of the tenements are gone, and good riddance. Though to this day New York – and Manhattan especially – suffers from overcrowding

and high rents, and I've got friends who live in some pretty cramped accommodations, I can tell you!

**Interviewer:** Yes, you've got a point there! Thank you, Nadine.

## Module 3

### Exercise 1a (p. 32)

Good morning students. Welcome back for another year. I'm sure you're all excited to start your new classes on Monday. The school administration has made several changes this term so please listen carefully.

Regular core classes will begin as scheduled on Tuesday the ninth. Ms. Engels will be teaching all history classes, but we will not be offering the citizenship class at this time. Maths will be handled by Mr. Singh, and Coach Dudeck will continue to instruct all PSHE classes. This term, the school is offering biology classes, and chemistry will be added next term once the new lab is ready. Art and drama classes will resume as well and be held in the auditorium with Mr. Ruttan. The languages department will not be offering Italian at this time as Ms. Giancarlo is off on maternity leave.

If you have any questions or would like to make any changes to your schedule, please come to the main office before noon today. Thank you for your attention, and I'm looking forward to another fantastic school year.

### Exercise 8a (p. 33)

In my country, children start kindergarten when they are four years old, but there are many pre-schools for younger children to attend. Primary school starts at six or seven and continues until you are fourteen. Most teenagers complete secondary school by the age of seventeen or eighteen. Some people then go on to higher education at university. Completing an undergraduate degree generally takes four years and then there is always the option to do postgraduate studies. Many young people also opt for technical schools or colleges where you can learn a practical trade such as mechanics or culinary skills.

### Exercise 2b (p. 35)

#### Text 1

Okay, let's just go over the rubric for your presentations. Your presentations will be marked out of 25. Of that total, a maximum of 10 marks will be allotted for content. What is included in content is the depth and quality of your research, how you've selected and structured your ideas, and how relevant your information is to the basic premise of your presentation. Delivery will be marked out of 5, and I'll be looking at how well you use your voice to present your ideas, and also your body language while you are up there. There is a separate category for how you interact with your audience, and I'll be paying particular attention to how you deal with questions from the class afterwards. Lastly, a maximum of five marks will be awarded for appearance, how you organise your slides, visually speaking, and whether you use visuals that enhance what you're trying to say. That's it. Any questions?

#### Text 2

**Student:** You wanted to talk to me, Professor?

**Professor:** Yes, Bella. It's about the essay you handed in.

**Student:** Is there a problem?

**Professor:** I want to ask you if it's all your work.

**Student:** Of course it is. Why do you think it's not?

**Professor:** Well, there are a lot of sophisticated ideas here. I know you're intelligent, but some of these ideas don't seem like they came from a first-year university student.

**Student:** That's my research, Professor. I got it from books I found in the library. I listed them at the end of my essay.

**Professor:** Sure, but every time you use an idea from a source you need to provide a citation for it in your essay.

## Audioscripts

**Student:** Oh really? [showing surprise] I thought I just needed a reference for quotations.

**Professor:** I thought that might be what you did. It's a common misunderstanding with first-year students. I'll tell you what. Why don't you take this essay back, add the citations and resubmit it? I'll only take off 5%.

**Student:** Oh, thank you! I won't make that mistake again.

### Text 3

**Interviewer:** Today, we're talking with Carole Hammet. Carole, you've just launched a new social media platform to help English language learners around the world. Can you tell us a bit about it?

**Carole:** Sure, Alex. I came up with the idea a few years ago when I was teaching online. I had a class of students in Korea, and they told me that they had little opportunity to practise their English outside of class, and by class I mean my online lessons, which were three times a week.

**Interviewer:** That's a common problem with learners all over the world, is it not?

**Carole:** Exactly! And that's what gave me the idea. I thought about how I could connect my Korean students with the students I taught in South America at the beginning of my career.

**Interviewer:** But why do you need to do that? Why not just tell your Korean students to talk to each other outside of class?

**Carole:** They do. They're all friends. The problem is that they speak Korean to each other. I understand this from my own experience with other native English speakers in a Spanish class. It's so hard to discipline yourself to try to speak the language you are just learning when you know you have a common first language with your friends.

**Interviewer:** I could see how that would be true. So, your idea is to connect learners with people that they would have to speak English with because they have no other language in common?

**Carole:** Yes, that's basically the way it works. On the site, every learner creates a profile with some basic information about themselves, like their age, where they live, what their interests are, what languages they speak and, most importantly, what their English level is.

**Interviewer:** So that's so they can find others at the same level?

**Carole:** Not necessarily. I find that they mostly connect based on common interests, like the same taste in music, or maybe they both follow the same football team. You wouldn't believe how big the Manchester United group is. Last time I checked there were over eight thousand members. It's very common, for example, that an advanced learner will connect with one at a much lower level. The higher level learners seem to love tutoring and helping others.

**Interviewer:** Well, it's all very exciting. Just before we go, tell our listeners where they can find your site.

**Carole:** Sure, it's...

### Exercise 5 (p. 35)

The examination system in the United Kingdom has seen many changes throughout its long history. However, the current principle examination for secondary school students in England and Wales, the GCSE, has been in place since 1988. This exam was first introduced as a successor for the previous O Levels, which believe it or not actually stood for Ordinary Level, as part of the GCE examination system.

GCSEs are studied for from years 9 to 11 of UK secondary schools, and cover a full three academic years. They were originally planned to offer an alternative for teenagers who decided not to pursue higher education so that they could leave school with qualifications before finding work.

Although GCSEs have seen numerous changes, in 2010 there was an overhaul led by Michael Gove, spelt G-O-V-E. These removed the option to sit parts of the exams in January and made all parts of assessment compulsory for the end of the course. Regardless,

grading remained broadly the same covering coursework produced during the course and final examinations.

Given the nature of the United Kingdom and its different elements and home nations, the GCSE exam is managed by five different exam boards across England, Wales, and Northern Ireland. Scotland has its own examination, the Scottish Qualifications Certificate.

## Module 4

### Exercise 4 (p. 44)

**Host:** Today in our studio, we're talking to Elena Berger, human resources director for the customer service department at National Bank. Thank you for joining us, Elena.

**Elena:** It's my pleasure. Thank you for having me.

**Host:** Let's get right to the questions. What are your top tips for someone hoping to secure a job offer?

**Elena:** I'd say an impressive CV is key. Previous experience and the right degrees and certifications move a candidate to the top of the list. Of course, if you are making a career move and applying for a position in which you have no experience, a reference letter from a former boss is also helpful.

**Host:** Interesting. I hadn't considered people changing careers. On to the next question. What can you tell us about the kinds of things candidates should ask potential employers?

**Elena:** Great question. Inquiring about benefits other than salary or pay is important. Is there the possibility to work flexible hours? How much sick pay are you entitled to? How many weeks of holiday will you have? Asking these questions shows you are genuinely interested.

**Host:** Great advice, Elena.

### Exercises 2 & 3 (p. 47)

#### Speaker 1

When I started working as a lawyer, I really didn't anticipate that the work would be so stressful. I'm not saying I didn't enjoy it. The problem was that there was just too much work and too many difficult decisions that needed to be made. I found myself thinking about work all the time, to the point where it negatively affected my relationships. Well, the good thing is I saved up a lot of money, so I can take some time to think about what my next career will be.

#### Speaker 2

Oh, my last job. Well, there's not much to say about it. It ended shortly after it started. I'd never worked in an office before, so it was a new experience, but I can't say it was a good one. The best thing about it was my title. I thought administrative assistant made it sound like I was doing something important. However, all I did all day was punch numbers into a computer. After a couple of weeks doing that, I'd had enough.

#### Speaker 3

I actually loved being a travel agent, but I don't think the job loved me. I did it for years, over 15 I think. There were certainly times when I had to deal with annoyed clients whose holiday didn't go the way they'd wanted it to. But mostly I had a lot of happy customers, some of whom actually became friends. The pay wasn't great in the beginning, but after 15 years, I was doing okay. It's a shame that the Internet killed my profession.

#### Speaker 4

I started working as a house painter while I was in university, just to make some extra money. I had no intention of doing it for any other reason. Five years later, I found myself doing the same thing, and the only way I ever used anything from my Fine Arts degree is when I was asked to choose paint colours. The work was easy enough, but not very exciting, and it certainly didn't challenge me in any way. That's why I decided to take an online course to become an interior decorator.

## Exercise 5 (p. 47)

### Text 1

**Boss:** First, let me just say that there's no need to be alarmed. The reason I called you into my office has nothing to do with the quality of your work. In fact, we have all been quite impressed with what you've accomplished in the short time you've been here.

**Employee:** Thanks, I have to admit I've been worried that I spend too long on things, that I'm not as efficient as I could be.

**Boss:** Quite the contrary. Some of the others here say you're making them look inefficient in comparison.

**Employee:** I didn't mean to do that.

**Boss:** I'm sure. Don't worry so much about trying to impress. Take some time and get to know some of your colleagues. Some of them actually worry about your focusing so much on work. Take a break once in a while.

**Employee:** Well, I never thought about it like that. I know I can come across as intense sometimes and I wouldn't want people to get the wrong idea and complain. I'll make more of an effort to relax and get to know people.

**Boss:** Great. Glad you understand.

### Text 2

As I'm sure you know, Mr Park is coming here from head office this afternoon. I'll be meeting him for lunch at our usual place, and I expect that he'll outline some of the changes that are happening with the company. I'm sure there's nothing to worry about. Nobody is going to lose their job. You'll get a chance to hear about the changes from him directly after we do a quick walk around. Now, I want the place looking great. You know what they say, a place for everything and everything in its place. I want Mr Park to get an idea about how organised we are here. So, let's take our coffee break and then ignore the comment making this place look like the first day we walked in here!

### Text 3

**Interviewer:** Today on our show, we have efficiency expert, Donna Lowell.

**Donna:** Good morning, Lars.

**Interviewer:** Now, you have some interesting ideas about working from home versus the workplace. Can you tell our listeners about your recent study?

**Donna:** Sure, you see, contrary to popular belief, the evidence suggests that, overall, working from home is not as efficient as we might think.

**Interviewer:** And why is that?

**Donna:** Well, we tend to think about the home worker as a model employee. You know, someone who is highly disciplined and able to focus on work much better without all the distractions of the office. But, if we look at the average home worker, we find that's far from the truth.

**Interviewer:** Yes, I know, I'm pretty average myself in that regard!

**Donna:** Haha. The fact is, the social element of the workplace, while it might seem like a distraction, is actually a motivating force. People simply tend to work harder when they feel like others are watching them.

**Interviewer:** I can see your point there. But, what about people who say they're more productive because they don't have to spend time commuting to and from work every day?

**Donna:** Sure, there's no doubt that may be true for certain people. But statistics show that productivity is more dependent on other factors. For starters, things like sleeping properly, eating well, exercising and generally taking care of yourself.

**Interviewer:** Right, I mean, I don't think anyone could argue with that.

**Donna:** Of course, those factors apply to both remote working and in-house working. Generally speaking though, and I like to borrow a quote here, you should "focus on being productive, instead of busy."

**Interviewer:** That's a good one. I think we all have that colleague who's an expert at 'looking' busy.

**Donna:** Too true. So that kind of employee certainly won't work better at home. But my study goes further than that. The results show that, as is sometimes claimed, working from home does NOT in fact reduce stress or job burnout. In fact, we found that a good team spirit and camaraderie is the thing that combats stress most effectively.

**Interviewer:** That's interesting.

**Donna:** Yes. Say, for example, that you've got a pressing deadline looming. People alone at home will feel exactly the same pressure to meet the deadline, but also feel the added pressure of having to motivate and discipline themselves. They've got nobody to bounce ideas off of. They've got nobody to exchange a bit of banter with. Without other people around to share the burden, they may even end up feeling totally overwhelmed by the whole thing.

**Interviewer:** You raise an interesting point. While remote work may be more convenient for some, for others it could actually become quite lonely over time. Thank you so much for joining us today, Donna. I just have time to tell our listeners that they can learn more about your study on [www. ...](http://www...) [fade]

## Exam Skills Check II

### Exercise 2 (p. 57)

#### Text 1

**Interviewer:** When people compare your job with plumbing, how do you feel? Do you get insulted?

**Sally:** Not at all. I completely agree. A plumber comes to your home and fixes the water pipes. I do something similar with your heart.

**Interviewer:** Is it really so similar?

**Sally:** It is, kind of. I mean, the heart's essentially a pump, pushing the blood round body. Any kind of a blockage in the pump, and you call me!

**Interviewer:** But you save lives!

**Sally:** I do, yes. So do people in many other jobs – ambulance drivers, psychiatrists, lifeguards at the swimming pool. But how I do it is very much like a plumber fixing a water pump.

**Interviewer:** Thank you, Sally.

#### Text 2

**Joe:** You're back early. How did the interview go?

**Tara:** Well, you're right, it really didn't take long. And all the way home on the bus I was thinking, that's got to be a bad sign. They just wanted to get you out of there, get the next candidate in. I mean, that's the standard thinking, isn't it?

**Joe:** Usually, yes. I think the belief is that they spend a bit longer with the more interesting candidates.

**Tara:** Right. So, I was feeling depressed, but as I got off the bus, I started feeling different. I mean, the interview itself was great. We really clicked, you know, me and the managing director.

**Joe:** Well, that's a good sign. And you're totally qualified for the job, as far as I'm concerned. When I read the ad, I thought they were describing you!

**Tara:** I thought so, too! I mean, you never know, but... So, maybe the short interview just means that everything went right, and he was happy by the time we finished talking.

**Joe:** When did he say he'd make a decision?

**Tara:** Oh, this is just the first round of interviews. They'll cut the list of candidates down to a shortlist of five over the course of the week, and get back to me on Friday.

**Joe:** Oh, so there's another round! Then, it's not just a simple interview – it's a whole process. I'm not surprised the interview was short, then. He's probably got another 20 or 30 to get through!

**Tara:** Hmm – I see your point.

# Audioscripts

## Text 3

Good morning, potential undergraduates of this fine institution! Welcome to our student-only open day. We had one with both students and families yesterday, which was rather chaotic, but I'm sure it'll be smoother today. The purpose of the open day is to give you the information you need to decide if this place is for you. Now, we've got an awful lot to get through today, so I want to get started on our tour ASAP, but I have to run through the timetable so that you get the bigger picture, as it were.

First, we're going to take a tour of the campus, which doesn't take long to say but takes a while to do! We'll take a quick look at the sports facilities before heading into the Students' Union for a coffee. Then we'll pop down to the halls of residence, where as freshers you'll be entitled to stay, though not in your second or third years. There's two different kinds of accommodation – standard halls and bungalows, though I warn you – rooms in the bungalows go fast, and it's "first come, first served", as they say, so the earlier you make your decision, the better! Then we'll head for the university cafeteria for an early lunch – that way we'll avoid the rush!

After lunch, we're going to go to the science facility, where you will be spending most of your time. We'll hear an introductory speech from Professor Jenson, who is Head of the Science Department. Professor Jenson will be giving you a brief outline of the structure, achievements and goals of the department. Sorry, I won't take questions now, because we have to get moving, but jot it down and ask me when we're walking, OK?

Then, we'll have a look at the laboratories which as future scientists you will be most interested in. We are very proud of our facilities which have been ranked in the top five in the country. Just last year, our organic chemistry lab discovered a new kind of plastic that can be made from the cellulose of plants, and which is perfect for making cups and plates. If it can be made on an industrial basis, we could eliminate the need for using oil as a source for plastic cups and plates!

After that, we'll take a quick look at the arts centre, and then the coaches will be leaving for the railway station. If you came by car you can, of course, stay as long as you wish! So, let's quickly head this way ...

## Module 5

### Exercise 3 (p. 58)

- 1 My parents divorced when I was quite young, so I come from a single-parent household. But my dad did a great job.
- 2 We didn't have a lot of rules growing up – just to be home before dark. It wasn't a very strict upbringing.
- 3 In many cultures, it's common to live with extended family such as grandparents, aunts and uncles.
- 4 In my case I was very lucky. My foster parents decided to adopt me when I was just a baby.
- 5 Even though he wasn't my biological father, my stepdad treated me like his own child.

### Exercise 2 (p. 61)

**Hotel worker:** Riverview Grand reservations. How can I help you?

**Customer:** Is this the right department to reserve a banquet hall?

**Hotel worker:** Yes, it is. Would you like to reserve a space?

**Customer:** Yes, I need a hall that would accommodate 80 to 100 people.

**Hotel worker:** Certainly, we have the Royal Hall, which can hold up to 120 comfortably, the Grand Hall is for groups of over 200, so that's probably not what you want. If you expect around 90, I think the Blue Hall would suit you fine. Can I ask what the purpose of this event is?

**Customer:** Of course, it's a family reunion. There are people coming from all over the country and some from overseas. That's why I can't say at this point exactly how many will attend, but I think 100 is

optimistic. It's likely to be around 80, I think, so the last room you mentioned should be just fine.

**Hotel worker:** Sure, but it's a popular hall, so let me know what date and time you'd like it for and we'll see if it's available.

**Customer:** Well, we have two possible dates, March 19, the Saturday or the 25th, which would be a Friday, and we'd like it for the whole evening.

**Hotel worker:** Oh, well Saturdays are very popular, so you might have to go for the Friday. Oh, actually, I see it's the opposite. It's the Saturday evening that's available any time after 5:00 pm.

**Customer:** Great, let's go with 9:00 to midnight then.

**Hotel worker:** Got it. We can reserve the room now. But I'll need a name please.

**Customer:** Of Course. It's Paul Hendricks. H-E-N-D-R-I-C-K-S.

**Hotel worker:** OK. We will need to make some decisions on the food and beverages, like whether you'd like a banquet table or cocktail style service and exactly what sort of food and drink you'd like, but we can do that at a later date.

**Customer:** Yes, all of that can wait. We do have four months to plan.

**Hotel worker:** Great, any questions or other requests?

**Customer:** No, not at this time, thanks!

### Exercises 4 & 5 (p. 61)

#### Speaker 1

My grandmother on my father's side had an interesting and eventful life. She was a very independent woman and didn't get married until her late 30s. It was unusual at the time, but my grandmother was a very successful businesswoman who loved to travel. Those two things remained her priority. Even after my father was born, my grandmother would be off somewhere on business leaving my grandfather to take care of my father and his sister. I have fond memories of her, and I wish she was still with us.

#### Speaker 2

My grandparents have lived in the same house, in the same village, their whole lives. It's not that they haven't travelled. They drove all around Europe when they were young, and they've taken a lot of cruises since my grandfather retired. But they keep coming back to that house, and they seem happy there. I mean, I love visiting them, but I'd never want that kind of life. I like the excitement of the big city. To each his own, I guess.

#### Speaker 3

It's weird, but I think my grandparents are more fun than my parents. Maybe it's because they no longer have the burden of raising children, but my mum says that they were pretty active even when they were raising her and her brothers. My mum says that there were very few Saturday nights when there wasn't a babysitter there because her parents were out on the town. They're still out a lot. You name it, concerts, plays, films, football matches. My grandparents are there.

#### Speaker 4

I know that someday she'll be gone, and that's why I treasure every moment I can spend with my grandmother. I don't remember my grandfather very well. He left when I was a child. He went on a business trip to New York and never came back. My grandmother says he's tried to contact her a few times, but she'd just as soon leave the past behind. I'm glad she moved in with us shortly afterwards, and my parents really appreciated it whenever she could babysit us, and we did, too!

## Module 6

### Exercise 1b (p. 70)

Welcome to Chez Andre. My name is Franz and I'll be your waiter. Tonight, the chef is offering three specials not listed on the menu. There's roast beef with a side of roasted broccoli, and our second meat dish is lamb chops served on a bed of pureed turnip. Our fish

this evening is oven-baked salmon, from Scotland. All meals include a cucumber salad. I should let you know, unfortunately, we're unable to offer you the veal or the tuna listed on the menu as we've run out. Also, keep in mind we have fruit cakes available if you're craving something sweet after your meal. Your choice of fig, cherry or blueberry.

## Exercise 7a (p. 71)

For this recipe you'll need 300 grams of flour, 300 grams of sugar, 3 tablespoons of cocoa powder, 3 teaspoons of baking powder, 2 eggs, half a cup of milk, a quarter cup oil and a quarter cup melted butter.

First, preheat your oven to 180 degrees. Then, weigh the flour and sugar on kitchen scales.

Combine the eggs, sugar, oil, butter and cocoa in a bowl and mix them well. Next, add the dry ingredients and continue to stir until the batter is smooth.

Pour the mixture into two cake tins which have been greased and floured. Bake them for 40 minutes, then remove the cake from the oven and let it cool. Carefully remove the cake from the tins and decorate with icing, whipped cream or fruit.

## Exercise 3 (p. 73)

### Text 1

**Female:** Let's go over this once again.

**Male:** I'm sorry, it's my first day. I'm a bit stressed out.

**Female:** Don't worry about it. I remember my first day working the floor. It was chaos. I kept getting orders wrong and a table of four actually walked out because I forgot to bring them the menus. You're doing great in comparison.

**Male:** Thanks, that makes me feel better. I spent two years in school learning to be a cook. I didn't think I'd start out waiting tables.

**Female:** My path to head chef was the same. Hold on, I need to take this off the burner. Okay, now this chicken dish goes to the guy with the beard who looks like a professor. He's at table five. Better get it to him while it's hot.

**Male:** Okay, got it.

**Female:** Wait, wait. Remember these salads. That's what you came in for. The couple at table three.

**Male:** Of course. Thanks!

### Text 2

With the new Tableaid air frying toaster oven, you'll be able to make all of your favourite deep fried foods but with a tiny fraction of the fat that you'd get from deep frying. It works by using powerful jets of very hot air that, with a minimum of cooking oil, produce delicious chips, crisps, onion rings and other favourites with up to 96% less oil. Here you see two plates of chips, one that's been air fried in the Tableaid air frying toaster oven and the other with a traditional deep fryer. Take a closer look. They look the same. They taste the same. The difference is the chips that have been air fried are a lot healthier. And don't forget, this little beauty sits on your counter and also functions as a regular toaster oven, which you can use for baking or broiling in less than 50% of the time and under one third of the amount of the electricity compared to a full-sized oven. And, like most Tableaid products, it comes with a five-year money back guarantee.

### Text 3

**Interviewer:** Today, we're talking with Daniel Lucas, one of our city's most innovative restaurateurs. Daniel, tell us about your latest venture.

**Daniel:** Sure, be glad to. DD's Taco Bar opens next week at the corner of King Street and Sherwood Road. The idea is to make it a fun place for all the family to visit but also a fun place to work.

**Interviewer:** Oh I do like tacos. But what's going to make this place so much fun?

**Daniel:** For starters, I wanted to open something completely unlike my other restaurants, and this idea came to me a few years ago during a holiday to Mexico. I just loved the lively atmosphere and wanted to create something similar, but with a twist.

**Interviewer:** Go on then. What's the twist?

**Daniel:** Well, the customers get to make their very own tacos, any way they want them. So, it's not really about making authentic Mexican tacos, the focus is more on having fun with food. However, one thing that is one hundred percent authentic is the corn tortillas that we use. You won't find any wheat tortillas at DDs!

**Interviewer:** Sounds interesting. But tell me, how does the whole thing work?

**Daniel:** All ordering is done electronically. You can download our app and order your drinks and your tacos on your phone, or by using one of the touch-screen tablets that are on every table. You can order as few or as many tacos as you want, anywhere from one taco up to ten or more. Then, after you order, the waiter will bring your drinks and the tortillas or tacos in their own special holder which keeps them upright so you can load them with any of the ingredients from the taco bar.

**Interviewer:** I see, so you just take your taco shells to the bar and fill them up?

**Daniel:** Yes, and we have over 70 different fillings you can choose from, including 12 different kinds of meat filling and 7 kinds of plant-based meat substitutes that taste just like the real thing. There's a wide variety of different vegetables, I can't remember exactly how many, plus 8 different types of cheese and 11 of our own unique sauces.

**Interviewer:** Wow, that sounds awesome!

**Daniel:** Yes! What's great is there are no limits or restrictions except whatever the folded tortilla or taco will naturally hold.

**Interviewer:** Great idea! Although, with so much to choose from, what if I have no idea what I should put inside?

**Daniel:** Don't worry, we are prepared for that and have a menu with eight award-winning taco recipes that are simple enough for anyone to follow, and you can always ask us for help.

**Interviewer:** Oh, that's good. Because I'm not sure that I'd trust myself to come up with something edible!

## Exercise 4 (p. 73)

See Text 3 from Exercise 3 (p. 73)

## Exercise 6 (p. 73)

**Restaurant worker:** Amelia's Pizza. How can I help you?

**Customer:** I'd like to order a pizza.

**Restaurant worker:** Certainly. What's the name and address?

**Customer:** Steve Miller, M-I-L-L-E-R and the address is 74 Hilltop Road.

**Restaurant worker:** Is that a house or a flat?

**Customer:** It's a house.

**Restaurant worker:** Great. Okay, what would you like?

**Customer:** We'd like the Green Vegetarian, as two of us are vegetarians.

**Restaurant worker:** Great, what size?

**Customer:** Oh, good question. I think maybe the large.

**Restaurant worker:** Okay, but how many people are you? It sounds like there's a few of you?

**Customer:** Yes, there are five of us.

**Restaurant worker:** I think you'd be better off with the Extra Large or maybe even the party size.

**Customer:** Oh, maybe yes. We're not that hungry, so I think we'll pass on the party size and go for the extra large.

**Restaurant worker:** Got it. Would you like to add any extra toppings?

**Customer:** Maybe. Umm, does it come with olives?

**Restaurant worker:** Yes, it has green olives on it. Would you like to add some black olives?

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**Customer:** Let me check with my friends. Hold on. No, I think we'll stick with the green ones.

**Restaurant worker:** Sure. Can I get you anything else? Some drinks perhaps?

**Customer:** No, it's okay. We have soft drinks. Oh, wait, my friend would like an apple juice. You have apple juice, don't you?

**Restaurant worker:** Of course. Okay, the total for that will be 22.95. Will you be paying by cash, credit or debit card?

**Customer:** Credit card.

**Restaurant worker:** Okay. The driver will bring a POS machine. Your pizza will be there in 25 minutes, or it's free!

**Customer:** Thank you!

### Exam Skills Check III

#### Exercise 2 (p. 82)

##### Speaker 1

I've got two older siblings and two younger ones, and while I get on well with most of them, my younger brother and I have never seen eye to eye. I don't think it's either one's fault – just a fundamental difference in personality. We used to have the biggest blow-outs at every family event, whether wedding, birthday or family holiday, until finally all the other siblings sat us down and explained that they didn't want us at these events anymore if we couldn't behave. I felt pretty bad about everything, I can tell you!

##### Speaker 2

Eugene O'Neill's plays often deal with the baggage that growing up in a family leaves you with, and for many his greatest work was *Long Day's Journey into Night*, a play so personal that O'Neill refused to have it read – let alone put on – until after his death. It tells the story of a family with grown-up children slowly falling to pieces, and has been performed continuously since its publication in 1956, 14 years after O'Neill's death. As an actor, I'm drawn to this material because it mirrors my own life so closely.

##### Speaker 3

My two sisters are a lot older than me, and for that reason I've never felt so close to them. It's the age gap – by the time I was seven, they were teenagers studying for exams and going out with friends. By the time I was a teenager, they were gone – off to university and other cities. You never miss what you never had, so it was no big deal, but recently, when my own child had health problems, I was touched by how they rallied round. I really felt they had my back, and everything's been different ever since.

##### Speaker 4

Couples that come to me usually have been together for years, often have children and are finding that they are drifting apart. Busy people, they have lost the in-the-moment love they once had, and their relationship is almost businesslike. It's my job to relight that candle, the candle that once burned so strong. So, you can imagine my surprise when my own wife suddenly asked for us to go into counselling, out of the blue! Physician, heal thyself!

##### Speaker 5

My husband and I were on the brink of divorce, and it took a great deal of soul-searching to realise what the problem was. When I was a child, I admired my mother, who was extremely capable, and ran a business, a household and a family with effortless efficiency. And my father just let her get on with it, really. It was a bad example of a relationship, but when I got married, I didn't know any other way, and would boss my husband around terribly. It wasn't fair, of course, because a marriage is an equal partnership, but it took the threat of divorce for me to realise that.

## Module 7

### Exercise 1a (p. 84)

- 1 I'd like a whole-grain loaf, eight biscuits and a half-dozen croissants, please.
- 2 Would you like us to cut the chicken into quarters, or do you want it whole?
- 3 Do you have any yellow roses? They are my mother's favourite.
- 4 We can go round and see a couple of flats available to let on Saturday if you're free.
- 5 Can I have a half kilo of grapes, a bunch of asparagus and some broccoli?
- 6 We've got the Daily Times and the Informer up here in the rack. All the magazines are to the left if you're looking for something specific.
- 7 I'll stop and pick up some headache tablets, shampoo and plasters on my way home today.
- 8 They sell the most delicious sliced ham, smoked turkey and homemade sausages. And the pickles they make are some of the best in town. You have to try them.
- 9 I need a cut and colour. I love what you did last time, so let's stick with that.
- 10 We can buy milk, eggs, today's newspaper, sweets and lotto tickets here. It's very convenient.

### Exercises 2 & 3 (p. 87)

#### Speaker 1

I bought a bicycle recently. I'd been thinking about it for a while as I think I need more exercise in my life. I hadn't ridden a bike since I was a kid. I had my heart set on a shiny one, but I was surprised how expensive they are now, I mean for one of reasonable quality. In the end, I went for a second-hand one. My boyfriend came with me to check it out. He thought it was a great deal and, if there are any problems with it, he promised to fix it.

#### Speaker 2

I saw this great pair of headphones on sale in the window, so I went to the shop the next morning as soon as it opened. I asked the salesperson about them, but she said they were sold out. Then, she tried to sell me another pair instead, which I knew were not as good. I've heard about this trick, so I told them I would report them for false advertising. Sure enough, she magically found the ones I wanted. Supposedly, they were the last ones in stock. I know they put them on sale just to get people into the shop, but it's the lying that bothers me.

#### Speaker 3

I bought this leather jacket. I'd always wanted a black leather jacket, you know, from seeing people wear them in the movies. They always look so cool. I actually had no intention of buying one that day. I was just walking home from work and I saw it in the shop window. I don't know why, but it caught my eye. I went in and asked about it, and it was a bit too pricey for me. But when they took 50 euros off, I just couldn't resist.

#### Speaker 4

During the pandemic, I was at home a lot, so I decided to make the most of it and buy a big screen TV. In the shop, I complained the prices were too high, so they offered me this great deal on a brand name TV that had been damaged. It was just a small scratch on the side. Probably happened during shipping. Once I hooked it up, the picture quality was outstanding. It's a lot like watching a film in the cinema.

#### Speaker 5

I like mountain biking, and I wanted to record some of the trails I've been riding, so I bought a sports camera. I didn't go for the most expensive in the range because it was a bit more than I had planned on spending. Don't get me wrong, I'm really happy with



the one I chose; I've edited some really nice videos that have got a lot of likes on social media. But, if I'd known how much I'd enjoy using it, I would have bought a high-end one with a few more features and a better quality of footage.

## Exercise 5 (p. 87)

### Text 1

**Man:** Let me pay for this.

**Woman:** You paid last time we went out.

**Man:** Oh, I don't care. I'll just use my credit card.

**Woman:** I thought you said that you were at the limit with it.

**Man:** I was. I paid off a big chunk of it last month.

**Woman:** I'll never understand why you don't just use your debit card. You have money in the bank.

**Man:** Yes, and I'll use some of it to pay off my credit card at the end of this month.

**Woman:** Why not just use the debit card to pay this bill? It will come directly out of your bank account.

**Man:** Not all places take debit.

**Woman:** Nowadays they do. I have a credit card too, but I keep it at home for emergencies. I only take my debit card when I go out. It keeps me from running up my credit card bill needlessly. That way my credit card bills are always manageable, and it saves me a lot of money on interest.

**Man:** Hmm. Maybe you have a point there.

### Text 2

Hello, this is Alex Walters and I'm calling from Fortune City News. I would like to take just a moment to inform you about an introductory offer for new subscribers. If you sign up today, you will get unlimited access to the online newspaper and full access to 10 years of archived articles easily retrieved with just a quick keyword search. All of this is available for the low price of just 6.99 a month for the first 12 months. However, if you should wish to cancel at any time during the first 90 days, just give us a call or send us an email, and we will cancel your subscription within 30 days with a full refund. If you decide to stay with us for the full 12 months, your subscription will be renewable within 10 days after it expires, and should you renew, you will be entitled to a 15% discount for your second year with us.

### Text 3

**Woman:** Good afternoon sir, welcome to F.E Bank, how can we help you today?

**Man:** Hello, I wonder if you can help me, I've just set up my Internet banking account and I'm concerned about cybersecurity, is there any advice you have for customers that are new to online banking?

**Woman:** Certainly! If you follow a few simple rules, online banking is a very safe and convenient way to manage your finances. Firstly, I recommend that you set up strong passwords for all of your accounts.

**Man:** What makes a password strong?

**Woman:** We recommend that you create a password specifically for your banking, don't use the same one for all of your online activities. Try to include a mix of upper and lower case letters, numbers and special characters. Make it about fourteen characters long and remember to change it every ninety days.

**Man:** Oh dear, so 'password123' won't be good enough?

**Woman:** Absolutely not! And don't use any words that are related to you, like the names of family or pets, those are too easy to guess.

**Man:** Okay, good to know; what else?

**Woman:** Secondly, if you use a laptop for your Internet banking, make sure you use some good anti-virus software from a reputable company, keep it up to date and scan your computer regularly. If you store passwords or personal data on your computer it's a good idea to disconnect it from the Internet when you aren't using it. All the time it is connected, it is vulnerable to hackers. Also, make sure your home Wi-Fi has a password, again, make sure it is a complex password and not something people can guess.

**Man:** Oh dear, I know we have a password on our Wi-Fi, I don't remember it though; I think it might be the name of our dog!

**Woman:** Well, it might be a good idea to change that! Will you be using your phone to check your banking?

**Man:** Yes, I hope so, how do I do that?

**Woman:** You just need to download our easy to use App.

**Man:** Oh great; I've downloaded lots of Apps before.

**Woman:** I strongly recommend that you download it from the link on our website, that way you know it is genuine. All you need to do then is log in. And remember, it is important to be careful when you use public Wi-Fi.

**Man:** Is it? I didn't know that.

**Woman:** Oh yes, using an open Wi-Fi connection can be very risky; it exposes your information like your browsing history and passwords. You don't want anyone to see that sensitive information.

**Man:** Really? I had no idea.

**Woman:** Yes, public networks can be a magnet for hackers. They also make you vulnerable to viruses, worms, Trojan Horses, ransomware and adware, and you don't want any of those!

**Man:** I'd never thought of that! I usually join any network that I can find.

**Woman:** You have to be careful; sometimes hackers will set up fake networks just to collect passwords. That's why you should avoid logging in to any accounts over public Wi-Fi connections if you can; unless you trust the connection that you're using.

**Man:** This all sounds quite risky now; maybe I shouldn't be taking any chances with my money.

**Woman:** You don't need to worry, like I said, if you follow a few simple rules, it is quite safe and very convenient. The last thing to remember is to check your accounts regularly to monitor for any transactions you don't recognise. You can also set up email or text alerts when your accounts are used, that way you know immediately if someone has got access to your money, and you can inform us to stop them. Customers with those alerts notice fraudulent activity twice as fast as those who don't use the service. Do you have any questions?

**Man:** No, that has all been very helpful. Thank you so much for the advice.

**Woman:** You're very welcome. Here, take one of these leaflets for future reference, it has all the information I've told you plus further advice about safe online banking; you can also check our website for more tips about keeping your money safe.

## Module 8

### Exercise 1 (p. 96)

- 1 Please ensure your baggage is safely stowed in the overhead bin or under the seat in front of you.
- 2 We'll be stopping here for a half an hour break, so that means all passengers need to be back by 1:15.
- 3 You can just drop me off there in front of the entrance. How much do I owe you?
- 4 Please use the rear doors and look both ways before exiting.
- 5 The captain has advised all passengers that the pool on the upper deck is now open.
- 6 Your berth is located in the third carriage from the front. The dining car is the fourth right next door.
- 7 We're experiencing a temporary delay in the tunnel between Main and Central stations. Regular service on line three will resume shortly.

### Exercise 12 (p. 98)

- 1 Several people were injured in the pile-up on the M-2, but no fatalities were reported.
- 2 Due to the unseasonably cold conditions, our car skidded on the icy road.
- 3 Many accidents involving large ships and cargo vessels are the result of human error.

## Audioscripts

- 4 The driver lost control of the vehicle and rear ended the lorry in front of him.
- 5 A rescue mission has been launched to find the lost skiers.
- 6 Apparently, the brakes failed and he was unable to stop the coach from ramming into the building.
- 7 The aeroplane was forced to make an emergency landing due to issues with one of the engines.
- 8 The motorway is closed due to a lorry which flipped over spilling its cargo and blocking both lanes.

### Exercise 2a & b (p. 99)

**Sales rep:** Hello, Dutch Bike and Boat Canal Tours.

**Customer:** Hello, I'm calling about booking a tour.

**Sales rep:** Great! If I could take your name please, and a contact number or email?

**Customer:** Of course. The name is Carl Smyth. That's S-M-Y-T-H.

**Sales rep:** And the contact details?

**Customer:** My email is CS77@quickmail.com.

**Sales rep:** Perfect! Now, we usually run four tours. Netherlands North, Netherlands South, Dutch Delights and Dutch Highlights. However, we're currently not running the Netherlands North tour, I'm afraid.

**Customer:** No problem. I was looking at Dutch Delights anyway. Can I just ask, how is it different from the Dutch Highlights Tour?

**Sales rep:** The only difference is that Dutch Highlights features two extra days in Amsterdam at the end.

**Customer:** I see. In that case I think that Dutch Delights would be fine for us, because an 8-day trip would suit us better due to work commitments anyway.

**Sales rep:** Excellent. Dutch Delights it is, then. How many people are in your party?

**Customer:** Twelve.

**Sales rep:** Not a problem. The boat holds 14, with six single rooms and four doubles.

**Customer:** We'd need 4 singles and 4 doubles please.

**Sales rep:** That's fine. So, the price online is 870 Euros but that's based on double occupancy. With four singles I can give you a small discount. I'll need to check with my manager and get back to you about that.

**Customer:** Thanks, I appreciate that. What does the price include?

**Sales rep:** It includes full buffet breakfast and a light lunch. It's expected that you'll have dinner in whatever town we're in that particular evening.

**Customer:** Sounds good. Do you have availability in late May?

**Sales rep:** Which days would you like?

**Customer:** May 22nd to 29th.

**Sales rep:** OK, we can do that. Any other questions?

**Customer:** Just one thing. If we want to take a break from cycling one day, and remain on the boat is that OK?

**Sales rep:** Absolutely! In fact it's a good idea to take a break if you feel tired, and we don't charge any extra for that.

**Customer:** Great!

**Sales rep:** So, I'll book you in now and get back to you once I've spoken to a manager. Then we can email you a link for payment.

**Customer:** Thank you!

### Exercise 5 (p. 99)

#### Speaker 1

Unlike some people I don't need to go through holiday brochures or travel websites to find something special. You see, even though I haven't travelled much compared to other people I know, I HAVE been lucky enough to discover my dream getaway. It was a two-month trip around Europe by train, and it was really exciting! I'd just finished university and it really opened my eyes to the world. Thanks to that trip I had no concerns about going backpacking in North Africa the following year. If I had a choice though, I'd definitely do something like that on a train again!

#### Speaker 2

Choosing a holiday is always a difficult task. Nowadays there seems to be so much choice and variety and some really adventurous options too! I know friends of mine who are terrible creatures of habit and go to the same resorts year in year out. That sort of thing's not for me at all. Although since I've tried so many options, I am starting to run out of ideas. One thing, though, that really stands out is a safari. It's something I've never gotten round to trying, and I don't know why. I think this year I'll finally take the plunge and book a package in South Africa.

#### Speaker 3

I watched a television programme recently about holidays in South East Asia. It all looked very exciting and I'm sure it would be the trip of a lifetime for some, but it doesn't really appeal to my wife and I. Perhaps we are stuck in our ways, but we know what we like and we have our little holiday tradition. Naturally, at our age, we've been across the world. But these days we go to Greece every year and visit the Island of Crete. I wouldn't want to do anything else. Crete has it all, wonderful beaches, historical sites, and excellent food. In fact, we've already booked our usual villa for next summer!

#### Speaker 4

My cousin Angie is going on holiday to Argentina next year. Argentina... imagine that. I've got to admit, I'm really jealous. Sure, my parents always take us on nice holidays and we have a good time, but our trips are always in places like France or Spain. I'm sixteen, and I've never left the continent! That's a real shame. I mean, we don't have to do anything wild, but a holiday somewhere further afield would be really cool. Dad likes Spain, so why can't we go to South America? They speak Spanish there too, so he'd still be able to practice from his holiday phrase books!

#### Speaker 5

I was scrolling through travel websites last night and came across some amazing package holidays. Some were really unbelievable also, like mountaineering on K2 or white water rafting down rapids in the USA. Honestly... white water rafting? And, you know, people ACTUALLY pay money to do those crazy things! Well, not me thank you. Let other people have their extreme holidays. My idea of fun is something a little more conservative. A nice beach, lots of sun, and a beautiful hotel!

### Exam Skills Check IV

#### Exercise 2 (p. 108)

For those who love the planet and travel too, the news in recent years has not been good. It turns out that jetting to tropical Thailand has been contributing to the growth of the sandy Sahara, because burning jet fuel is one of the least green things you can do. In fact, the aviation industry pumps over 1 billion tonnes of carbon dioxide into the atmosphere every year.

Happily, this coincides with the rise in options for what's been called 'staycationing' – not leaving the UK for the annual holiday abroad, and instead finding a suitable alternative within the country. And the variety is truly enormous. The South-West has beaches that rival the French Riviera, Scotland and Wales offer skiing in winter and hiking and cycling all year round in spectacular mountain scenery. Britain's rivers and canals teem with canoeists, kayakers and canal boats, drifting between the green fields of grass and gold fields of wheat.

What many people forget is that travel abroad was nearly unheard of three generations ago, and what we call a staycation now was for many people then the only kind of holiday on offer. The hundreds of seaside resorts that dot the UK coastline attest to this. And the residents of these places, which have been left ghost towns for years because of the lure of Greece, Spain and France, are rubbing their hands together at the thought of their beloved hometown full of life again.

Today we're going to talk to Anne Hodges, a travel agent who organises these types of getaways ...

## Module 9

### Exercise 10 (p. 111)

Friends is an American television series which was produced from 1994 to 2004. There were 235 episodes made over ten seasons. The cast includes actors such as Jennifer Aniston, Courtney Cox, Matthew Perry, Matt LeBlanc and David Schwimmer. The show is a sitcom and is set in New York City. It follows the lives of a group of young friends as they navigate life in the big city. You can watch Friends using several online streaming services, and reruns are broadcast on satellite and digital TV.

### Exercise 2 (p. 113)

#### Text 1

You must cease filming immediately as you are in violation of city by laws, which pertain to the granting of permission to film on public property. The law states that a film production company must be granted express written permission by the owner or a representative of such for the use of that property for rehearsing, recording, photographing, or filming scenes intended for public distribution through the medium of motion pictures. Permits must be applied for in advance and, once approved, be displayed prominently on the said property. I am afraid that, unless you can present an approved permit, all filming and associated activities at this location must stop right at this moment or further action may be taken.

#### Text 2

**Male:** My ears are still ringing.

**Female:** Yes, it was a bit loud, but it's supposed to be. It's heavy metal, not pop or jazz.

**Female:** Good point. I guess I should have considered that when I bought the tickets. It was great being so close to the stage, but next time there is a heavy metal show in that venue, I think I'd prefer to be further back, I mean, if that's okay with you.

**Female:** Sure, but not too far back. I like to be able to feel the energy of the band. You lose a bit of that the further back you go. I'm sure your ears will return to normal soon. It's only been 10 minutes since it ended.

**Male:** Feeling better already. I mean, it was worth it. I'd been wanting to see them live for a few years now. That live show we watched online a few months ago really got me excited. They certainly lived up to that, wouldn't you say?

**Female:** Definitely! I think this was one of the best live shows I've seen!

#### Text 3

**Man:** Well, this is something, isn't it?

**Woman:** What do you mean?

**Man:** I mean, it's just a red square.

**Woman:** It's a bit more than that.

**Man:** Oh, yes, it's so much more. It's a red square on a blue background with a green stripe through the middle.

**Woman:** That's not what I meant. Of course, if you look at it without thinking about it, it is what you say, but that's not the purpose of art.

**Man:** It's not? I mean paintings were created for people to look at. What else would one do with a painting, I mean, other than buying or selling it?

**Woman:** What we're doing with it right now.

**Man:** You mean criticising it?

**Woman:** You're criticising it, not me, but, yes, why not? Art is there for us to consider, to say why we like it or why we don't. In my opinion the whole point is to provoke conversation.

**Man:** Oh, you mean like this? Hmm, 'Alex, what do you think about this painting? I think it's a red square, but with a blue

background and green stripe. Oh, but tell me Alex, what else do you see in it? Nothing. Yes, nothing, that's it!

**Woman:** You honestly don't see anything deeper?

**Man:** I guess not. Let's hear what you have to say then.

**Woman:** Well, I read that the artist said that the red square represents passion. I don't know about the rest though. It could be that this feeling has 'landed' on the light blue background, which might represent someone's life, probably the artist's. And the green stripe could be conflict. Perhaps brought on by the feeling.

**Man:** Wow! That's a lot that you think you see there. What makes you think you're right?

**Woman:** Interpreting art has got nothing to do with right or wrong. It's about what the work of art communicates to you.

**Man:** Okay, but if art is about communication, then what if the artist wants to communicate one thing and the viewer understands it differently?

**Woman:** That's an interesting point you make there. I guess what makes something art is the different ways it can be interpreted.

**Man:** I feel like we're talking in circles now.

**Woman:** Speaking of circles, let's leave this red square and go take a look at that blue circle over there.

**Man:** I think I might just as well stand over here and stare at this blank white wall.

**Woman:** Oh come on. You have to try to be a bit more open-minded when it comes to modern art!

### Exercise 3 (p. 113)

#### Speaker 1

I'm from the Netherlands and we have a family tradition there for St. Nicholas day, which is December 6th. Like what others do at Christmas, we exchange gifts with family members, but there is something extra that comes with the gift. Before the sixth, everyone in the family is given one person's name to get a gift for, but they also write a poem for that person. On St. Nicholas day, we all sit together, and each person reads their poem. They're often very funny and they really make you feel special.

#### Speaker 2

I miss the traditions that we had in China, especially now because my sister's daughter is going to be 100 days old tomorrow. It's a very important day in the life of a child. There is a big celebration with friends and family in attendance. Some families even rent out banquet halls at hotels with meals consisting of several courses, but my sister's party is at her house. It's a wonderful tradition that dates back to the time when infant deaths were common, so surviving to 100 days was a big deal.

#### Speaker 3

Back in India, my family and I always looked forward to Pongal, which is the harvest festival. It starts on the first day of the 10th month of the Tamil calendar, and it lasts for four days. Each day has a name and its own traditions. My favourite day is the third, called Mattu Pongal. In the Tamil language, "mattu" means cow, and on this day we show the cows how thankful we are for the dairy products they give us. We decorate them with flowers and paint their horns and even prepare a special meal for them.

#### Speaker 4

We have a tradition in Germany that happens before a couple gets married. It's called Polterabend and it involves smashing porcelain objects like dishes and flowerpots. I know, it sounds weird right? But seriously, we do it. Don't ask me where it comes from. I haven't a clue. The origin is uncertain, but it has been happening the night before the wedding for hundreds of years. Guests go to the bride's house. There's some food and drinks, and some people even bring gifts. Then the smashing begins. It's great fun, and it's supposed to bring good luck to the couple when they clean up the mess.

## Audioscripts

### Exercise 5 (p. 113)

Although media covers numerous areas such as television, film, music and even literature, we often think of the news and journalism; especially when we say 'THE media.' To many people this term can have negative connotations. Images of gossip columns, trashy tabloid papers, and famous people being hounded by paparazzi can come to mind. Although there are some aspects of the media that can be negative, there are plenty of aspects of the press that aren't. Serious journalism, such as that which appears in broadsheet newspapers for example, isn't just important it's also essential. Freedom of the press is an important principle that is maintained and defended in the UK, and the law allows newspapers to investigate, report news openly, and criticise society and government without fear of censorship. Sadly, these are freedoms that aren't universally upheld across the world. In some countries criticism of governments or political leaders is banned, and news content can be censored and strictly controlled. Even so, there are those in democracies such as Britain that question the extent of freedom of expression. They argue that there must be a point where a line is drawn and common decency is maintained. They feel that papers, especially tabloids, should behave responsibly. Especially in cases where reckless journalism or photography can lead to tragedy, such as the case of Princess Diana whose car crashed while being chased by a paparazzi photographer. Bearing this in mind, the activities of the press have come under increasing scrutiny in recent decades. The impact of the media on mental health is also a growing concern, and there are numerous laws that protect individuals from libel and false claims and accusations. The spread of social media has also taken the issue to a new level and in new directions. Trolling or harassing people online has become a serious problem and is now even a criminal offence in Britain. The fact remains, however, that despite the challenges it presents us, media in its many forms plays a huge role in our lives. It's something that expresses who we are, celebrates our culture, stands for truth and accountability, and shows the very best and worst of our society. Media is something that will never go away. The only question is: how will we use it?

## Module 10

### Exercises 4a & b (p. 123)

- 1 Meet us on the pitch and be sure to bring your boots and shin pads. Goalkeepers will also need gloves. Don't worry about balls though, coach Joseph will bring those and we'll start training at 7:30.
- 2 It is a one-hundred metre vertical climb located at Deer Mountain with a medium difficulty rating. All climbers attending the trip must provide their own ropes and harnesses.
- 3 People often think it's an exclusive sport, but you don't need to belong to a club or wear white to play. If you have a racquet and a court with a net, you're set!
- 4 We need another player for our team. I can lend you a stick if you don't have one, but you'll need ice skates. If you want to play, we meet every Saturday at the rink.
- 5 Training is every Friday at the pool in the city sports complex. All team members will be issued with swimsuits and caps and we also provide balls.
- 6 The package includes chalet accommodation, transportation to the hill and lift tickets. We recommend you bring your own goggles and board.

### Exercise 2 (p. 125)

#### Speaker 1

I'd been cross-country skiing for many years. I've always loved it because I just strap on my skis and go. It's exhilarating, a feeling of freedom. A few years ago, some friends convinced me to try downhill skiing. Thanks, but no thanks. I was a quick learner, and the skiing

itself was fine, but you get to the bottom of the hill and then you wait to get back on the lift to get back to the top of the same hill. Then it's the same thing over again, and over again, and over again.

#### Speaker 2

I never did much in the winter, so I really needed a winter sport. Skiing was out because I'd have to travel for hours to get to a slope, but there are lots of places to go ice skating in my city. I had no idea how to skate, so I found a video online. Then I went to a rink and rented some ice skates. I couldn't even stand up, but I was persistent. It took a couple of hours, but I finally felt like I was skating. Now I'm happy to say, I have a winter sport.

#### Speaker 3

I've been watching football since I was a kid, but I never really considered playing it. I guess it's because I didn't grow up with kids who did. I love the game, but I think that's the problem. Some friends started playing street football about a year ago. I decided to give it a go. I imagined that I'd be able to handle the ball, but it was like I had two left feet. Maybe if I hadn't seen the beauty of the game when it's played well, I might have had more tolerance for my shortcomings. I'll stick to watching the pros play on the telly.

#### Speaker 4

I have never understood what all the fuss was about. I mean you hit a little white ball, you hit it again and again and then it finally goes into a hole. My boyfriend's mad about golf so I agreed to try it. It was so frustrating. I didn't know that you had to spend many hours practising your swing before you could do anything. I was useless out there. But, with his help, I did put in the time, and I'm glad I did. It's great that we have something we can enjoy together.

#### Speaker 5

I've always loved to swim. One of my earliest memories is of me wearing arm bands and splashing about in the sea. It's funny though because I never even knew water polo existed until around a year ago. The town I grew up in is near a beach, but we recently moved to a city far from the coast and the only place to swim here is the public pool. During my second visit there I saw the team training and became interested immediately. It took me a few months to get the hang of it, but eventually I got picked to join the squad. I've just played my third league game, and thankfully, we actually won!

### Exercises 6 & 7 (p. 125)

**Man:** Hello, I'm calling to find out some information for my daughter about the youth marathon on April 21st.

**Woman:** Certainly, sir. Actually, it's really a half-marathon. Can I ask how old your daughter is?

**Man:** Sure. She's 16, well 15 actually, but she turns 16 in March.

**Woman:** That's fine as the minimum age for this marathon is 14.

**Man:** Is there a maximum?

**Woman:** Yes, there is as we are also running a full marathon for anyone 18 and up. The cut off for the half is 17.

**Man:** Thanks. My daughter has been practising runs of 10 and 15 kilometres. What is the distance to finish the half?

**Woman:** It's the standard, half the 42 kilometre distance of the full, so it's 21 K.

**Man:** Oh, I'm sure she can handle that. She did 18 K last year.

**Woman:** In that case I'm sure she'll be absolutely fine sir.

**Man:** And what's the route like? Is it flat or are there some hills?

**Woman:** It's mostly on River Street, so it's completely flat. There is a very slight hill going up King Street to where it meets York Street.

**Man:** Oh, yes, I know that hill. I've gone up it on my bicycle. It's short and not too steep.

**Woman:** It's the same route every year.

**Man:** And where does it start?

**Woman:** The usual place. The starting point is the south end of Queens Park, between the Natural History Museum and City Hall.

**Man:** Of course. One more thing, when is registration?

**Woman:** It's from March 18th to April 1st for the half and March 1st to April 1st for the full. In case you have any other questions you can call back and ask for me. My name's Helen Jones. J-O-N-E-S.

**Man:** Perfect Helen. Thanks so much.

## Exam Skills Check V

### Exercise 2 (p. 134-135)

#### Text 1

**Int:** Are you looking forward to the tour, Jenny?

**Jenny:** Oh, yes. For me, live concerts are the life blood of music. Getting in the studio's great, but getting up on stage and belting out those hits in front of a stadium of fans – that's something else.

**Int:** But it nearly didn't happen, did it?

**Jenny:** Oh, you mean our lead singer's throat condition? Yes, that was a definite scare, but she's fine now, fortunately.

**Int:** Do you ever feel like you're ignored and the press focuses on the lead singer and lead guitarist?

**Jenny:** I'm of the opinion that the bass player in a band is like the drummer. They give the rhythm, which drives the song. So even though I'm not centre stage, if I stopped hitting those strings, you'd notice, believe me. And it's all about the music, isn't it, in the end?

#### Text 2

**M:** Oh, look, they've got one of those old jukeboxes in the corner. Let's put some music on.

**F:** No, I had a look at that earlier. I don't think they've changed the records in there since around 1975!

**M:** I thought this was supposed to be one of the best places in town for music. At least, that's what the review I read said about it.

**F:** You can't trust these reviewers. And look at the place - it's half empty. But let's give it a chance. It only opened its doors a few weeks ago, and every place has its teething problems.

#### Text 3

There's an old English saying – you can lead a horse to water but you can't make it drink – and five years ago I had an experience that shows without doubt that it's true still. However, the happy news is that if the horse loves you, it'll drink. Let me explain.

As a music student, I used to work at a concert hall to make extra money. One of the best opera singers around at that time was performing a three-night series of concerts. It was my parents' 20-year anniversary then and because I could get tickets at a discount, I decided to buy them a couple as my gift to them. I also said I'd buy them dinner after the performance, so once I finished, I went to find them.

When I got to the restaurant, they weren't there, so I called my mum on my mobile phone. She said they'd left the concert early because my dad couldn't understand what the singer was saying! I told her that most of the best opera is in Italian, so you just have to enjoy the power of the voice and the music. Just then, my dad took the phone from my mum and said, sorry, but it just wasn't his thing and, since they'd finished so early, they'd come straight home.

I was quite upset, I can tell you, but I didn't make a fuss about it. The thing was, after university, I began to work for that very same opera singer, in the orchestra. We went on a world tour and then came back home, where we were due to give a final performance in the city I grew up in. I didn't even bother telling my parents, because why would I? To get another slap in the face?

The performance went really well, and at the final curtain, after the singer took her bow, we musicians in the orchestra stood for ours. And that's when I saw them: both my parents in the second row, standing and applauding with huge beaming smiles of pride on their faces. It was they that took me for dinner that night, and my mum explained my dad had felt so bad about his behaviour that he had started listening to opera. Not only that, but he had started learning Italian too, so he understood, he said, every word the singer sang!

## Module 11

### Exercise 3b (p. 136)

- A** I work with people who have difficulties speaking. Many of my patients are children who have speech delays, so I help them learn how to form words and sounds.
- B** I spend most of my time in the operating theatre. Most of the surgeries I perform are relatively simple and don't take long at all, which is good as the job requires incredible focus.
- C** I love the fact I interact with children all day. Sometimes, they are terrified to be in my office and there are a lot of tears, but helping kids gives me great satisfaction.
- D** A lot of people ask me: 'David, how can you look at teeth all day?', but the truth is the money is great, I work for myself, and set my own hours. And not all my patients are afraid of me!
- E** Many people don't know exactly what we do, but basically, we help women throughout their pregnancies, with the birth of their babies, and then offer follow-up care.
- F** I'm a general practitioner or family doctor. I do a lot of annual check-ups, prescribe medicines and offer referrals to specialised doctors when necessary. Luckily, I don't encounter too many serious health issues on a day-to-day basis.
- G** My job is really tough. We're the first people to arrive at the scene of an accident, and I've seen terrible things. But being able to help people when they are frightened and in trouble has its rewards. And driving the ambulance is fun too!
- H** I decided to specialise because I had major problems with my skin as an adolescent. I can relate to patients who are desperate to find solutions to problems such as acne.

### Exercises 3 & 4 (p. 139)

#### Speaker 1

I think my diet was pretty bad. I never really thought about the connection between what I put into my body and my health. Then about a year ago, I started suffering from digestive problems. At first, I just took some pills and they worked fine, so I thought: 'no problem'. But it was happening regularly, so I decided to cut out fast food from my diet, not completely, but I limit it to about once a week, you know, as a reward for avoiding it for a week.

#### Speaker 2

They say you can't be young forever, but I lived like I would be. I used to go out with friends almost every night of the week. And as I got older, I had to find younger friends who would stay out late with me. Then, people at work started commenting on how tired I looked. I took a long look at myself in the mirror and realised I was starting to look older than my age. That did it. I mean I still go out but I drink less and I try to get eight-hours sleep every night.

#### Speaker 3

My doctor warned me that I was gaining weight, not that I needed her to tell me that. Last month, I went out and bought new jeans that I could actually get into. My friends told me to join a gym, but I tried that once and I find that kind of exercise boring and almost painful. So, I got rid of my car. Now I walk to work and walk everywhere else I can. It's great to be out in the fresh air and I can almost get my old jeans on again.

#### Speaker 4

Two of my good friends are vegetarians and they are always talking about how much healthier they feel not eating meat. I don't know about that. I've been eating meat all my life and I have always felt healthy. But they told me about a study that suggests that vegetarians do, on the whole, live longer, so I decided to cut way back on meat. I still eat chicken. They say that it's better for you than red meat. I hardly ever eat red meat now.

## Audioscripts

### Exercise 6 (p. 139)

#### Text 1

**Woman:** How can I help you?

**Man:** Hi, I injured myself playing basketball at my local leisure centre. I fell trying to get the ball and I think my finger might be broken.

**Woman:** Okay, I'll need to register you before a nurse can assess you. Can you please give me your name?

**Man:** Of course. It's Stephen Jones.

**Woman:** And your address and the address of your GP?

**Man:** 14 Greenleaf Crescent, SE9 2MR, and my Doctor's surgery is 8 Greenleaf Crescent. We're actually on the same street.

**Woman:** Thank you. I've registered your details in our system. If you could please take a seat and wait, we'll call you when a nurse can see you.

**Man:** Okay. How long will I have to wait? Do you think it will be long?

**Woman:** I'm sorry but A & E is quite busy at the moment, we have a lot of people waiting today so it could take some time... possibly a few hours.

**Man:** I see. Thank you for your help.

#### Text 2

**Woman:** Hello, I'm here to collect my prescription please. The name's Vaughan, Martina Vaughan.

**Pharmacist:** Ah, yes. I have it right here. Now, just let me go over the dosage and instructions with you. You'll need to take three tablets a day for seven days.

**Woman:** I see. How far apart should they be taken?

**Pharmacist:** You should take one in the morning, one around three or four in the afternoon and one immediately before bed. It's also very important not to take them on an empty stomach, but you'll have to wait at least an hour after eating before taking each tablet.

**Woman:** With a glass of water?

**Pharmacist:** Yes, a large glass best. Make sure you take them with plenty of water.

**Woman:** Thank you very much.

#### Text 3

Hello everyone, my name is Kayla Martinez and I am honoured to be here today to tell you all about my book and my research. Having the opportunity to discuss my work at the University of London is a real privilege for me. In fact, I am a graduate of the University of London myself! I can honestly say that this institution most definitely inspired me and lit the touchpaper of my passion in anthropology and social sciences. But, that's enough about me. I'm sure you all want to hear about the reason that Professor Scott invited me here: my research and the book that I've been fortunate enough to publish *Longevity and Culture in the Mediterranean*. Well, my research focused primarily on the Greek island of Icaria, where there are more healthy adults over the age of 90 than anywhere else in the world. I interviewed a cohort of 300 people from the ages 90 to 105 and my findings were actually very interesting and not what I expected. Naturally, you'd think they all led extremely healthy lives, but that wasn't always the case. There were some that had smoked for many years, some that were heavy drinkers, and some, believe it or not, that did both! What elements did come into play however, were minimal exposure to stress and strong connections to others, stress being the most crucial. Stress, as we know, can be a silent killer as it can take a toll on our bodies and leave us more susceptible to all kinds of health problems. So reducing that factor makes a great deal of sense. The connection to others, I discovered, not only helped people relieve their stress, but it also provided people with the motivation to take care of themselves and a valuable support mechanism. It also led to a higher likelihood of physical activity and exercise, resulting from social interaction. Another factor was of course diet, which seems to play an important role. Much more so than genetics. A common theme of diet was a high percentage of unprocessed food. Islanders normally ate food

that is fresh and local. And while many of those I talked to did eat meat, it was not the processed meats often found in other European and American cultures. A significant number also ate fish, but, again, locally caught and in waters that were relatively unpolluted. There were also some vegetarians, but even non-vegetarian residents had a lot of fresh vegetables in their diet as well. To illustrate this point further, I'll show you some slides after our break before I take questions about my study. Right, that brings us to our first coffee break. Thank you so much for your attention!

## Module 12

### Exercise 2 (p. 151)

#### Text 1

Here you can see a full-scale model of one of the first ever telegraphs. This one dates back to the 1840s and was developed by Samuel Morse, whose picture you can see on the wall over there. Morse is actually better known for inventing the code that made the telegraph the first effective form of electrical long-distance communication. The Morse telegraph worked by making clicking noises. There was a long clicking noise and a short one. Morse Code consisted of different groups of long and short clicks, known as dots and dashes, to represent the letters of the alphabet. For example, A is a dot and a dash and B is a dash and three dots. So these telegraph machines were set up all over and connected by incredibly long lengths of wire. An operator in one city would send a message in Morse code to another operator in another city. This was the most common form of electronic communication until the early 20th century. Does anyone have any questions?

#### Text 2

**Man:** The computer is definitely the most important invention ever. I mean, where would we be without it today?

**Woman:** My grandparents lived without computers, and they say the world was not that different then.

**Man:** Sure, that's because neither one of them knows how to use a computer. Computers are amazing. No other invention even comes close.

**Woman:** What about aeroplanes? Can you imagine if we all still had to travel by ship? Aeroplanes have made the world smaller. That's the reason everyone in the world is so interconnected. We have been able to travel or even move to different countries because of air travel.

**Man:** True, but the computer has done more to connect the world. It takes many hours to travel to different countries, but computers take us there in seconds.

**Woman:** No, they don't. It's the Internet that does that. Computers are great but don't forget that people also use phones to connect with others. In fact, phones are probably more commonly used. In fact I rarely use a PC anymore.

**Man:** Phones are just little computers.

**Woman:** Let's just agree to disagree, okay?

#### Text 3

Today in Great Women in Science, we're going to take a look at the life of Hedy Lamarr, one of my personal heroes. Hedy Lamarr was a household name in the mid-20th century, but not as a scientist. Remarkably, she did not receive significant recognition for her work in science until shortly before her death in the late 1990s, and some might argue that her scientific work has never received the recognition it deserves. In fact, it was as a film actress that Hedy Lamarr achieved fame and fortune. She was born in Vienna in 1914, and, after showing an interest in acting, managed to get a small part in an Austrian-German film when she was just 15. Following that, was an illustrious 28-year film career that saw her appear in 30 feature films in Europe and the United States. Regardless, it's her scientific work that we are here to talk about today. As well as acting, she always had a passion for science, and during her film career she

would often devote her spare time to coming up with ideas for various inventions. She even had a drafting table installed in her house to plan and design her ideas. Among her early projects were an improved traffic light and a fizzing tablet that when dropped into water it created a flavoured carbonated drink. Ultimately, the tablet was unsuccessful, because as she said herself, it tasted more like medicine than cola. Although she had no formal training, Lamarr managed to teach herself to the point where she ended up co-creating perhaps one of the most important inventions of the 20th century. It was during the Second World War when she heard about how the signals used to send out radio-controlled torpedoes were being jammed by the enemy. Lamarr, who was then living in the United States, was determined to help the American forces, so she came up with the idea for a new frequency-hopping signal that could not be interfered with. She then contacted her friend, musician George Antheil, who was also an inventor. Together they came up with the design for the invention and then patented it in 1942. However, at the time, the US military was not open to considering inventions from non-military sources, so it remained on the shelf until the early 1960s, when an adapted version of it was installed on US Navy Ships. Much later, the technology that Lamarr and Antheil developed became instrumental in the development of GPS, wifi and Bluetooth communication systems that we rely so much on today. Recognition for this achievement led to this remarkable woman receiving awards and honours in the late 20th century, culminating in her and Antheil being inducted into the National Inventors Hall of Fame in 2014.

### Exercise 3 (p. 151)

See Text 3 from Exercise 2 (p. 151)

### Exercises 5 & 6 (p. 151)

**Man:** Hi, it's me. I'm at the shop, and I think I may have found the perfect laptop for you.

**Woman:** Oh, good. Tell me about it.

**Man:** Sure, it's a QuickTel S240.

**Woman:** Oh, I'm not familiar with it. It must be a new model.

**Man:** The salesperson said it was just released last week.

**Woman:** Okay, give me some info and I'll check it out. First of all, how much is it?

**Man:** Regular price is 660 pounds, but it's on sale for 598.

**Woman:** Yeah right, that means the regular price is probably really 600. Okay, what do I get for that price?

**Man:** You said you wanted a screen no smaller than 14 inches. This one is 15.6 inches. Is that too much?

**Woman:** I don't know. It depends on the weight.

**Man:** It's 1.8 kilograms. I think that's good for the screen size. I was expecting it to be well over 2 kilograms.

**Woman:** That is good. Okay, how much RAM and what's the hard drive?

**Man:** RAM is 16 GB. You wanted 8, so that's great. Hard drive is SSD. It also has 3 USB ports.

**Woman:** Oh, both of those are good. SSD is solid-state drive, isn't it?

**Man:** Yeah. Plus it's got the new i-Tel Xelerion processor that's really fast.

**Woman:** The what? Never heard of it.

**Man:** Xelerion. X-E-L-E-R-I-O-N. Trust me, it's good.

**Woman:** Okay. Great so far. Not that it matters much, but what colour is it?

**Man:** It comes in silver or black but only the black is on sale.

**Woman:** Good, I like black. One last thing. What about the battery life?

**Man:** 2-4 hours, depending on what programs you run, of course, so maybe like 3 hours.

**Woman:** That's great, actually. I'm on my way there now.

### Exam Skills Check V

#### Exercise 2 (p. 161)

We often think of computers as a 20th century invention, but if you look back into the 19th century, you see designs and even working models of mechanical computers, which could make incredible calculations but didn't use electricity. Charles Babbage created a famous one, the Difference Engine, in 1822, and the slide rule, a simple machine for doing enormous mathematical calculations, was invented between 1620 and 1630. But in 1901, divers recovered a mechanical device that preceded them by over 1600 years, the Antikythera mechanism.

Sometimes described as the world's first computer, the Antikythera mechanism was discovered in the shipwreck of an ancient Roman ship off the coast of the tiny island of Antikythera, which lies between Kythera and Crete. The ship being Roman, it has been suggested that it was on its way from Rhodes to Rome when it was caught in a storm and sank. Among its recovered cargo were coins, jewellery, statues, pottery and a strange box, containing a lump of bronze that had been badly damaged by its time in salt water.

It took another seventy years before technology allowed research to go any further, but in the 1970s, archaeologists used X-rays and gamma rays to produce images of what was below that lumpy surface. It became apparent that there were toothed wheels and moving parts inside, put together with a technical and scientific brilliance that had not been suspected until then. Though they could not see everything the machine could do, it had begun to give up some of its secrets.

The face had a calendar inscribed on it, as well as indicators for stars, the sun, the planets and the moon. With the use of a handle, the user could turn the mechanism from, for example, today's date to a date three weeks in the future or more. The mechanism would show the user everything from the position of the sun, the planets and stars to the phase of the moon on that day. It could also tell when major astrological events would occur, such as solar and lunar eclipses.

Though the ship carrying this extraordinary mechanism sank in 100 BCE, researchers believe the actual construction was carried out much earlier, in around 200 BCE. Not only that – the expert way it was put together points to the fact that it was one in a long line of similar mechanisms, hinting at the possibility that an even more ancient computer may lie buried somewhere in sands of the Aegean Sea.

## Module 13

### Exercise 2 (p. 162)

In today's weather: The east of the country will be experiencing high winds with strong gusts up to 60 kilometres throughout the day. Expect electrical storms overnight. In the north, temperatures continue to drop and there is a chance of frost for tomorrow morning, so bring your potted plants inside. Our viewers in the south will need their umbrellas for a torrential downpour with an average of 20 millimetres of rain per hour forecast over the next 24 hours. The west and central regions will experience more on and off light drizzle, so bring a raincoat just in case. Thick fog has been reported on the motorways, so please drive carefully.

### Exercises 2 & 3 (p. 165)

**Guide:** Good afternoon students and welcome to Green Forest Zoo. My name is Fiona and I'm going to be taking you around the zoo today and telling you all about our animals. Before we get started though, let me tell you a little about the zoo itself. Green Forest was started by ecologist Peter Collins and works hard to protect endangered animals and educate people about them. Our conservation projects cover numerous species and have been in operation for over thirty years. Which is no mean feat!

## Audioscripts

We have lizards, mammals and birds in our zoo. In fact, we are starting at the lizard enclosure now. The first animal I'll tell you about is right behind me here, and is one of our most famous residents. If you look over there, you'll see him. This is our Komodo dragon, which is spelt K-O-M-O-D-O. But why are they famous? Well, that's because they are the world's largest lizard! Believe it or not, they can grow to lengths of up to three metres and ours is 2.5 metres and still growing!

Because of their size they are fierce hunters and tend to dominate their habitat, which is the open grasslands of the Indonesian islands. Komodo dragons eat mostly birds and mammals, especially the Javan rusa deer, which form the majority of their diet.

We're very lucky to have this specimen because Komodo dragons are rare in zoos. Actually, only 13 zoos in Europe have them. These amazing animals are very intelligent and can recognise people, our Komodo dragon 'Marty', knows all of his keepers! If you'd like to learn more about Marty you can read all about his story on our website. Now, if you'll follow me we'll go to see the meerkats ...

### Exercises 5 & 6 (p. 165)

#### Speaker 1

I took an astronomy course when I was in university, so it's not like I'm not interested in outer space. I actually studied history, but I was fascinated by the impact that the constellations had on ancient cultures, particularly the Greeks. I mean I completely understand their obsession with the universe as humankind has always been curious about what's out there. But I just don't get space travel. By sending robots into space, we can find out whatever we want. Why spend all the extra money to send humans? I don't get it.

#### Speaker 2

My last boyfriend was really into astrology. He was always giving me advice based on where the stars and planets were. Oh, don't go on that trip because your moon is in Cancer and all that stuff. I never really understood any of it. But it's funny, all that talk about stars and planets got me interested in astronomy. I bought this book called *Observing the Moon*. I figured it was a good place to start. I'm learning what scientists have discovered about it and some fascinating mysteries that are still unsolved.

#### Speaker 3

I really love camping and have done it for a long time. I love being out in the countryside and looking at the night sky. My friends and I would scream every time we saw a shooting star. Well, it seemed only natural that if I was going to be spending so much time staring into space, I should get a telescope. I bought a really good one that I take camping with me. Now, I go camping with my friends and I think I bore them sometimes with my excitement as I find celestial bodies that nobody else can see with the naked eye.

#### Speaker 4

My friends and relatives think I'm crazy, but I'd like to save up and take a trip into space someday, although I do realize it is very expensive. I can't think of anything more thrilling than to take a trip away from our planet. You might think it's a bit strange but I don't actually care much about stars and planets and whatever else is out there. I just want to see our own blue planet. I've read the reports from people who have seen it and they said it's an incredible sight.

#### Speaker 5

I haven't studied it or anything, but I still have a keen interest in astrophysics. I just find it absolutely mind-blowing to think about all the mysteries of the universe that are yet to be understood. I can spend hours watching videos about outer space online. There's this really brilliant scientist, Noel De Graff-Tyler, who has tons of fascinating content. He talks about everything from gravity to black holes, the planets, their moons, stars, galaxies and so on and so on. I mean, the universe is infinite after all!

## Module 14

### Exercise 13 (p. 175)

- 1 I stopped eating meat, eggs and dairy because commercial farming practices are cruel. I think how we treat other living creatures is important, regardless of what animals they are.
- 2 It's basically modern day slavery. People are brought to other countries and forced to work for low or no wages. It can happen anywhere.
- 3 The climate is in crisis. The number of endangered animals is increasing, temperatures are rising, and weather patterns are changing. Recycling is good, but it's only a start.
- 4 We need to change the fact that, in many countries, young people are forced to work, to get married or simply cannot attend school. We need to protect these kids and let them be kids.
- 5 Using violence to spread fear, especially against ordinary citizens in order to achieve political goals, is unacceptable in our society. We have to stop bombings, kidnappings and airplane hijackings.
- 6 In a world where billionaires blast off into outer space, it's important to remember that a large percentage of the earth's population lacks proper housing, clean drinking water and adequate food on a daily basis.

### Exercise 16 (p. 176)

Welcome to Economics. I wanted to use some of our first class today to go over what we'll be covering this term. We will start by examining inflation rates and studying how they impact the cost of living in our country. From there, we'll move on to unemployment and how this affects the economy. We'll also examine multinational corporations and the decline of family-run businesses. Our last topic before the winter break will be income tax, both personal and corporate. A detailed syllabus for the entire course is available online.

### Exercises 2 & 3 (p. 177)

- 1 Most people where I live would say that the worst problem here is crime, and it's pretty bad, but what makes one area worse for crime than another? What bothers me is that some people don't make enough money to survive while others make loads. It's only natural that some turn to crime. I'm not saying that we should look back at the past with rose-tinted glasses, either. Sure there were lots of jobs in the past, but there was crime then too. We shouldn't put the cart before the horse. Let's get to the root of the problem and deal with this divide between incomes.
- 2 My city is so affluent. I mean you look around and you see signs of it everywhere – the huge houses, the cars, the fancy restaurants, but scratch below the surface and there's a problem no one wants to talk about. You see, it's not the easiest place to live. You need a good job with a good income in order to be able to survive here. I understand that there will always be inequality and our economic system is built upon having it, but I just hate to see all those people on the street. Surely, the government could take some of the money spent on urban development and construct some housing for these people.
- 3 Oh, where I live is fine. I mean there are social problems everywhere, crime, poverty, drug use, unemployment, but I'd say the city politicians and the authorities have done a great job cleaning up this city since the bad old days when street gangs roamed about freely. We no longer have the ultra rich and the ultra poor, but there is still inequality in terms of living standards. Even though we've made huge improvements



there's still room for improvement. I wish the government spent less time and money on urban development and more on improving the quality of life for low income families.

- 4 My city is like a construction zone. I mean they're always building. I walk down a street in the city centre that I haven't been on in a few years, and I sometimes hardly recognise it. I guess it's good that the city is growing, some might say progressing, but all the development is driving rents up and pushing people out on to the street. Neighbourhoods that had remained the same for years are seemingly turned upside down almost overnight. I often ask myself if all this progress is worth it.

## Exercise 5 (177)

### Text 1

**Man:** Hello, children's social care, Lewisham council. How may I help you?

**Woman:** Hi. Actually, there's an issue with my neighbours. They're a young couple – haven't lived here long. They seem nice and everything, but they keep leaving a young child alone at home.

**Man:** Ok, well that definitely is something that we will need to check.

**Woman:** What happens now exactly? Will anything come back to me?

**Man:** No, don't worry, everything is completely anonymous.

**Woman:** Right, ok. So what's next?

**Man:** To start with, I'll need some basic details, such as the address and names of your neighbours if possible. Then I'll arrange for a social worker to visit the property and talk to the parents to assess the situation. Usually we don't need to send the police at this stage. Following that, we can apply for a court order if needed to intervene and remove the child from harm.

**Woman:** Okay, thank you. So, the address is 37 ...

### Text 2

I can't emphasize this enough. Voting is the most important individual power and right that you have in a democracy. I'm sure you've heard parents and maybe older siblings complain that they feel that their votes mean nothing. This is the most common reason for people not voting, and, unfortunately, it's often the people who really want change who don't vote because they feel it can't or won't happen. But if people don't vote, how can anything ever change? When people who want change don't vote, it's just giving power to those politicians who want to keep things the same. Do you know that in the 1950s over 80% of people in the UK voted in general elections? But it's been declining since then with around 75% between the 60s and 90s. Recently, it's around 65%. That's terrible. It's up to you, when you leave this place and get out into the world, to be a responsible citizen.

### Text 3

**Man:** I heard you went to the protest march to Parliament yesterday.

**Woman:** I did. I felt compelled to do something. I mean I know the economy is not great now but education is the last place where the government should make cuts. I mean, just look at the state of this old building.

**Man:** But we have economic problems now. Investment in education is for the long-term. They should use any funds for extra investment to stimulate the economy instead. That way, when things get better, they'll have more to invest in education.

**Woman:** Sorry, I think that's naïve. Once governments make cuts to services, they know that people will get over it and, once people do, they know they can continue to neglect it. They'll never put the money back in. That's why it was important to get out yesterday and make some noise. Let them know we're not going to forget about it.

**Man:** And you certainly did that. I heard that there were around 200,000 people in the streets yesterday and that it got a bit rowdy near the end. I'm not sure I agree with that.

**Woman:** Well, I was there. I saw what happened. The event got hijacked by a few people looking for trouble. That's what led to the violence, not that it was all that violent. Nobody got hurt, there were just some teens throwing things and the police ended up taking those hooligans to the local police station anyway. The media just blew it out of proportion. The demonstration went on for about four hours and the altercation lasted a couple of minutes, at most.

**Man:** That makes sense, especially considering there were no injuries. But the media wants something that's most newsworthy, and a battle between police and protesters is much more exciting than a huge group of people walking down a street.

**Woman:** Yes, of course. We all know that about the media! Anyway, regardless, a lot of people heard about what happened yesterday. So it really raised awareness for our cause.

## Exercise 6 (p. 177)

Most countries in the world measure the strength of their economy by what's called GDP, or Gross Domestic Product, which measures the monetary value of goods and services. But a tiny Himalayan nation, the Kingdom of Bhutan, measures prosperity quite differently. They use what's called 'GNH' or 'Gross National Happiness'. The idea came about in the 70s when then King Jigme Singye Wangchuck declared that: "Gross National Happiness is more important than Gross Domestic Product." The concept is that sustainable development should take into account and give equal importance to non-economic aspects of wellbeing. Unlike GDP, GNH sees the goal of government as valuing the collective happiness of the population, by emphasizing harmony with nature and traditional Buddhist values. According to the Bhutanese government, the four pillars of GNH are: equal and sustainable economic development; environmental conservation; the preservation of culture and the promotion of good governance. In 2011, the UN General Assembly officially urged member nations to follow the example of Bhutan by measuring happiness and wellbeing. Then, the following year, they declared the 20th of March as the International Day of Happiness.

## Exam Skills Check VII

### Exercise 2 (p. 187)

**Interviewer:** Today our guest is meteorologist Greg Manfred, and he's here to tell us about the recent heat dome that settled over western Canada and north-west USA, and its causes and effects. Welcome, Greg, and let's just start with this: what is a heat dome, exactly?

**Meteorologist:** Thanks for having me. A heat dome is created when a high-pressure weather system sits over an area for days or even weeks at a time. It acts as a kind of cap on the air underneath, not allowing the hot air to escape, rather like a lid on a pot of water on the stove. It just gets pushed back down by the high pressure, getting hotter and hotter, and this dome of hot air actually has the power to divert wind and other weather systems around it, winds that would normally move such weather on. The recent one stayed over Canada and the USA for five days, with deadly results.

**Interviewer:** What kind of temperatures are we talking about here?

**Meteorologist:** If we take the case of Canada, record temperatures were registered from Alberta to Ontario, but the highest were in British Columbia. In Lytton on June 29th, the thermometers hit 49.6°C, the highest temperature ever recorded anywhere in Canada. As for the US, the county of Chelan in Washington State reached 48°C, Salem in Oregon 47°C and Palm Springs in California 49°C – though the latter is obviously more used to such extremes.

## Audioscripts

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**Interviewer:** What was the cost, in human and environmental terms?

**Meteorologist:** It was enormous, of course. Over 1000 deaths have been put down to the heat wave, most of which occurred in Canada. Thousands more were hospitalised. Huge cracks appeared in roads and pavements, and damage to structures like bridges is still being examined. Fruit was effectively cooked on the trees – for example, Washington farmers reported losing 50-70% of their cherry crop. Forest fires broke out all along the west coast of the USA and Canada. Scientists have estimated that a billion marine animals may have died on the Canadian coast alone.

**Interviewer:** Shocking numbers, indeed. Before we get into details, answer me the question on everybody's lips – how much of this is down to climate change?

**Meteorologist:** This has been described as a 1000-year event, meaning that there has been nothing like it in a thousand years. Other experts say more. The likelihood of it occurring has been estimated as 150 times more than if there were no global warming. The north-west of the USA had been suffering from extreme drought before the system arrived, so this obviously contributed to the rapid heating of the air. As a meteorologist, I look at the wider picture, and in combination with all the other extreme weather events we've been experiencing, I don't think the arguments of the climate change deniers hold water anymore.

**Interviewer:** Well, there's no water left, is there! I'd like to look at a few things in more detail now ...