

INTERNATIONAL EXPRESS



UPPER-INTERMEDIATE

Workbook

Adrian Wallwork

OXFORD

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INTERNATIONAL EXPRESS

INTERNATIONAL EXPRESS is a multi-level general English course for adult professional learners. It has been designed to meet the practical language requirements of adults who need to communicate confidently in English at work, for travel, and in a variety of social situations.

KEY FEATURES

- clear learning aims based on the needs of working adult learners
- a strong grammar syllabus presented in authentic contexts, enabling learners to formulate rules, and supported by grammar summaries in the Pocket Book
- a collaborative approach to language work – recognizing that learners already know a lot, building on what they know, involving them in practising and extending their knowledge
- listening activities that include both authentic and scripted material, introducing learners to many features of natural English
- Wordpower sections focusing on key problem areas of lexis such as collocation, common confusions, phrasal verbs, and on key vocabulary-building skills
- a practical approach to communicative activities, practising functional and social language that learners can use immediately
- a strong cross-cultural element designed to sensitize learners to the relationship between language use and cultural context
- frequent Review units with self-check sections
- pronunciation exercises related to the unit content

The enclosed Pocket Book is a complete reference guide to all grammar and social and functional English presented in the Student's Book.

INTERNATIONAL EXPRESS Upper-Intermediate Student's Book is accompanied by a Teacher's Resource Book, two Class Cassettes or Class CDs, and a Workbook with Student's Cassette or CD.

- The Teacher's Resource Book contains unit overviews, detailed teaching notes with answer keys, 'Understanding natural speech' sections offering further exploitation of authentic listening materials, 50 pages of photocopiable extra resource materials, and progress tests.
- The Workbook provides extra language, vocabulary, reading and listening activities, many based on exam-type questions, with an answer key and listening scripts. The Student's Cassette / CD has further listening activities, pronunciation exercises, and social dialogues.

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Reading

1 Read the article and choose the best answer to the questions.

Home thoughts from abroad

'WATCHING people queue', 'policemen without guns', 'the unpredictable weather', 'double-decker buses', 'fish and chips served in a newspaper' – these were a few of the highlights of foreign students' trips to England this year. In a survey of the impressions of young visitors to Britain, members of EU countries came up with some interesting views on the British lifestyle.

Those who were paying guests in London families were the most critical. They were not impressed by their landladies' cooking, consisting mainly of tinned meat and tasteless boiled vegetables. They were appalled that many Britons don't rinse their dishes and by the almost total absence of bidets, the dirty marks inside the baths, and unhygienic wall-to-wall carpeting. Many Northern Europeans remarked that the English should pay the same attention to keeping their streets clean and tidy as they do to their gardens.

One pleasant surprise was free motorways. However, they were shocked by the high price of public transport – which back home may be heavily subsidized. And they were totally confused by the train ticket pricing system, with its huge differences depending on when the ticket is bought and what time of day the trip is made. The apparent lack of bureaucracy – no identity cards and various other permits – was appreciated most of all by Southern Europeans.

Those who had studied the language were often disappointed to discover that supposedly typical expressions, such as 'it's raining cats and dogs', which they'd learned at



school, were rarely used. And where is the famous London fog, they wonder.

Some things, it seems, overseas travellers will never understand about Britain, most typically driving on the left. But they find it difficult to counter the following logic: back in Roman times, the shield was held in the left hand to protect the heart, and the sword in the right. On horseback, if you're holding your sword in your right hand, it's much easier to resist attack if you're riding down the left-hand side of the road. Horse-drawn coaches then followed this model, and consequently cars too. What is not so logical, however, is Britain's apparent resistance to the metric system. One student informed her interviewer that people originally learned to count using their

hands, her only possible explanation was that the Neanderthal Brit had twelve fingers!

Most visitors from the continent are amazed by the content of Britain's tabloids: not by the mania with everything royal (the students are often just as obsessed themselves), but the sheer amount of time and space the media dedicate to investigating politicians' sex lives. In Italy and France, for example, it is not unknown for politicians to have mistresses; and anyway what has a man's political ability got to do with what he does in bed? But at least this publicity helps to disprove the famous contention of the Hungarian George Mikes in his satire of the English: 'Continental people have a sex life, the English have hot-water bottles.'

- 1 The article was probably written for:
 - a foreign students of English
 - b British people
 - c potential tourists to Britain. ✓
- 2 What did foreign visitors *not* criticize?
 - a rubbish in the streets
 - b the way washing up is done
 - c the non-existence of identity cards.
- 3 The cost of a train ticket in Britain:
 - a is very reasonable
 - b varies according to when you travel
 - c is easy to calculate.

- 4 The reference to London fog suggests that:
- a foreign students were disappointed there was no fog during their particular visit
 - b foreigners associate fog with London, but in reality there is no fog
 - c Londoners, and the British in general, are obsessed by the weather.
- 5 The author seems to imply that:
- a there is no reasonable explanation for the British driving on the left
 - b the logic of driving on the left was only valid before the invention of the car
 - c✓ foreigners have no equally good justification for driving on the right.

2 Find a word in the text to match these definitions.

- 1 newspapers that are often full of scandal
- 2 the most interesting or important parts of something
- 3 shocked by something bad or unpleasant
- 4 reasonable thinking
- 5 a refusal to accept new ideas or changes
- 6 part of the cost of something has already been paid

Listening

1  1.1 You are going to listen to an Australian man talking about how people greet each other in his country. First decide if these statements are true (T) or false (F), then listen to check.

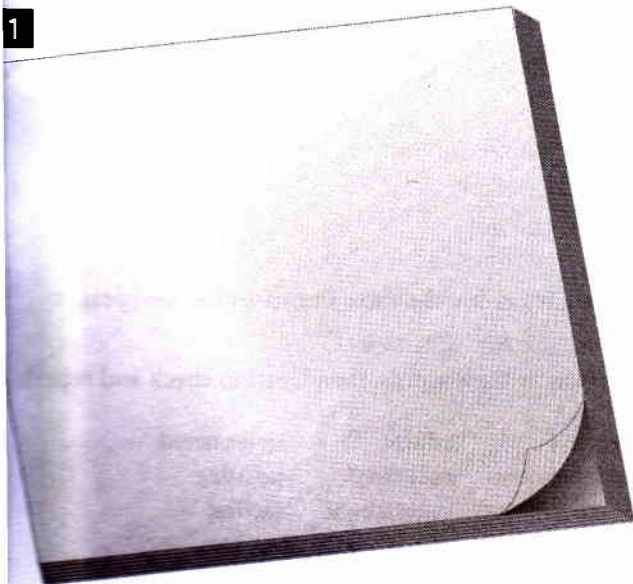
- ☐ 1 Australian men usually greet each other with a handshake.
- ☐ 2 Australian men never hug (embrace).
- ☐ 3 Australians tend to be much more formal in business situations than in social situations.
- ☐ 4 Women kiss each other twice on the cheek.
- ☐ 5 Most people simply say *Hello* or *Good-day*.

2 What do these words / phrases from the recording mean?

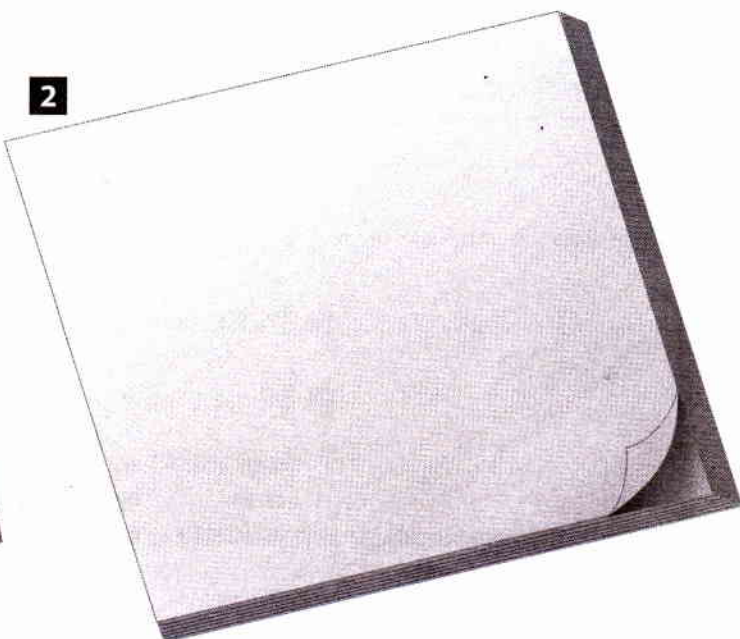
- 1 *stiff* soft / rigid / informal
- 2 *mate* work colleague / member of the family / good friend
- 3 *airs and graces* formalities / informalities / regulations

3  1.2 Listen to two telephone conversations and write down each message.

1



2



Writing

Choose one of the job advertisements (if necessary, adapt it to make it real to your own interests and qualifications) and write a formal application for the job. Start: 'Dear Sir / Madam, I am writing to apply for the post of ...' and include these points, in a suitable order:

- say who you are and where you saw the job advertised
- say when you would be available for interview, and when and how you would like to be contacted
- close with a suitable remark
- state that you have enclosed your CV
- say why you are interested and why you think you would be suitable
- outline your work experience, beginning with what you are doing now.

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- liaising with customers

You must be computer literate with good communication skills


Please reply to:


Ms D Nolan, Soen Group, 22 West 35th Street, New York NY 10024.

Pronunciation

- 1  1.3 Listen to these responses. Does the speaker's intonation rise (↗) or fall (↘) at the end?

- | | |
|--------------|-----------------------|
| 1 Oh, right. | 4 Sounds interesting. |
| 2 Oh, is it? | 5 Excellent. |
| 3 Great. | 6 Oh, no! |

- 2  1.3 Listen again and repeat. Try to use the same intonation as the speaker.

- 3  1.4 Underline the main stress in these words, then listen to check and repeat.

acceptable	ambitious	creative	critical	determined
honest	hygienic	independent	outgoing	possible
predictable	reliable	sincere	sympathetic	tactical

Simon, a former furniture designer, is married to Liz. They have two children: Amy, four, and Rowan, eighteen months.

'My partner Liz is a lawyer in the city – she 1 (earn) two or three times what I can make as a designer, so it makes sense for her to be the main breadwinner. I 2 (be) a full-time househusband for just over a year. It's much harder work than I expected, but it 3 (get) easier now. I 4 (learn) so much, not only about children, but also about myself.

'Liz and I share the housework, though I usually 5 (do) all the day-to-day stuff. Liz leaves for work really early so she can be home before the children go to bed, so all the morning stuff – having a wash, dressing, breakfast – is my responsibility. Amy 6 (go) to nursery four days a week since she was three, and she really loves it. I think it 7 (make) her much more confident, and she 8 (learn) to get on with other children.

'At the moment I 9 (do) a distance-learning course in computer-aided design. I'm usually really tired in the evenings, so recently I 10 (study) quite a lot at weekends, when Liz has time to take the kids out. I 11 (completed) two modules, but over the last few days I 12 (stay) up really late to finish an assignment – it has to be done by Friday and it's killing me!'

2 Complete the dialogues with suitable phrases.

Rosalind James has just arrived at Rome airport where she is being met by Guido Coli. They have not met before.

DIALOGUE 1



ROSALIND How do you do, Mr Coli? My name is Rosalind James.

GUIDO 1

ROSALIND It was fine, thanks, and there were no delays.

GUIDO 2

ROSALIND No, actually I've been here several times before, but always for business.

GUIDO 3

ROSALIND That's very kind of you, but I had lunch on the plane.

DIALOGUE 2

Patrick Lamondier and Hamish Macpherson meet by chance at a restaurant. They know each other very well, but haven't met for some time.

PATRICK 4

HAMISH Fine, thanks. Yes, it must be over six months. And you, how are things?

PATRICK 5

HAMISH And work? How's the new project going?

PATRICK 6

HAMISH Listen Patrick, I've really got to be going. They're expecting me back in the office.

PATRICK 7

HAMISH Yes, you too.

PATRICK 8

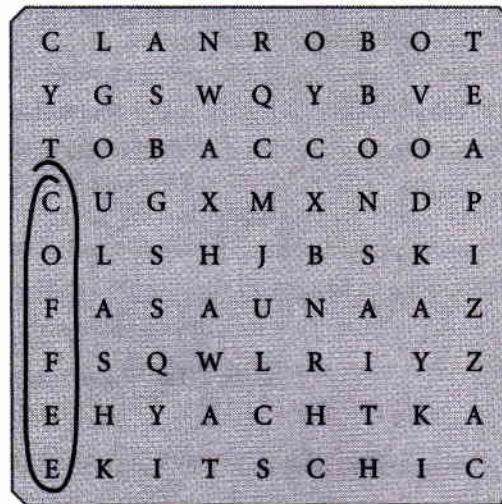
HAMISH Yes, I will. When would be a good time to call?

PATRICK 9

HAMISH OK. I'll call you tomorrow at 10.00 and then we can arrange something.

Word search

Find sixteen foreign words that are commonly used in the English language and write them next to the correct language (1–16), using the clues to help you. (You can find the words left to right, top to bottom, and diagonally top to bottom.)

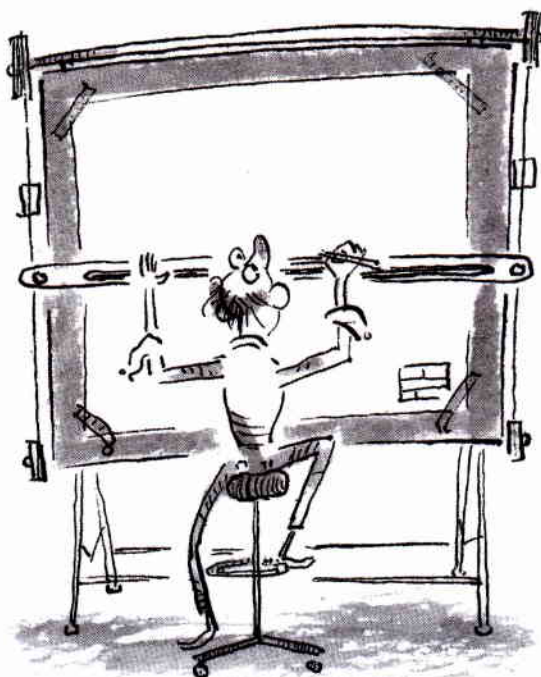
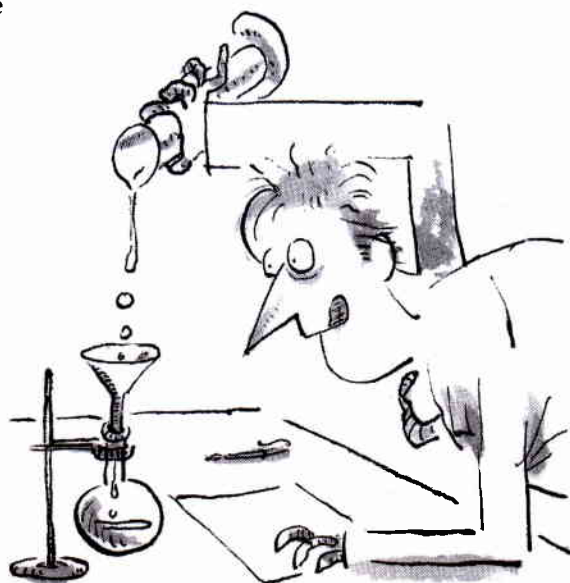


- | | |
|---|---------------|
| 1 Arabic (a drink) | <i>coffee</i> |
| 2 Chinese (a drink) | |
| 3 Czech (a mechanical man) | |
| 4 Dutch (a kind of boat) | |
| 5 Finnish (something hot and relaxing) | |
| 6 French (fashionable and elegant) | |
| 7 Gaelic / Scottish (a group of families) | |
| 8 German (bad taste art / design) | |
| 9 Hungarian (a hot-tasting dish) | |
| 10 Italian (an international dish) | |
| 11 Japanese (very small trees / plants) | |
| 12 Norwegian (to do a winter sport) | |
| 13 Portuguese (a Brazilian dance) | |
| 14 Russian (an alcoholic drink) | |
| 15 Spanish (used in cigarettes) | |
| 16 Turkish (a thick liquid food made from milk) | |

1 Mark with a tick (✓) four of the following activities, classing them in order of preference (i.e. 1, 2, 3, and 4).

You prefer:

- ☐ 1 to work outdoors
- ☐ 2 to make things
- ☐ 3 to express or create
- ☐ 4 to make telephone calls or organize meetings
- ☐ 5 to write news stories or articles
- ☐ 6 to make scientific discoveries
- ☐ 7 to win over an audience
- ☐ 8 to organize a fashion show
- ☐ 9 to work in a hospital or laboratory
- ☐ 10 to draw up plans or diagrams
- ☐ 11 to sort out figures and analyse them
- ☐ 12 to handle and touch



2 From the items listed below, tick (✓) five pairs of words that you feel correspond best with your personality.

- ☐ 1 sensual and intuitive
- ☐ 2 calculating and methodical
- ☐ 3 direct and spontaneous
- ☐ 4 cold and detached
- ☐ 5 practical and concrete
- ☐ 6 curious and imaginative
- ☐ 7 patient and quiet
- ☐ 8 direct and outspoken
- ☐ 9 discreet and efficient
- ☐ 10 modest and conscientious
- ☐ 11 bold and resourceful
- ☐ 12 manual and physical

Strengthen Your Performance in Psychological Tests

Check your score on page 63.

Unit 2 Looking back

Reading

1 Read the article and answer these questions.

- 1 How did the people of Shanghai feel about the arrival of Manchester United?
.....
- 2 How can fans in Shanghai follow British Premiership football?
.....
- 3 What has the club got to sell?
- 4 What are Manchester United planning to do in Hong Kong, Beijing, and Shanghai?
- 5 What did the team do in their second game in Australia?

THE MANCHESTER UNITED roadshow arrived in Shanghai yesterday with all the hysteria of a boy band on tour.

1 G

United kicked off the latest part of their Far East tour by beating home side Shanghai Shenhua 2-0 to win the Sharp International trophy.

2

The country already has an estimated 20 million potential customers for United merchandise – all accustomed to watching Premiership football via satellite TV.

3

And with an array of replica kits, plus books, videos, clothing, and even financial services, United have plenty to sell.

4

The club's deputy chief executive Peter Kenyon said: 'At a minimum we are looking to open stores in Hong Kong, Beijing, and Shanghai and further stores from then on.'



We had a lot of fans in China before we arrived but we've got a few more now. When you think there are 1.2 billion people in this vast country, so much can be achieved.'

5

It is estimated that nine out of ten football fans in Kuala Lumpur support Manchester United, and the Thai language edition of the

United magazine sells 20,000 copies a month.

6

It was no accident that the English and European champions wore their new white training kit for the second game of their Australia tour in front of an 80,000 crowd and a global TV audience of millions.

7

GLOSSARY

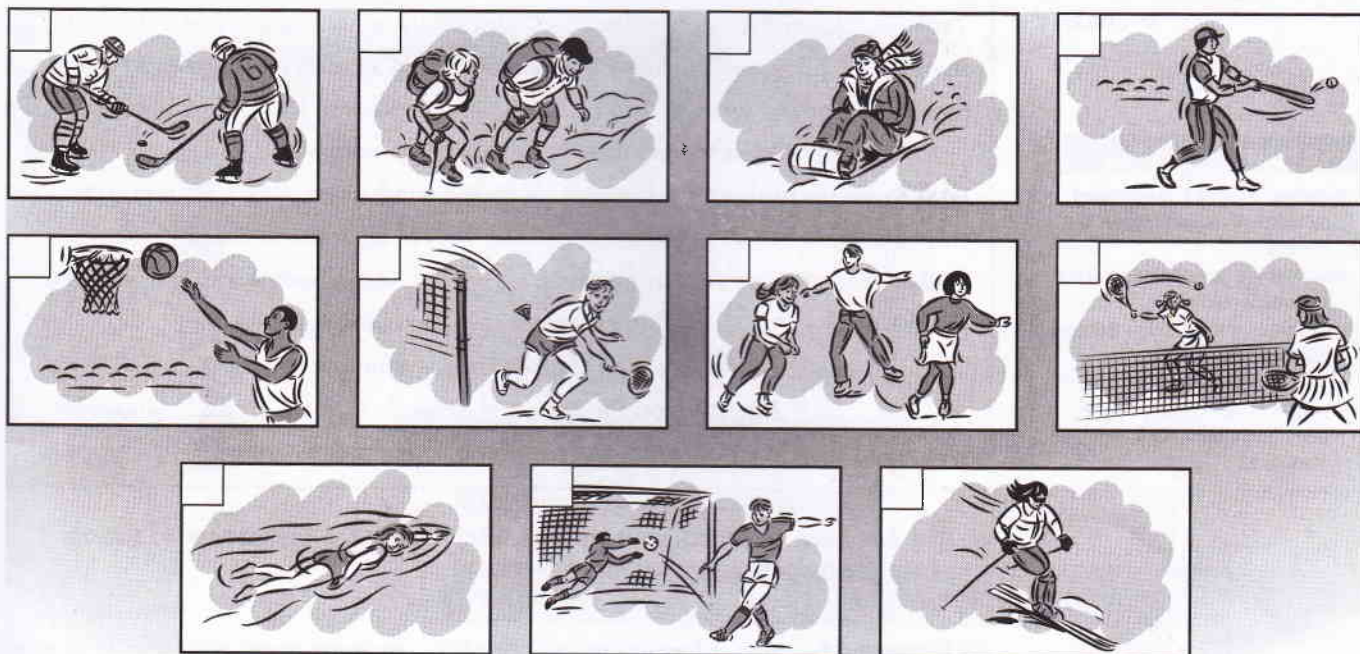
hysteria: great excitement
razzmatazz: busy, noisy activity
 intended to attract attention

2 Now choose from the missing paragraphs (A–G) to fill each gap (1–7) in the article.

- A Outside China he plans a chain of Theatre of Dreams stores and Red Cafés across the Far East.
- B But what was really being played for was a huge marketing deal which could lead to shops selling United merchandise all over China – the big prize in the global marketplace.
- C Robert Elson, a sports business expert with financial consultants Deloitte & Touche, said: 'For a club that is so globally known in the world's No 1 sport there is so much potential to be realized. To unlock it will take a lot of skill. But the potential is enormous.'
- D A club negotiator said: 'It will be really big business if the deal goes through. There are millions of supporters out there waiting to buy.'
- E And where there are fans there are sales opportunities.
- F Souvenir shops, an Internet service focused on United, as well as the club's satellite channel MUTV are all planned for China's soccer fans.
- G But the Reds' razzmatazz is more about finance than football, as the club sets about creating a £1 billion global business empire.

Listening

1 2.1 Listen to a Canadian man talking about the sports he used to play when he was younger. Tick (✓) the sports he mentions and put a cross (X) next to any that he didn't like playing.



2 2.2 Listen to two people describing how they first met their respective wife and husband. Decide if the statements are true (T) or false (F).

SPEAKER 1

- ☐ 1 He was going to the airport.
- ☐ 2 The journey was 315 miles long.
- ☐ 3 He had never done the journey before.
- ☐ 4 She forced him to talk to her.
- ☐ 5 They still laugh a lot together.

SPEAKER 2

- ☐ 6 She was dressed very well when she met her future husband.
- ☐ 7 She met him at her father's flat.
- ☐ 8 There was just her brother and future husband in the bedroom.
- ☐ 9 Her brother and future husband probably worked together.
- ☐ 10 She realized immediately that he was the one for her.

English in use

SPEAKER 1



- 1 Read the listening scripts from **Listening 2** and put the verbs in brackets into the Past Simple, Past Continuous, or Past Perfect (more than one form may be possible).

'I actually 1 (meet) my wife-to-be on a Greyhound bus, going from my hometown to the airport which was about a 350-mile journey. I 2 (get) on at a small stop just right near my town and it was the only seat available. And we probably wouldn't have met except that I 3 (have got) a Walkman at the time and I put the things in my ears, I was sitting down, I didn't really want to sit next to anybody and talk to anybody. So I sat down next to her, I put my Walkman on and then the batteries 4 (fail) so I was forced to talk to her. And she 5 (laugh) her head off even at that time, so this set the tone for our entire relationship, I think. And when we 6 (get) a little bit farther down the road, we started to go into one of those smaller towns and I knew the route very well because I 7 (do) it many times before. And we got into this town and I said: "Is this Caraméas?" And she said, "No." And again, that has been the same ever since.'

SPEAKER 2

GLOSSARY

Greyhound bus: a bus operated by North America's largest bus company

pop in: to go somewhere quickly or unexpectedly

set the tone: establish the general feeling of something

Aussie backpacker: an Australian who is travelling around the world with just a backpack (rucksack)

'I met my husband in my brother's bedroom, which is quite nice. I was popping in there. I 8 (be) very busy all day, doing all sorts of things and I was a real mess, I looked terrible. And I 9 (go) into his flat and my father 10 (stand) there ironing in the sitting room and I 11 (ask) him if my brother 12 (be) in and he said, "Yes". He said, "Oh, there's a load of them in there, go and see, they're all in the bedroom." And I walked in, and there was my husband. He was an Aussie backpacker, traveller, that my brother 13 (meet) somehow, somewhere. I think they 14 (work) in a shop together or something and he just 15 (sit) there on the bed. And instantly I 16 (know) he was going to be my husband. I just knew and he apparently knew.'

- 2.2 Listen and check your answers. Then look at the key on page 63 for any other possible answers.

- 2 Underline the correct form(s) in *italics* in these sentences (more than one form may be possible).

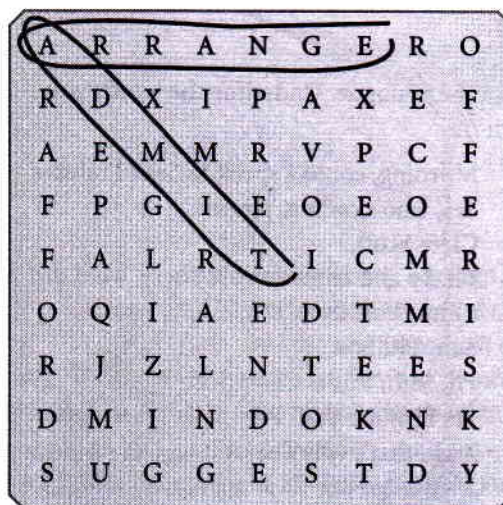
- There *used to be* / *would be* a theatre here, now there's an Internet café.
- When I was a student I *used to be* / *would be* a member of the sailing club. We *used to go* / *would go* sailing every weekend. We *used to get* / *would get* to the club at 8.00 for breakfast, then we *used to sail* / *would sail* all day, and then in the evening we *used to have* / *would have* a barbecue.
- Alice looked exhausted – she *had worked* / *had been working* hard every day for months. In fact she *hadn't had* / *hadn't been having* a day off since September.
- When the concert finally started, we *had waited* / *had been waiting* for over an hour.
- The accident *happened* / *was happening* as I *travelled* / *was travelling* home.
- After I *had written* / *was writing* the report, I *looked at* / *was looking at* my phone messages.

3 Underline the most suitable word(s) in *italics* in these sentences, crossing out *like* where it is not needed.

- 1 I *watched* / *looked at* / *saw* her making the cake – it was fascinating. It *looked (like)* / *seemed (like)* so easy.
- 2 We went to the shop to *look at* / *watch* / *see* TVs, but they all *looked (like)* / *seemed (like)* the same – all grey or silver. We spent hours looking *around* / *at* / *for* the shop, but we couldn't find what we were looking *around* / *at* / *for*.
- 3 I *looked at* / *watched* / *saw* your son yesterday. He really *looks (like)* / *seems (like)* you – same hair, same eyes, but his voice *looks (like)* / *sounds (like)* completely different.
- 4 From what I've *listened* / *heard* about it, it *looks (like)* / *sounds (like)* a very interesting idea.
- 5 It *looks (like)* / *seems (like)* impossible that we've only known each other a week, it *looks (like)* / *seems (like)* years.

Word search

Find sixteen verbs and list them in the correct column. One verb can go in both columns. (You can find the words left to right, top to bottom, and diagonally top to bottom.)



Verb + gerund	Verb + infinitive
admit	arrange

Writing

Imagine you have met someone in an Internet chat room. Write a response to **one** of these emails.

You often mention J in your mails. Is he / she your partner, or a best friend or something? How did you come to meet him / her? How long have you known each other? Sorry if I'm a bit nosy, but I'm just curious to know.


So you went to see the football match last Saturday. Do you like playing any sports yourself? I used to play a lot of squash and badminton, but I had to give them up. What about you? What did you use to play?

Pronunciation



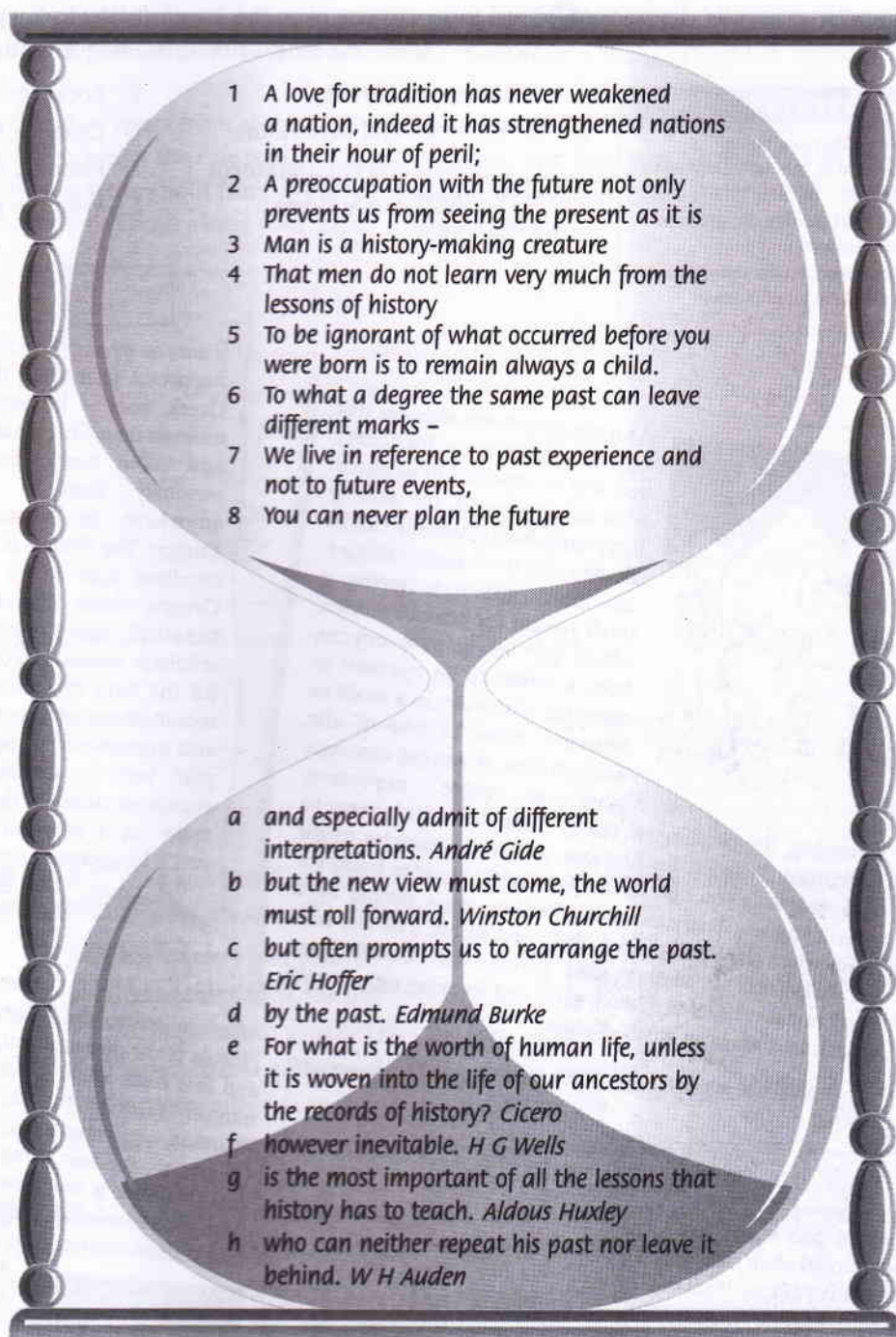
- 1 Read the dialogue. Underline the words you think will be stressed and mark pauses with //.

CS Morning, could I speak to Sam Phillips?
 O Yes, who's calling, please?
 CS Clare Scott.
 O I'll try and connect you. Sorry, what did you say your name was?
 CS Clare Scott from PQS Estate Agents.
 SP Sam Phillips.
 CS Hi, Sam, this is Clare from PQS.
 SP Hi, how are you? Any news on the office?
 CS Well, that's why I'm calling. I've found something you might be interested in. It's a huge top-floor apartment and it looks on to the river.
 SP It sounds wonderful and it's just what we've been looking for. How much is it?
 CS It's three thousand a month. Actually it's just been renovated – they've done a good job on it.
 SP Well, it does sound like the perfect place, but that rent is quite high don't you think?
 CS Yes, but bear in mind you won't have to do anything to it and it's going to look really impressive for your clients. Anyway, why don't you think it over and get back to me later this afternoon. If you're interested, we'll arrange a viewing.
 SP I'll do that, Clare. Thanks a lot. Bye.
 CS Bye.

- 2  2.3 Listen and check. Then practise reading the dialogue aloud.

LOOKING BACK

How do you look back at the past? Match the beginnings of these famous quotations with their endings. Then decide whether you agree with them or not.



- | | | | |
|---------|---------|---------|---------|
| 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 |

Check your answers on page 64.

Reading

GLOSSARY BOX

bending the rules: doing something that is not normally allowed

alms: food, money, etc. given to poor people

flash money around: show people you have a lot of money

1 Read these extracts from the *Rough Guides* to Egypt, Greek Islands, Ireland, and Florida. Choose the most suitable heading from the list (A–I) for each extract.

- | | |
|-------------------------------|---------------------------|
| A Accommodation | F Local customs |
| B Attitudes and behaviour | G Opening hours and shops |
| C Festivals and entertainment | H Personal safety |
| D Festivals and holidays | I When to go |
| E Getting around | |

1



As a presumed-rich *khawaga* (the Egyptian term for a foreigner), you will be expected to be liberal with *baksheesh* – as are wealthy Egyptians. The payments can be divided into three main varieties. The most common is tipping: a small reward for a small service, which can encompass anyone from a waiter or lift operator to someone who unlocks a tomb or museum room at one of the ancient sites. A second common type is more expensive, rewarding the bending of rules – many of which seem to have been designed for just that purpose. Examples might include letting you into an archaeological site after hours (or into a vaguely restricted area), finding you a sleeper on a train when the carriages are 'full', and so on. The last kind of *baksheesh* is simply alms giving. The disabled are traditional recipients of such gifts, and it seems right to join locals in giving out small change.

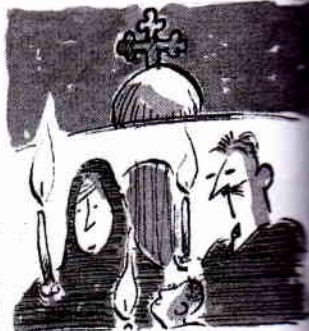
3

The best of pub music has to be the traditional folk sessions of fiddles, accordions, *bodhran* (a drum) and singing. Traditionally Sunday evening was the night for sessions, and in rural areas this is still often the case, but increasingly Friday and Saturday have become just as important. Things generally don't get going till late. While it's all extremely convivial and relaxed, if you're a musician yourself and want to join in, then do so tactfully.



2

Easter is by far the most important festival of the Greek year – infinitely more so than Christmas – and taken much more seriously than it is anywhere in western Europe. The festival is an excellent time to be in Greece, both for the beautiful and moving religious ceremonies and for the days of feasting and celebration that follow. The mountainous island of Ithra with its alleged 360 churches and monasteries is the prime Easter resort, but unless you plan well in advance you have no hope of finding accommodation at that time. Probably the best idea is to make for a medium-sized village where, in most cases, you'll be accepted into the community's celebration.



4

After car crime, the biggest problem for most travellers in Florida is the threat of mugging. It's impossible to give hard and fast rules about what to do if you're confronted by a mugger. Whether to run, scream or fight depends on the situation – but most locals would just hand over their money. Of course, the best thing is simply to avoid being mugged. And there are a few basic rules worth remembering: don't flash money around; don't peer at your map (or this book) at every street corner, thereby announcing that you're a lost



stranger; even if you're terrified or drunk (or both), don't appear so. Avoid dark streets; and in the early hours stick to the roadside edge of the pavement so it's easier to run into the road to attract attention. If the worst happens and you are assailed, is totting a gun or (more likely) a knife, try to stay calm. Remember that he (for this is generally a male pursuit) is probably scared, too. Keep still, don't make any sudden movements – and hang on to your money.

2 Decide if these statements are true (T) or F (false).

- ☐ 1 Christmas is more important in Greece than Easter.
- ☐ 2 It is traditional to give money to disabled people in Egypt.
- ☐ 3 Folk sessions in Ireland usually start in the early evening.
- ☐ 4 Mugging is the biggest problem for tourists in Florida.
- ☐ 5 Visiting an archaeological site after hours is not usually allowed in Egypt.
- ☐ 6 It's better to keep away from the road when walking at night in Florida.

Writing

A friend of yours from abroad has written to you asking for information about your country, which she / he is planning to visit some time next year. Choose at least three topics to write about from A-I in the Reading section, and make some useful suggestions about places your friend might like to visit.

.....

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Listening




1 3.1 Alan and Lyndham have just arrived at a conference. Listen and decide if these statements are true (T) or false (F).

- ☐ 1 They haven't met before.
- ☐ 2 One of them took the bus today.
- ☐ 3 Neither of them usually takes the bus.
- ☐ 4 The weather is quite good.
- ☐ 5 Alan generally has to change trains on the tube.
- ☐ 6 They mention all these tube lines: Central, Piccadilly, and Victoria.

2 3.2 Listen to a man describing a very long trip from Heathrow (London) to Delhi (India) via Kabul (Afghanistan) and answer these questions.

- 1 How much money did he save by going Afghan Airways?
- 2 How long was the flight scheduled to last?
- 3 How long did he sit in East Berlin airport?
- 4 What kind of Afghan Airways jet did he fly on?
- 5 For how long did they have to get off the plane in Moscow?
.....
- 6 Approximately what was the temperature outside in Moscow?

'Well, I flew¹ India once, many years ago, and in order to save myself thirty pounds I went² Afghan Airways and it was a flight that was scheduled to last fifteen hours and in the end it took four days. It started when we discovered, when I arrived³ Heathrow to discover that actually Afghan Airways didn't fly Heathrow because it was in the communist days and they actually stopped⁵ Czechoslovakia and you had to get a connecting flight⁶ Heathrow⁷ Prague airport and so we got an OK Airlines flight⁸ Prague. However, Prague was fog-bound and they didn't have the equipment to land⁹ Prague so we got diverted¹⁰ West Berlin where we sat for ten hours in the ... East Berlin I should say, where we sat for ten hours¹¹ the East Berlin airport. They then took off the Afghan Airways jet, which was the only one they had, a 747, from Prague to land at East Berlin, which it duly did. We then took¹² and then got diverted¹³ Moscow, where for some reason we had to get¹⁴ the aeroplane for three hours and walk¹⁵ the freezing tarmac in the, in the, as I was expecting, Indian ... Indian summer ... summer temperatures. This was sort of November in Moscow, it was not exactly warm. We then climbed back¹⁶ the aeroplane which then did an unscheduled technical stop¹⁷ Tashkent and a few hours later arrived¹⁸ Kabul, which was where its main home town ...'

 3.2 Listen and check your answers. Then look at the key on page 64 for any other possible answers.

2 Put the verbs in brackets into the correct future form, changing the word order where necessary.

- 1 A These suitcases are really heavy.
B I (give) you a hand with them.
- 2 A We've got an important work meeting tomorrow.
B Who (come)?
- 3 A This summer Cate and I (go) to England. We (drive) through France.
B Who (drive)?
A We (take) it in turns. But I (definitely drive) in England because Cate's never driven there before.
- 4 Look at that idiot! He (have) a crash if he carries on driving like that.
- 5 Watch out! That car (crash) into a wall.
- 6 I (see) him tomorrow anyway. We've got a meeting at 10.00, so I (tell) him then for you.

- 7 I don't suppose we (ever see) them again and they (probably never phone) us either.
- 8 She's decided that she (have) a baby. In fact, I think they (already try).
- 9 They (probably not have) hotels on the moon in my lifetime.
- 10 You (come) with us or you (sit) there doing nothing all afternoon?

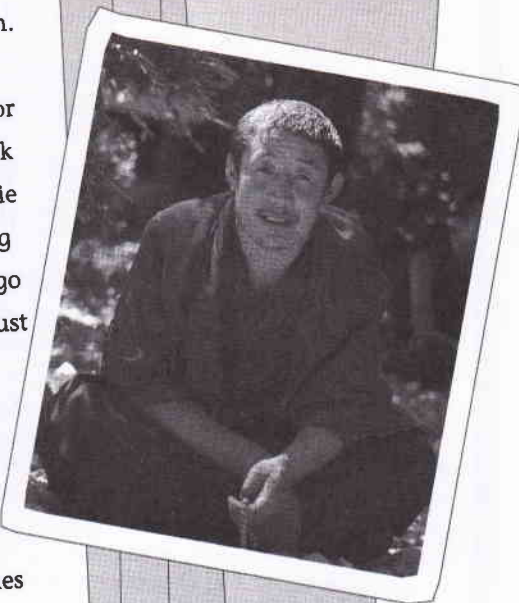
3 Read the text, which was written by a former Tibetan monk. Use these words to form a new word to fill each gap. The first one has been done for you.

- | | | | | |
|----------|-----------|----------|-----------|----------|
| 1 decide | 2 satisfy | 3 employ | 4 luck | 5 mental |
| 6 starve | 7 educate | 8 sure | 9 survive | |

When I was twenty-four, I became tired of life in the monastery and I made a decision 1 to go to Europe, because I thought I might be able to make money and send it back to help my family and all Tibetans. In Europe I found that things were not as easy as I had expected. People were getting money, but fundamentally they got no 2 from what they did. You get more and then you want more, and more, and more. And since I've been in 3 here, I've become the same. I need more. Because my friend has a big car, so I want one too. He has a nice house and I want a big house too. But then I have to think 'How can I pay for this car, for this house?'

..... 4 I still have my Buddhist 5 and I can control my mind, and I know that under the surface of the raging ocean there is calm.


To help Tibetans I have found people who will sponsor Tibetan children. I don't think these children are going to die of 6; I'm asking for money so that they can go to school. They don't need just a religious 7, they need to learn about geography to understand how other people live, they need science, they need to know how machines work. Tibetans have a lot to learn if they want to 8 their 9. The children are our future, they will free Tibet.



Pronunciation

- ① Read this dialogue in which two people are making an arrangement to meet. Underline the words you think will be stressed and mark whether the intonation will go up (↗) or down (↘) at the end of the questions.

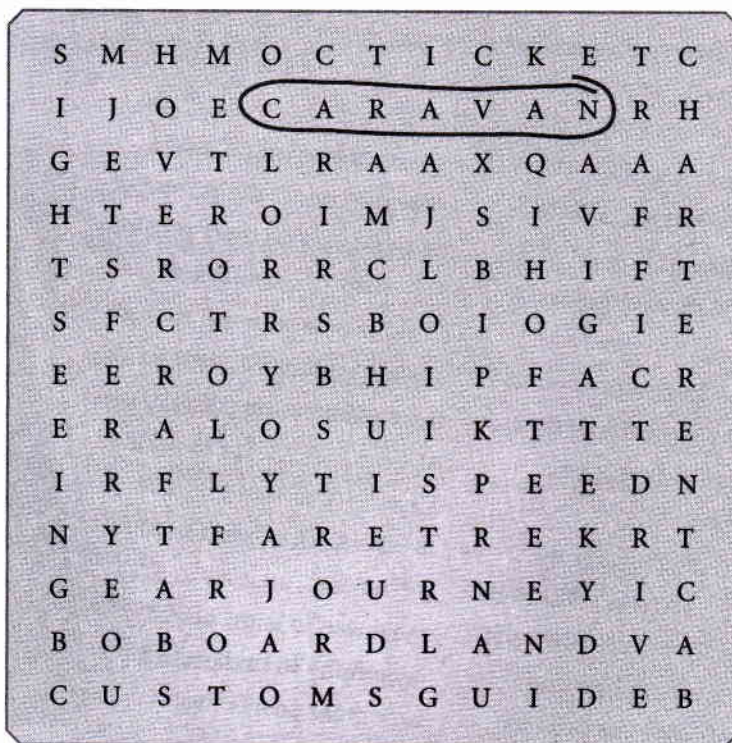
- A So, would Thursday morning at 10 o'clock suit you?
 B Actually, I think I'm going to be tied up all of Thursday. I've got to do a presentation and I can't really shift it at such short notice. What about Wednesday? Would that be any good for you?
 A Just a moment, I'll check my diary. I could do Wednesday afternoon, but it would have to be quite late. Could you manage it around 6 o'clock?
 B Mmm. Could you make it 5 o'clock? I'm going to be short of time to get home otherwise.

- ②  3.3 Listen and check. Then practise reading the dialogue aloud.

Word search

Find forty-five words connected with travel and transport. Cover the word list at the bottom of the page. (You can find the words left to right, top to bottom, and diagonally top to bottom.)

If you have difficulty, use the word list. Make sure you understand the meaning of the words.



Wordlist

bike	board	boat	bob	bus	cab
car	caravan	chart	charter	craft	crash
customs	drive	far	fare	ferry	fly
gate	gear	guide	helicopter	hovercraft	jet
journey	land	lift	lorry	metro	motorbike
motorbike	navigate	raft	rent	scooter	ship
sightseeing	sit	speed	taxi	ticket	traffic
tram	trek	van			

Are you a morning or an evening person?

DISCOVER YOUR DIURNAL DYNAMICS BY ANSWERING THESE QUESTIONS

1 What is the first thing you do in the morning?

- a Check to see if you are still alive.
- b Make a cup of tea or coffee.
- c Leap out of bed and do your exercises.

2 If you were staying at a hotel, what would you order for breakfast?

- a Breakfast – yuk! You never touch it.
- b A 'continental' breakfast.
- c All the yummy things you don't have time to cook at home.

3 If you were going for a job interview, when would you make your best impression?

- a After a sauna and a visit to the hairdresser.
- b Just after lunch when your prospective boss is hopefully mellow.
- c At the first appointment of the day.

4 Providing the pay was the same, which would you apply for as a part-time job?

- a A croupier in a casino.
- b A receptionist.
- c A fashionable market stallholder.

5 If you were to take up jogging on a regular basis, when would you probably do it?

- a After dinner in the evening.
- b Lunchtime or afternoon.
- c Before work in the morning.

6 When looking for a new house or apartment, in which direction would you prefer to face?

- a West.
- b North or south.
- c East.

7 What colours would you choose to decorate your living room?

- a Deep, dark, dramatic tones, such as wine red or navy blue.
- b Practical, natural colours, such as green and brown.
- c Light and bright pastel shades, such as primrose yellow or powder pink.



8 Which type of music do you prefer?

- a Cool jazz.
- b Classical symphonies.
- c Brass band marches.

9 If your best friend wanted to talk about a personal problem, when would be a good time to phone you?

- a At the end of the day when you could lend a sympathetic ear.
- b Any time – that's what friends are for.
- c Before you leave for work.

10 If you went abroad on holiday, what would be your favourite view on landing?

- a The resort ablaze with lights.
- b Looking down on a sun-drenched beach.
- c A panoramic view of the rising sun.

GLOSSARY BOX

diurnal dynamics: your patterns of behaviour at different times of the day

Check your score on page 65.

Reading

Read these letters, written by an Italian researcher asking the same favour of two different English researchers. One letter is formal, the other informal. Choose the appropriate word or phrase from 1–15 to fill each gap.

Dear Sir

I¹ if you might be able to help me.

My name is Monica Ciampi and I am² working for AiTech in Pisa on the Lingo project.

I found your name in the references of Martin and Steinberg's paper and I see that you are³ working on Lingo.

I would be extremely⁴ if you could give me some information about what software you have been using.

Thank you very much in advance for any kind of help you might be able to give me in this⁵.

.....⁶ you in the⁷ future.

Yours sincerely

Monica Ciampi

P.S. Please find⁸ a copy of my recent paper, which I hope you will find interesting.

Dear James

How are you? I bet you're⁹ the Italian sun and pasta!

I'm writing to you to ask you a small favour.

I was wondering if¹⁰ any chance you happen to know what software your department is using on the Lingo project. Could you email me the details?

In a¹¹ of weeks I'll be in England, in fact I should be very near to Manchester¹² perhaps we could meet up and go out for a¹³ together.

Hope to hear from you¹⁴ and thank you for your help.

Best wishes

Monica


P.S. Send my¹⁵ to Peter.

1 a ask	b demand	c request	d wonder
2 a actually	b currently	c now	d presently
3 a additionally	b also	c as well	d too
4 a glad	b grateful	c happy	d pleases
5 a affair	b business	c matter	d topic
6 a I am looking forward to hearing from	b I look forward to news from	c I look forward to hearing from	d I look forward to hearing news from
7 a close	b near	c next	d topic
8 a annexed	b attached	c enclosed	d included
9 a lacking	b losing	c missing	d wasting
10 a by	b for	c from	d with
11 a bracket	b couple	c match	d pair
12 a and	b so	c then	d thus
13 a dinner	b drink	c meal	d supper
14 a before	b beforehand	c early	d soon
15 a concerns	b love	c respect	d wishes

Writing

Listening

Write suitable replies to both of the letters in the **Reading** section.

- 1  **4.1** Listen to five extracts from different telephone calls and answer these questions.

Extract 1 What is the problem for the caller? What is the person he has called doing? What does the caller decide to do?

Extract 2 What should you do if you want to talk to someone directly?

Extract 3 What does the operator ask the caller?


Extract 4 What should you do if you have a query about production processes?

Extract 5 What should you do if you want extension 613?



GLOSSARY BOX

ethic: a belief that influences a person's behaviour
mass media: all the organizations that provide information and news for the public

- 2  **4.2** You are going to listen to an interview with Tau Pei Lin on advertising in China. First decide if these statements about China are true (T) or false (F), then listen to check.

- ☐ 1 Many people had capitalist ideas, even during the strong communist period.
- ☐ 2 Nearly everyone in China has a television.
- ☐ 3 There is no access to the Internet outside the academic world.
- ☐ 4 Chinese adverts are not technically as good as Western ones.
- ☐ 5 All Western adverts have to be tailored to the Chinese audience.
- ☐ 6 It is only recently that not always showing respect to parents and old people has become acceptable in advertising.

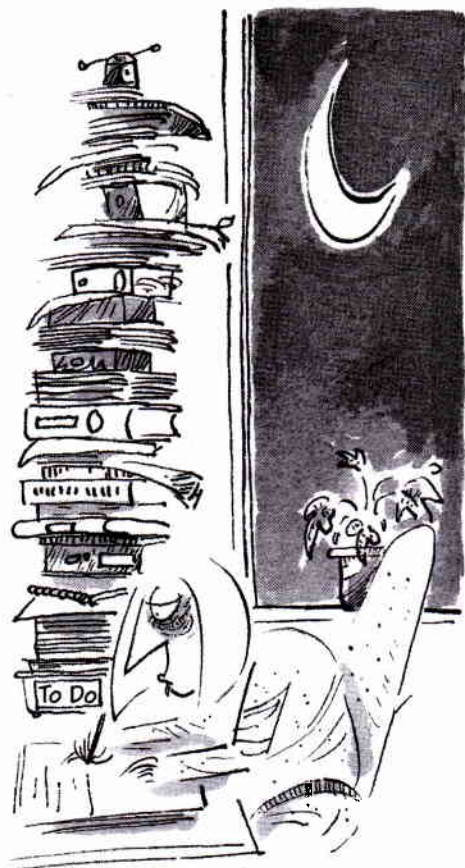
- 1 Fill the gaps in the sentences with the Past Simple tense of these verbs. (More than one verb may be possible, but do not use the same verb more than once.)

ask	confirm	enquire	explain	mention
say	speak	talk	tell	want to know

- 1 Pei Lin English very well.
- 2 She about various aspects of advertising in China.
- 3 Pei Lin that although China was communist the people ~~is~~ thinking in a capitalist way.
- 4 The interviewer her about access to the Internet.
- 5 Pei Lin the interviewer that nearly everyone has a TV.
- 6 The interviewer whether Western adverts have to be ~~adapt~~ Chinese style.
- 7 She various Italian fashion houses.
- 8 She that Chinese adverts are now more up to date.
- 9 She what the interviewer meant by 'general guidelines'.
- 10 She that old people cannot be ridiculed in Chinese ~~advert~~

- 2 Rewrite the statements in indirect speech, using these verbs.

say (x2)	tell	want to know (x2)	suggest
ask	explain	enquire	remind



- 1 'I'd be happier if I had more time.'
She
- 2 'I'll see you tomorrow, Pete.'
She
- 3 'Will you be able to start work on Monday, please?'
They
- 4 'Why don't we go out for dinner?'
She
- 5 'How much did the book cost you?'
She
- 6 'John's gone home.'
She
- 7 'I'd be grateful if you would send me it immediately.'
She
- 8 'What does it mean?'
He
- 9 'Are you here for long?'
He
- 10 'Don't forget to buy the bread.'
She

3 Read this text and fill the gaps with *the*, *a*, *an*, *their*, or nothing.

Happy in the East (^_^) or smiling :-) in the West

By ANDREW POLLACK

US NETWORKS		JAPANESE NETWORKS	
:-)	Regular smile	(^_^)	Regular smile
:-(Sad	(^o^;>)	Excuse me
;-)	Wink	(^^;)	Cold sweat
:-))	Very happy	(^o^)	Happy
:-o	Wow	(*^o^*)	Exciting
:-	Grim	(_o_)	I'm sorry
:-	Anger	(^.^)	Woman's smile
8-)	Smile / Glasses	(*^o^;)	Sorry
:^)	Happy	(;_;	Weeping
:^(Unhappy	\(^_^)/	Bonzai smiley

In¹ latest example of²
Japan seizing upon³ Western
idea, adapting it to⁴ culture and
improving upon it,⁵ Japanese
computer users have evolved⁶
unique set of emoticons.⁷
Japanese smileys are intricate in⁸
design, somewhat ambiguous in
.....⁹ expression and, in what many
here would argue is¹⁰ big
advance, are right side up instead of
sideways.

.....¹¹ basic smiley in Japan, (^_^), is
much easier to recognize as¹²
face than¹³ Western version. But

since¹⁴ mouth doesn't curve
upward (no character on¹⁵
keyboard can do that),¹⁶
Japanese smiley is somewhat harder to
understand without knowing¹⁷
context.


Other emoticons are more clearly
specific to Japanese culture:¹⁸
woman's smile, (^.^), with¹⁹ dot
for²⁰ mouth, because it is still
considered impolite for²¹ women
to bare²² teeth in²³ grin,
to²⁴ extent that some women
still cover²⁵ mouths with
.....²⁶ hand when they laugh.

New York Times

Pronunciation

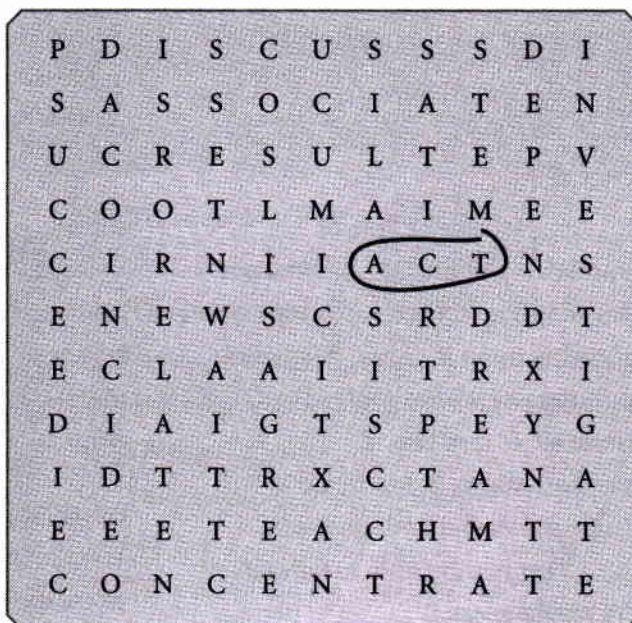
① Read these phrases and underline the words you think will be stressed.

- 1 So basically, what you're saying is that twenty is not enough.
- 2 -If I understood you correctly, what you mean is the colours are not ~~clear~~ enough.
- 3 I'm not sure what you mean by 'overdue'.
- 4 OK, I see what you're saying, but I still think that they could ...
- 5 Am I making myself clear?
- 6 You said there was no difference in price, right?
- 7 I see what you mean.
- 8 So in that case you will need them earlier.
- 9 Do you see what I mean?
- 10 Does that answer your question?

②  4.3 Listen and check. Then practise reading the phrases aloud.

Word search

Find twenty-two verbs and write any that are followed by a preposition in the box. Some verbs may go in more than one box. (You can find the words left to right, top to bottom, and diagonally top to bottom.)



Verb	Preposition
act	on
	with
	at
	in
	of
	about
	to
	from
	for

DO YOU HAVE SOCIAL EMPATHY?

THIS TEST examines your ability to project yourself into social situations and to form the correct opinion. The more often you draw the right conclusions, the greater will be your ability to make the right decisions in contact with other people.

Study these experiments, carried out by social psychologists, and decide which results they found. Only one of the alternatives is correct.

- 1 American social scientists investigated the behaviour of American voters during the election campaign. They wanted to find out whether voters paid more attention to the propaganda of their own party or to that of other parties. How did the voters behave?
 - ☐ a They paid equal attention to all political parties.
 - ☐ b They tried hard to understand the propaganda of other parties.
 - ☐ c They noted above all the propaganda of their own party.
- 2 If, on first contact with another person, you have strong feelings of dislike, will further contacts:
 - ☐ a improve the relationship?
 - ☐ b not essentially alter the relationship?
 - ☐ c worsen the relationship?
- 3 Some social researchers wanted to find out whether people show more interest in familiar things than in unknown things. They asked subjects (Group A) who had bought new cars recently to look through car magazines. As a control group (Group B), car owners who had owned the same car for years looked at the same magazines. Who studied more advertisements for their own car?
 - ☐ a Group A.
 - ☐ b Group B.
 - ☐ c There was no difference.
- 4 An English social psychologist showed a group of people pictures of different faces. Some pictures were shown up to twenty times, others only twice. Which faces did the viewers respond to more positively?
 - ☐ a The faces shown less often.
 - ☐ b The faces shown frequently.
 - ☐ c There was no difference.
- 5 The social scientist, Hare, wanted to find out whether someone who remains silent, or someone who joins in, adjusts more readily to group opinion. Who is more influenced by the group?
 - ☐ a The silent person.
 - ☐ b The person who joins in.
 - ☐ c Both are equally strongly influenced.

The Personality Test

Check your answers on page 66. Then quickly read the questions again. Which questions, if any, might contain useful information for:

- 1 someone who is going to do a presentation?
- 2 someone who chairs meetings?
- 3 someone who prepares people for academic examinations?

Reading

1 Read the website reviews (A–H) and match them to the statements (1–8).

This website is for people who

- ☒ 1 are concerned about their health.
- ☒ 2 enjoy classical music.
- ☒ 3 don't want to pay for their Internet service provider.
- ☒ 4 have children.
- ☒ 5 want to try new foods.
- ☒ 6 are interested in do-it-yourself activities.
- ☒ 7 like windsurfing, sailing, etc.
- ☒ 8 want to do something good for mankind.

A

www.ebuild.co.uk

Before you begin to think about the bricks and mortar of a new house, you need to buy the land to improve upon. Ebuild can help you buy or sell a plot of land and chat to other people that are in the business of self-building.

B

www.lso.co.uk

Yes, now even orchestras have their own Web sites. The London Symphony Orchestra's homepage offers online booking for all of their forthcoming concerts. There are also features and articles available, plus a chance to get on their mailing list or correspond with any or all of the musicians.

C

www.t2online.com

If you've got teenagers and you'd like them to do something other than play computer games direct them to t2. Your kids can have fun and keep up-to-date with news, features, celebrity interviews, reviews, competitions, cartoons. Loads more.

D

www.x-stream.com

X-Stream is funded by advertisers – so you get an ad bar along the top of your screen when you use the service. Tech support costs 50p per minute or is free by email and there's 20Mb of Web space to play with.

E

www.wcws.demon.co.uk

Devon and Cornwall are the centre of all things to do with watersports in the UK, and this site covers everything. There's an events calendar telling you when competitions and tournaments are taking place, reports from recent events, links to weather pages, and lots of pretty pictures to look at.

F

www.oneworld.org/afpic/

Action for Peoples in Conflict is a registered charity breaking cycles of violence, hatred, and despair by providing psychological support to people in conflict situations.

G

www.alexander-technique.co.uk

The essence of the Alexander Technique is that improving your posture makes you feel great. This practical technique helps to reduce stress and tension and improves balance and co-ordination in everyday activities such as standing, walking, sitting, and bending.

H

www.bento.com/tf-recp.html

Some of the tempting recipes in the Japanese Recipe Collection have been adapted for use outside Japan. Elsewhere on this elegant site, the 'Culinary Explorer' has photographs of Japanese food markets and a very strange 'Sushi Multimedia Page' with sound clips of tea being poured and chopsticks being snapped.

- 2** Now read the reviews again and put the sites in order of your own personal preference, from the most interesting (1) to the least interesting (8).

1 2 3 4 5 6 7 8

Writing

Do one of these tasks.

- 1 Write a short summary describing how long you've been using the Internet, what you use it for, and which sites you like best or find most unusual.
- 2 Write a short report on how your company / institute exploits the facilities offered by the Internet. Use this format:
 - Briefly outline what your company / institute does.
 - State when you first started using the Internet and why.
 - Explain how you currently use the Internet and how it has changed the way you operate.
 - Comment on how you think your use of the Internet will develop over the next few years.
 - Draw some conclusions.

[illegible]

- 1 Read these extracts from a beginner's Internet glossary and underline any forms in *italics* that are correct (\emptyset = no pronoun).

BCC (blind carbon copy)

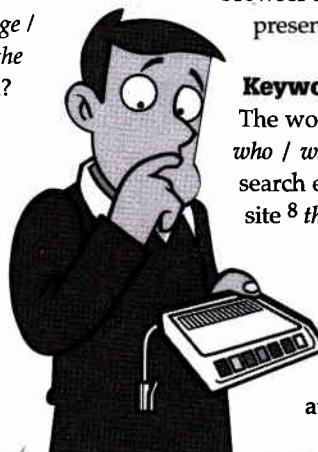
You can use this to send a copy of a message to other Net users as well as to the main recipient, ¹ *that / who* / \emptyset can't see ² *to who else you're sending the message / who else you're sending the message to*. Sneaky, huh?

Chat room

A webpage where you can 'chat' to other visitors in real time (³ *that / which* / \emptyset means right there and then).

Cyberspace

This is the imaginary space ⁴ *that / which* / \emptyset you're moving through when you're travelling on the Internet. The term was first coined by William Gibson, ⁵ *that / who* / \emptyset is a science-fiction writer.



HTML

Hypertext Markup Language (HTML) is the code from ⁶ *that / which* / \emptyset every webpage is made. Your web browser reads the HTML and then presents the page on your screen.

Keyword

The word, words or phrase ⁷ *that / who / whose* / \emptyset you enter into a search engine to try to find the website ⁸ *that / which* / \emptyset you want.

Kill file

A list of people ⁹ *that / who / whose* / \emptyset email messages you automatically delete.

Link

A 'hot-spot' on a webpage, indicated by a finger symbol, ¹⁰ *that / who* / \emptyset automatically connects you to another webpage when you click on it with your mouse.

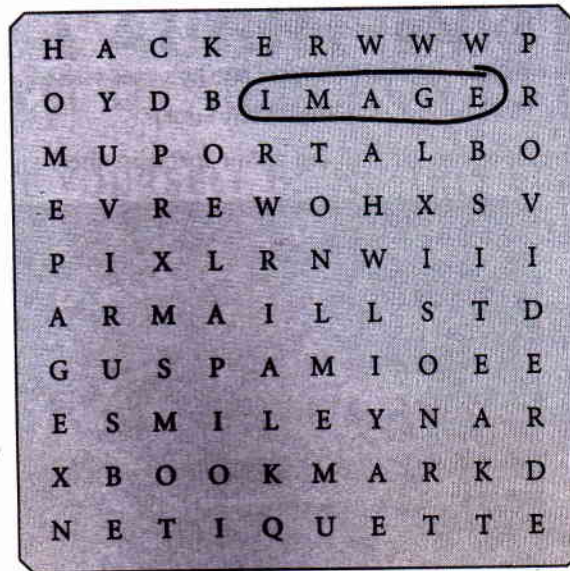
- 2 Fill the gaps with the correct form of these verbs (use each word only once).

let make allow enable permit

- 1 When I was young, my parents never me to stay out later than 11.00.
- 2 I hope that doing the course me to get a better job.
- 3 Being a single parent it hard for me to have a social life.
- 4 A security password access to confidential files.
- 5 My boss is easygoing and me leave early every Friday afternoon.

Word search

Find twenty-two words (including one abbreviation and two acronyms) associated with the Internet, email, and computing. Write them next to the correct definition. (You can find the words left to right, top to bottom, and diagonally top to bottom.)



- 1 a way of remembering addresses of websites you like, also known as 'favourites'
.....
- 2 a program that is used to access the Internet and read webpages
- 3 to transfer files from someone else's computer to your own
- 4 a computer user who specializes in breaking into other people's systems
- 5 a measure of visits to a website
- 6 the main, opening page of a website
- 7 electronic connections to sites within your website or elsewhere on the WWW
.....
- 8 picture, photo, graphic, etc. image
- 9 a software package generally used to start you up for a program
- 10 something that automatically connects you to another page
- 11 the Internet equivalent of post
- 12 abbreviation for the Internet
- 13 the right way to behave when communicating on the Net
- 14 a physical input / output point
- 15 a website point of entry with a catalogue of websites, a search engine, email, etc.
.....
- 16 an ISP – a company that provides you with access to the Internet
- 17 a way of showing emotion in an email, e.g. :-)
- 18 unsolicited mail, inappropriate use of a mailing list
- 19 Uniform Resource Locator, i.e. a website address
- 20 a bug which infects the data on your computer
- 21 a location on the WWW
- 22 the World Wide Web

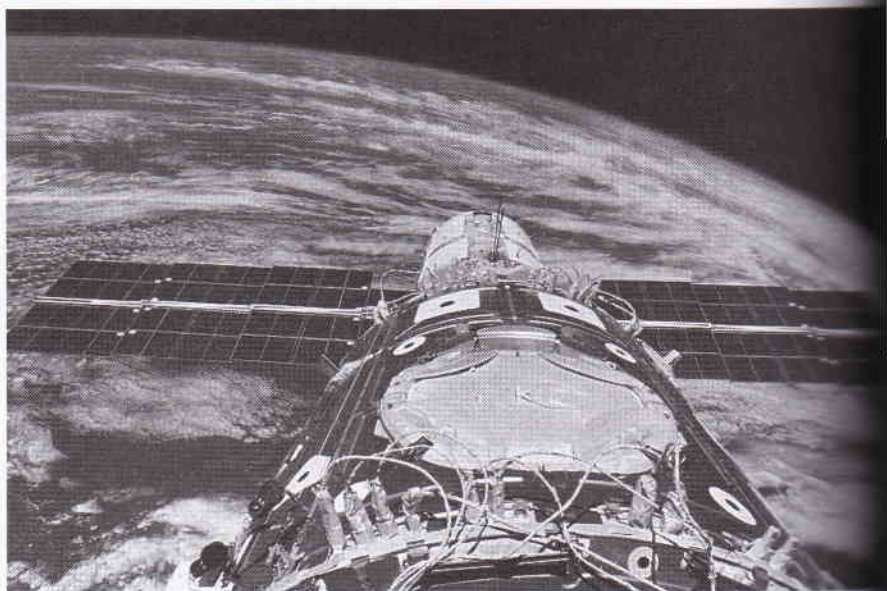
Listening

GLOSSARY BOX

silo: a large underground structure from which a large missile can be fired

5.1 Listen to a Canadian man describing how he uses the Internet, and answer these questions.

- 1 What does he mostly use the Internet for?
- 2 What are his favourite sites?
- 3 What's the most unusual site he's ever visited?
- 4 Does he use chat lines? Why (not)?
- 5 How does he find out about specialist sites?



Pronunciation

5.2 Underline the stress in these words / phrases, then listen to check and repeat.

bookmark chat room compute download image information news
newsgroup programmer provider realtime request website

5.3 You will hear these sentences spoken with the stress on one particular word. Choose the correct interpretation of each sentence, according to the stress. The first one has been done for you.

- 1 My first computer was a Macintosh.
 - a not an IBM ✓
 - b not hers
 - c not the one I have now
- 2 We started using email in 1996.
 - a not in 1997
 - b not videoconferencing
 - c our company not theirs
- 3 Their website address is www.meta4.org
 - a not dot com
 - b not ours
 - c not m-i-t-a
- 4 So you're saying you can't access data.
 - a it's not possible in general
 - b it's not possible for you
 - c rather than print it
- 5 We sometimes have minor problems connecting to the provider.
 - a but not always
 - b but not to our Intranet
 - c but not serious ones
- 6 So you believe we should completely redesign our website.
 - a you think it would be a good idea
 - b rather than just make a few changes
 - c but it's only your opinion

ARE YOU CAUGHT IN THE WEB?

TEST YOUR LEVEL OF ADDICTION TO THE INTERNET

RATE YOURSELF USING THIS SCALE

0 = not true at all 1 = quite true 2 = very true

- | | |
|--|--|
| 1 You are buying more and more things via the Web. | <input type="radio"/> 0 1 2 |
| 2 You always book your plane tickets over the Web. | 0 1 <input checked="" type="radio"/> 2 |
| 3 You often stay on the Internet longer than you had intended. | <input type="radio"/> 0 1 2 |
| 4 You always check your email first thing in the morning. | 0 <input checked="" type="radio"/> 1 2 |
| 5 Your work suffers because of the amount of time you spend navigating. | <input type="radio"/> 0 1 2 |
| 6 You have more 'virtual' friends than you have 'real' friends. | <input type="radio"/> 0 1 2 |
| 7 You spend many evenings a week taking part in chat rooms. | <input type="radio"/> 0 1 2 |
| 8 You pass a lot of time at auctions or trading online. | <input type="radio"/> 0 1 2 |
| 9 Your family complain about how much time you spend in front of the screen. | <input type="radio"/> 0 1 2 |
| 10 If you are honest with yourself, you prefer cyberspace to the real world. | <input type="radio"/> 0 1 2 |



Check your score on page 66.

Reading

- ① Read this article on presentations from a business journal. Choose from (A–I) the sentence which best summarizes each part (1–8) of the article. One extra sentence you do not need to use. The first one has been done for you.

1 I.....

Good presentations demand good preparation. The first step, and arguably the most important when preparing a presentation, is to identify the specific audience and their specific expectations. This will define the content and the level of the presentation. There must have been a reason why you were asked to make the presentation – ensure that you know what it was.

2Z.....

It is therefore essential that you, as a presenter, are clear about the exact purpose of the presentation. For example, you may be asked to make presentations on which machine we should buy, which pension scheme we should adopt, or whether we should relocate the company headquarters.

3B.....

Any material that you include in your presentation must be relevant. However, it is better to collect too much material than not enough. It is important to consider the amount of detail that the audience requires. They do not need to see, or hear about, all of the data that you have collected. The data needs editing so that you only present concise and relevant evidence to justify any point you make.

4H.....

Your presentation must be clearly structured. A simple but effective plan of attack is:

- ☐ state what you are going to do and why you are doing it
- ☐ describe how you are going to do it
- ☐ do it
- ☐ state what you have done.

5A.....

When you start your presentation the audience form an immediate impression of you. This will be based on your appearance and manner. Your appearance should be consistent with the content and venue for the presentation. You should feel comfortable and look confident, and hopefully this will be transmitted to your audience.

6C.....

The soloist in an orchestra plays his or her instrument to captivate the audience. Your instrument is your voice. In general try to avoid extremes of pitch and volume. The tone should be firm and confident, and should rise and fall at appropriate points to stress important areas of your presentation.

7F.....

Having determined what you are going to say, you must now choose the appropriate medium. The majority of the time in many presentations is allocated to verbal communication, despite the fact that there is evidence that this may not be the best way to communicate information. It is generally accepted that we remember only 20 per cent of what we hear, but 80 per cent of what we see.

8E.....

The ultimate measure of success of any presentation is the extent to which the audience's desired outcomes have been met. This is why it is vitally important that the presenter knows the exact purpose of the presentation. All that then remains for you to do is to confidently deliver the material you have prepared. Confidence grows with practice, so ensure that you are well rehearsed. Preparation plus practice perfects presentations.

- A Make sure you look good.
- B Select only relevant information.
- C Delivery.
- D Be sure you know what the objective is.
- E Try it out.
- F Think about the possibility of using visual aids.
- G Distributing handouts.
- H Organize what you're going to say.
- I Find out who will be there.

- 2 Now put the eight points in order of importance for you personally, from most important (1) to least important (8).


1 2 3 4 5 6 7 8



Pronunciation

- 1 Read these extracts from a presentation and underline the words you think should receive the most stress.

- 1 Let me firstly introduce myself. My name's Anna Southern and I ...
- 2 I'm just going to start by giving you a quick summary of ...
- 3 I'm basically going to be looking at three main issues ...
- 4 These will hopefully help to illustrate that ...
- 5 Now if we look at the first slide ...
- 6 The main points to highlight in this next slide are ...
- 7 This graph is really interesting, in fact if you look at ...
- 8 As I mentioned earlier, we were also going to look at ...
- 9 The most important thing I would like you to go home with is ...
- 10 And finally, I would like to conclude by saying ...

- 2  6.1 Listen to check and repeat. You will hear each extract twice. Repeat after the tone.

- 3 What kind of presentation do you think the extracts are most likely to come from:

- 1 an executive describing his / her company?
- 2 a sales manager describing his / her company's products?
- 3 a researcher outlining some important results in a training session?

Writing

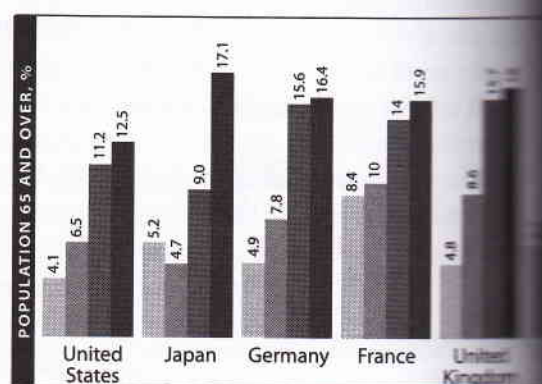
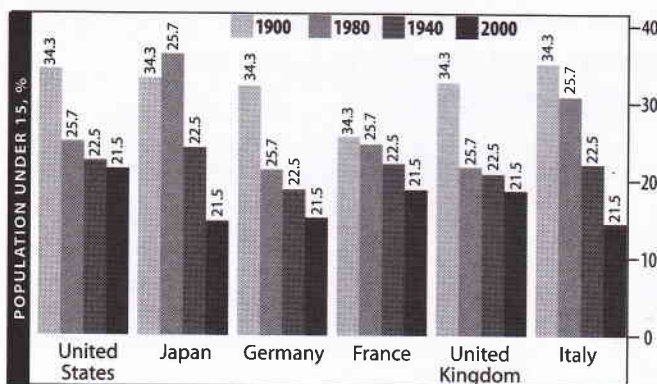
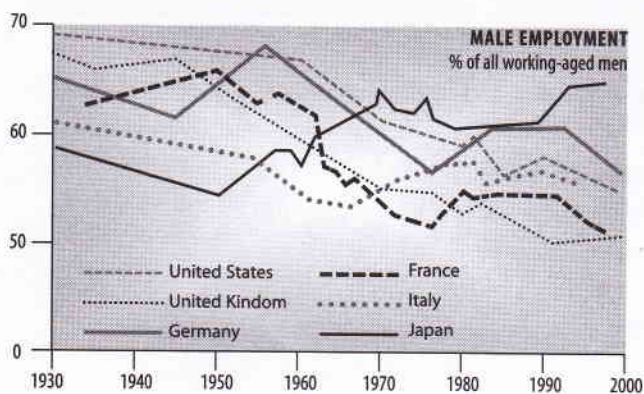
- 1 Mark works as manager in the telesales department of a UK newspaper, *Business Agenda*. The Managing Director has informed him that reasons the newspaper must now sell advertising space to companies in Europe. Staff will have to start work an hour earlier because of the time difference abroad. Mark's task is to talk to his sales team about the benefits of an advertising drive and to persuade them to agree to start work earlier. He needs to explain the reasons for the changes and invite suggestions from the team on how they might be implemented.

Use these notes to write a brief presentation for Mark.

SELLING ADVERTISING SPACE ABROAD

- can we start work earlier?
- a new project = a new challenge
- will we need language training?
- company is committed to growth and financial security
- one hour less sleep
- any travel problems?
- new markets and products
- language courses?
- general sales opportunities

- 2 Look at the graphs and write a short summary of each one.



The Economist Pocket World in Figures 2000 (pp. 17, 23). Published by Profile Books in association with The Economist.

Listening



GLOSSARY BOX

taboo: something which isn't spoken about
show bizzy: colloquial for *show business*
to flaunt: to show your success, etc. so people notice it
refreshing: different from what is familiar

- 1 **6.2** An American woman (A), a Japanese woman (J), and an English man (E), are discussing how acceptable it is to talk about how much you earn. Read the listening script, then listen and fill in the gaps.

- A In Japan, is it polite to ask someone, let's say if ¹ at a party and ² just met them, what they do and how much they earn?
- J Oh, no.
- A Really?
- J I think it's a kind of taboo, I mean nobody ³ want to talk about ... Everybody ⁴ want to talk, to tell you about, you know, if you earn a lot but, no.
- E Right.
- A How about in England?
- E No, no the British, ⁵ ask you what you do, but to ask you how much you earn, it's, it's, in different circles, for example certain show bizzy circles, I imagine it's much more easy to talk about things like that. But I think among general, the general population it's extremely rude to ...
- A So you ⁶ go around flaunting it if you came from nothing and let's say you ended up doing extremely well in life you ⁷ wander around talking about how you make two hundred thousand dollars a year?
- E Oh, no, but you ⁸ wear your Gucci suit and your, and drive up in your Aston Martin to show ...
- J How about in America?
- A Oh, fine. No problem.
- J Yeah? Talk about money, how much you earn?
- E Oh, I think that's refreshing.
- A Yeah, I do too actually, you know people ⁹ ashamed of it in any way and also a question that they seem to ask, ¹⁰ ask you what you do and then ¹¹ ask you how much you earn and they won't apologize. Oh, so you're a lawyer, so ¹² a lot of money, huh? No, they'll just come right out with it.
- E And it's OK to flaunt and just to, to show it off?
- A It is. Absolutely.

- 2 **6.2** Three short phrases that are used repeatedly by the English man throughout the discussion have been removed from the listening script. Listen again and write the phrases.

1 2 3

Why do people punctuate their speech with such phrases?



Coins have not always been used for exclusively economic purposes. The face of the emperor on Roman coins was exploited for propaganda purposes.¹ people were able to see what the emperor actually looked like.

.....², most of our currencies derive from the names and weights of silver and golden coins. The Indian *rupee*,³, is a 2,500-year-old word meaning 'wrought silver', and the *mark* was a denomination of weight which was once used throughout Europe, not just in Germany.

.....⁴ dollars are now used only outside Europe, the word *dollar* actually derives from 'thaler' a coin that was first minted in Bohemia in 1519. The Spanish *peseta* comes from 'pesa' meaning 'weight', and the Greek *drachma* (*dirham* in some Arab countries) probably once meant 'as much as one can hold in the hand'.

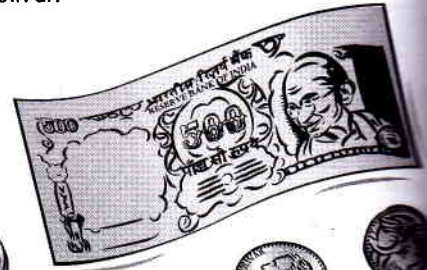
.....⁵, value was originally set in weight rather than in number of coins. The *lira*, the currency both of Italy and Turkey, was originally a weight of 12 ounces or a libra. At one time the libra was equivalent to the English *pound*, which is still both a currency and a weight (the original *sterling* was a silver penny introduced by the Normans).

Later, when the coin itself became more important than the weight, coins were given serrated edges to **stop** people cutting pieces off the coins and melting **them** down to produce other coins. Today,⁶ such serrated edges are sometimes used to distinguish one coin from another for blind people.

.....⁷ not all the currencies follow this pattern. The French *franc*, which appeared in France for the first time in 1360, may have taken its name from an inscription on the coin – *Francorum rex* (king of the Franks). The Hungarian *forint* derives from Florence, Italy, where they were originally minted.

.....⁸ *guan*, *yen* and *won* mean 'round' in Chinese, Japanese, and Korean respectively, obviously reflecting the shape, not the weight, of the coin.

Only one man, Simon Bolivar, born in Caracas and hero of the South American fight for independence against the Spanish, has been immortalized in a currency – the Venezuelan *bolivar*.



- | | | | |
|-----------------------|---------------|------------------|----------------|
| 1 a e.g. | b i.e. | c for instance | d hence |
| 2 a On the other hand | b However | c That is to say | d Specifically |
| 3 a e.g. | b for example | c in particular | d consequently |
| 4 a Although | b Since | c Even if | d In reality |
| 5 a Besides | b In fact | c Instead | d Despite this |
| 6 a on the other hand | b however | c still | d like |
| 7 a Moreover | b Furthermore | c But | d So |
| 8 a And | b Also | c Yet | d In addition |

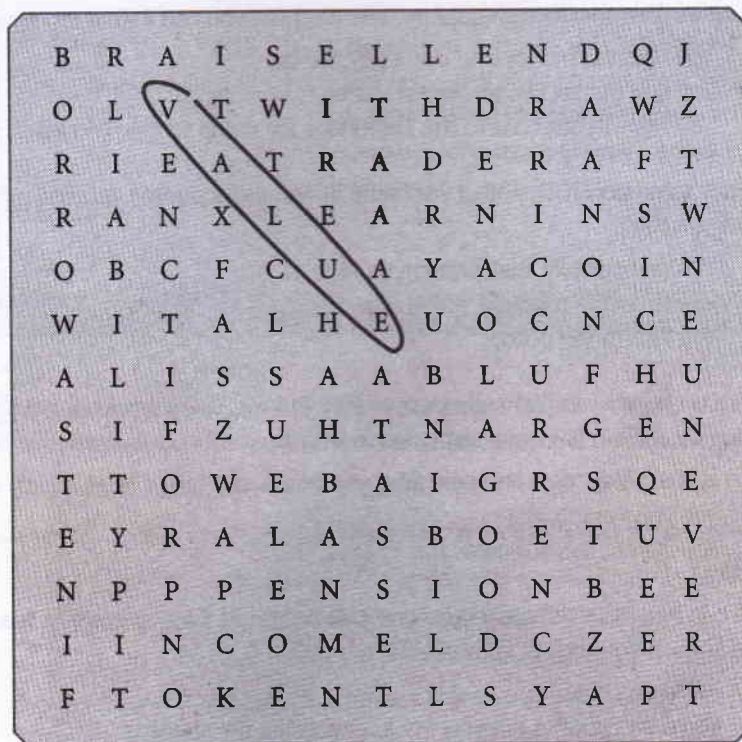
2 Choose the correct word or phrase in *italics*.

- 1 *Every* / *All of* table in the restaurant was full, so we had to wait.
- 2 *How many* / *How much* knowledge have you got of this new software?
- 3 I've done *very little* / *very few* travelling since I went to the Far East.
- 4 I need to get *a lot of* / *a number of* new furniture for my office as I have *a little* / *little* space to store my files.
- 5 We've got *hardly any* / *plenty of* orders but not *few* / *enough* staff to dispatch them.
- 6 *All of* / *Most* the trains were delayed due to a signal fault.
- 7 Could you pay? I've got *very few* / *hardly any* money left.
- 8 The technical advisor had *a number of* / *plenty of* information about the new system but *hardly any* / *very few* advice.
- 9 I have *a great deal of* / *a number of* work at the moment.
- 10 *None* / *Not much* of the students had ever been abroad before.

Word search

Find forty-two words connected with money. Cover the word list at the bottom of the page. You can find the words in all directions.

If you have difficulty, use the word list. Make **sure** you understand the meaning of all the words.



Word list

asset	barter	bet	bill	borrow	bust	buy
cash	cheque	coin	cost	currency	earn	exchange
fare	fee	fine	goods	grant	income	inflation
lend	liability	loan	owe	pay	pension	profit
raise	revenue	salary	sell	share	subsidy	tax
tip	token	trade	value	waste	win	withdraw

Money: How honest are you?

DO THIS QUIZ AND THEN CHECK YOUR SCORE ON PAGE 67 TO SEE HOW HONEST YOU ARE.

- 1 You are given change for a \$50 bill in a supermarket. You in fact only gave them a \$20 bill.
 - ☐ a You say nothing and go again next day hoping the situation will be repeated.
 - ☐ b You say nothing but feel a little guilty.
 - ☐ c You tell the assistant.
- 2 You find a wallet in the street full of dollars and credit cards. The owner is obviously very rich and their address is in the wallet.
 - ☐ a You pocket the money and throw the wallet away.
 - ☐ b You pocket the money and send the wallet to the owner.
 - ☐ c You contact the owner and arrange to send the entire contents to him / her.
- 3 You are working in a foreign country. You discover you can earn a lot of money without paying tax.
 - ☐ a You take the money and don't pay the tax.
 - ☐ b You pay the tax like an honest citizen.
 - ☐ c You report your boss to the authorities for trying to give you black market money.
- 4 You rent some new rooms. In a wardrobe in one of the rooms you find a fully functional money-printing machine.
 - ☐ a You immediately start printing money.
 - ☐ b You leave the machine where it is.
 - ☐ c You inform the police.
- 5 You are on holiday abroad and discover that you can use coins from your own country in the local vending machines. The equivalent coin in your host country is worth five times as much as your coins.
 - ☐ a You use the coins and next time you return you take a large supply of extra coins.
 - ☐ b You use your coins.
 - ☐ c You don't use your coins.
- 6 You are in a jeweller's shop and no one else is around. On the counter is a diamond ring; nobody would know if you took it. What would you do?
 - ☐ a You'd touch it.
 - ☐ b You'd be tempted but you wouldn't actually do anything.
 - ☐ c Nothing. Temptation is not a word in your vocabulary.
- 7 Which of these do you agree with?
 - ☐ a Money is power.
 - ☐ b Money is a necessary evil.
 - ☐ c Money is the root of all evil.

GLOSSARY BOX

bill: (AmE) bank note

black market: something that is illegally obtained

vending machine: a machine that you buy food, drinks, cigarettes, etc. from

Reading

- ① One of your colleagues has written this email and has asked you to correct it. Underline the one wrong word in each line and, where appropriate, write the correct word in the space provided.

To: J Connelly	
From: Costas@uwa.ac.au	
Subject: summer talks	
1	Dear Professor Connelly
2	I am actually in the process of organizing our summer
3	programme of the talks. We are hoping to focus this
4	year at the reproductive cycle of the grasshopper and
5	would be delighted if you could take part at this
6	programme as one of the our guest speakers. The
7	programme initiates on 24 July for one week. If it is
8	possible we would hope to schedule your talk for the
9	Wednesday 26 at 11 a.m. for a pair of hours.
10	In every case I will ask the secretary of the organizing
11	committee to send you complete details in the next
12	future. I hope this meets to your approval.
	I look forward to hear from you.

- ② Read this announcement for two training courses. In some of the lines, one of the words is in the wrong position. Put it in the correct position.

EFFECTIVE PRESENTATIONS

- 1 Due to popular demand the two-day course above will
- 2 be again run on 24 and 25 May in the large meeting
- 3 room. If you are interested in attending or would like
- 4 information further about the course, ring Pat Smithers
- 5 in the Training Department on ext. 4521. Places are
- 6 likely to be booked quickly up so you are advised to
- 7 ring ASAP. There will be a waiting list should we
- 8 receive any last-minute cancellations.

EFFECTIVE NEGOTIATIONS

- 9 We are thinking also of organizing a training session on
- 10 effective negotiating skills if there is demand enough.
- 11 For enquiries regarding this course contact please
- 12 Malcolm Bussey on ext. 4523.

Dear *your name*

How are things? I'm sorry I've been out of touch for such a long time but you know how it is!

Anyway, the reason I'm writing is that my young cousin, Patricia (you may remember you met her **when** you were last over), is currently choosing which university she's going to go to in two years' time. **She's** been playing with the idea of studying in *your country*, though I'm not sure how serious she is. In **any** case, could you possibly give me a few details about how young people get into university? What qualifications do they need? Do they have to pass an exam to get in? Can they choose whatever subject they like, or is it in some way dependent on what they studied at school? Is university open **to** everyone? How long do courses last? What goes on apart from studying – I mean do they have a **good** time?

I realize this is a lot to ask, but if you could jot down a few thoughts I'd be really grateful, then I can pass them on to Patricia.

Well, that's all. I'll write you a longer email when I have the chance.

Thanks a lot.

Jo

Pronunciation

- 1 7.1 Words ending in **-ate** can be pronounced in two different ways, depending on whether they are verbs or nouns / adjectives. Listen to the two pronunciations of *delegate* and *separate*.

delegate /deləgeɪt/ (verb), /deləgət/ (noun)

separate /sepəreɪt/ (verb), /sepəɪt/ (adjective)

- 2 7.2 Listen to these words and decide if they are verbs or nouns / adjectives. Practise saying the words in the two different ways.

1 alternate	6 graduate
2 animate	7 elaborate
3 articulate	8 estimate
4 associate	9 moderate
5 co-ordinate	10 subordinate

- 3 7.3 Decide how to pronounce these words, then listen to check.


adequate climate evaluate delicate generate
innovate motivate navigate private simulate

- 4 7.4 Underline where you think the stress should be in the words in **bold**, then listen to check.

- We have added the details of the **defect** to our records.
- They have begun to **export** more than they **import**.
- There has been a considerable increase in **transport** costs.
- The **reports** on the **projects** will **progress** well.

Which of the words in bold can only be pronounced in one way irrespective of whether it is a noun or verb?


Listening

- 1  **7.5** Listen to some people talking about how materialistic they think certain countries are. Tick the items in the table that they mention for the various countries. (N.B. Not all the items are mentioned.) Then fill in the column for your country.


Status symbol	Your country	Australia	India	Italy	North America
Private schools					
Mobile phones					
TVs					
Video recorders					
DVD and MP3 players					
Fridges					
Exotic holidays					
Designer clothes					
Expensive cars					
Houses					

GLOSSARY BOX

be acquisitive: show too much desire to get possessions
flash: new and expensive-looking
clout: the power to influence other people's decisions

- 2  **7.5** Listen again and answer these questions.

- Are Australians in general materialistic?
- What are you judged by in North America?
- Are Canadians as materialistic as Americans?
- What is Australia trying to achieve?
- What is building up in the USA?
- What are Americans losing belief in?

- 3  **7.6** Listen to two people organizing a series of conferences and complete these notes.

Date	Subject / Title of conference	Expected number of attendees
1	Geographical information systems	2
June 16	3	650
4	5	6
7	Satellites	8
August 30	9	10

- 1 This extract from the Oxford University website gives information to prospective candidates on how to apply to study at Oxford University. Put the verbs in into the correct active or passive form.

December

Over 80 per cent of our applicants

.....¹ (invite) for interview based on the grades achieved at GCSE, predictions at A level (or equivalent), the school reference, and the Personal Statement. The dates for interviews for each subject can² (find) on pages 200–1. If attending an interview at Oxford, you³ (normally require) to stay for around three days, during which time you will have at least one interview in your college of preference and probably in one or two other colleges.

Late December / early January

Each college⁴ (inform) candidates whether their application⁵ (accept). If you⁶ (accept) and are still at school, you⁷ (offer) a place conditional on obtaining certain grades or marks at A level or equivalent. If you are applying post qualification, you⁸ (receive) an unconditional offer.

August

Once examination results⁹ (publish), your college¹⁰ (confirm) your place if you have met the conditional offer. You must also firmly¹¹ (accept) at this stage. If you¹² (not achieve) the required grades, you¹³ (need) to check with your college to see if your place is still available.

The Oxford Application Form

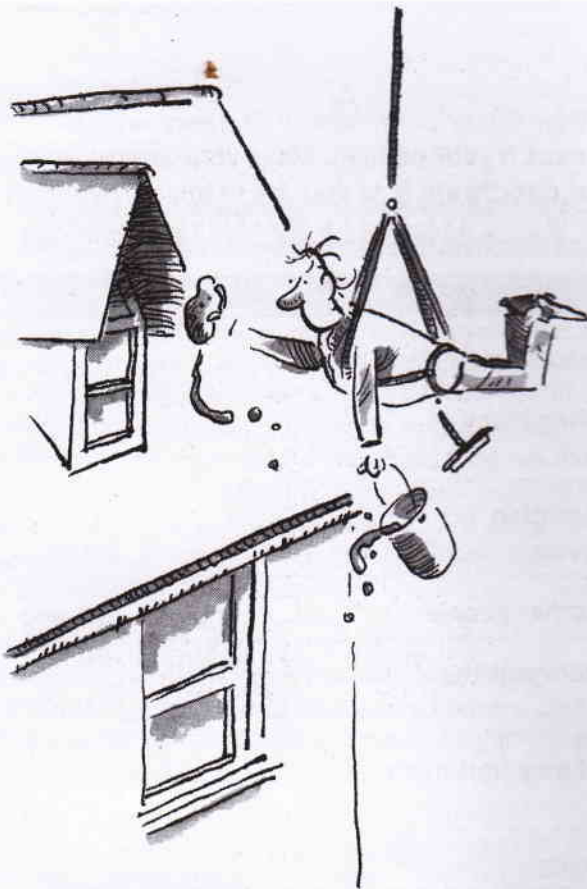
This should¹⁴ (obtain) from your school. You can¹⁵ (submit) forms any time after 1 September 2___.



GLOSSARY BOX

GCSEs and A levels: These are national exams in the UK which are taken at 15/16 and 17/18 years of age respectively. To gain entrance to universities in the UK, you have to pass your A levels with a certain grade.

2 Complete the second sentence so that it has a similar meaning to the first. 26



1 They made her work overtime every day.

She

2 They're cleaning my windows on Saturday.

I

3 We will have to do it tomorrow.

It

4 I am having the hall painted next week.

The hall

5 They think he's hiding in Brazil.

He

6 I take my car to be serviced once a year.

I have

7 They are meeting me at the airport.

I

Word search

Find fifteen **subjects** that you can study at school or university and, with the ten letters that are left, create **two other** subjects that were traditionally part of a classical studies course. (You can find the words left to right, top to bottom, and diagonally top to bottom.)

L	M	E	D	I	C	I	N	E	G
G	C	H	E	M	I	S	T	R	Y
R	E	H	I	S	T	O	R	Y	A
E	C	O	N	O	M	I	C	S	P
L	A	N	G	U	A	G	E	S	H
I	D	M	S	R	M	I	A	T	Y
G	L	R	U	P	A	A	R	E	S
I	A	R	A	S	O	P	T	E	I
O	W	N	K	M	I	R	H	H	C
N	M	E	D	I	A	C	T	Y	S

How ambitious are you?

Read the sentences carefully and answer with true (T), false (F), or partly true (P/T). There are no right or wrong answers in this test, since what matters most is your opinion. Make your answer as spontaneously as possible. If any of the questions do not directly apply to you, try to imagine yourself in the situation.

	T	P/T	F
1 I would have liked to have been top of the class at school.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 My professional career is more important to me than many other things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 I would prefer a fairly insecure job with good promotion prospects to a quiet and secure job in the civil service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 I like to compare my achievements with those of other people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 I am annoyed when people who are not more intelligent than me achieve more.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 I will watch television programmes, even though I may find them uninteresting, if I think I can profit from them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 I try to develop my weaker qualities through training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 I find solving difficult problems stimulating.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 I could not become very enthusiastic about any activity that gets little recognition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 I take criticism very much to heart.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 I consider people who accomplish nothing to be less valuable to society.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 I enjoy party games because I always try to win.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 It is very important to me that others appreciate my achievements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 I am not a good loser.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 I would like to do better than my parents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GLOSSARY BOX

civil service: the government departments that manage the affairs of the country

Check your score on page 67.

The Personality Test

Reading

- 1 Read this article and put the paragraphs in the correct order. The first one has been done for you.

STUPID COMPUTER ERROR

A 3

The following month he decided that it was about time that he tried out the troublesome credit card, figuring that if there were purchases on his account it would put an end to his ridiculous predicament. However, in the first store that he produced his credit card in payment for his purchases he found that his card had been cancelled. He called the credit card company who apologized for the computer error once again and said that they would take care of it.

B 1

In March 1992 a man living in Newtown near Boston Massachusetts received a bill for his as yet unused credit card stating that he owed \$0.00. He ignored it and threw it away.

C 7

The following month the man received a letter from the credit card company claiming that his check had bounced and that he now owed them \$0.00 and unless he sent a check by return of post they would be taking steps to recover the debt. The man, who had been considering buying his wife a computer for her birthday, bought her a typewriter instead.

D 4

The next day he got a bill for \$0.00 stating that payment was now overdue. Assuming that having spoken to the credit card company only the previous day the latest bill was yet another mistake, he ignored it, trusting that the company would be as good as their word and sort the problem out. The next month he got a bill for \$0.00 stating that he had 10 days to pay his account or the company would have to take steps to recover the debt.

E 5

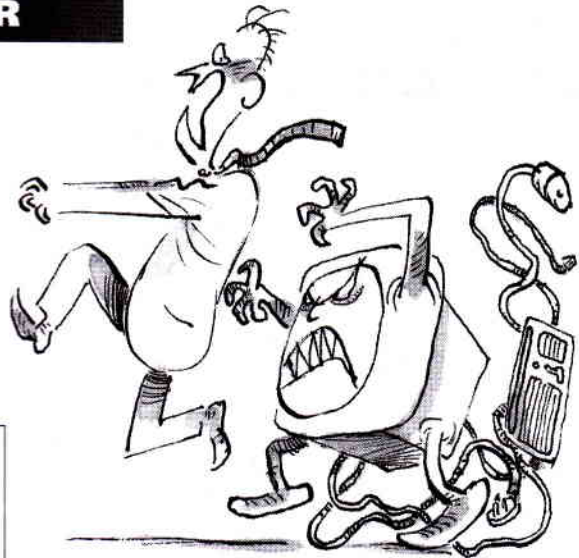
Finally giving in, he thought he would play the company at their own game and mailed them a check for \$0.00. The computer duly processed his account and returned a statement to the effect that he now owed the credit card company nothing at all.

F 2

In April he received another and threw that one away too. The following month the credit card company sent him a very nasty note stating they were going to cancel his card if he didn't send them \$0.00 by return of post. He called them and talked to them, and they said it was a computer error and told him they'd take care of it.

G 6

A week later, the man's bank called him asking him what he was doing writing a check for \$0.00. After a lengthy explanation the bank replied that the \$0.00 check had caused their check processing software to fail. The bank could not now process ANY checks from ANY of their customers that day because the check for \$0.00 had crashed their computers.



GLOSSARY BOX

check: (AmE) cheque
bounced: if a cheque bounces the bank will not pay any money because there isn't enough in the account
recover a debt: to get back money that is owed

- 2 How would you have dealt with this situation?

Listening

1 Fill the gaps in the dialogues with these phrases.


- a Could you put me through to
- b I'd better let you know
- c I'll just put you through
- d I'll just try and connect you.
- e I'm afraid
- f I'm really sorry
- g I'm sorry
- h thanks for letting me know
- i that's a shame
- j That's OK.
- k What can I do for you
- l Would you like to hold?


DIALOGUE 1

- O Good morning. Quorum.
- FR Good morning. This is Francois Rossier speaking. 1 Gillian Baker, please?
- O 2. Ringing for you.
- GB Gillian Baker.
- FR Oh, good morning. This is Francois Rossier from the National Bank.
- GB 3, Mr Rossier?
- FR Well, I'm supposed to be coming to your presentation tomorrow, but something urgent has come up and I won't be able to make it.
- GB 5, I believe that two others from your bank are coming anyway.
- FR Yes that's right. But in any case I just thought 6.
- GB We'll see you another time then.
- FR Yes. Goodbye for now.
- GB Bye and 7.


DIALOGUE 2

- O Good morning. Quorum.
- MH Yes, good morning. Could you get me Ms Baker, please?
- O 8, she's on the other line at the moment. 9
- MH OK.
- O Ms Baker's free now, 10.
- GB Gillian Baker.
- MH Hi, Gillian, this is Martin Howard here.
- GB Martin! How are you doing?
- MH Fine. Listen Gillian, 11, but I can't come to the presentation tomorrow.
- GB Oh, 12.
- MH Well, actually Patricia's having the baby tomorrow.
- GB Great ...

2  8.1 Listen to check. Then practise reading the dialogues and try to pronounce *will* ('ll), *would* ('d), *have* ('ve), and *had* ('d) in the same way as the speakers.

3  **8.2** Listen to two people discussing the mistakes that foreign people make when speaking English. Choose the best answer to these questions.

- 1 The two speakers are
 - a probably both English teachers.
 - b** researchers into how English is taught.
 - c businessmen with many foreign contacts.
- 2 In the context of the discussion, the word *register* means
 - a an official list or record of names, items, etc.
 - b the range of a human voice or a musical instrument.
 - c** the range of vocabulary, grammar, etc. used by speakers in particular social circumstances or professional contexts.
- 3 One of the problems identified by the first speaker is that students
 - a are not confident enough to speak effectively in English.
 - b are not direct enough.
 - c** are too direct.
- 4 With regard to question 3, the second speaker
 - a agrees totally with the first speaker.
 - b partially agrees and then develops the same viewpoint.
 - c** wants the first speaker to recognize a contrasting viewpoint.
- 5 According to the survey of British business people
 - a grammar is the biggest barrier to communication.
 - b grammar is not very relevant.
 - c** English people expect correct grammar.
- 6 The second speaker thinks that it is better to speak
 - a fluently with some mistakes.
 - b slowly with no mistakes.
 - c** quickly and accurately.

4  **8.2** Listen again. Decide which, if any, of the phrases (a–g) used by the first speaker show:

- 1 his disagreement with the second speaker.
 - 2 his acknowledgement of what the second speaker is saying.
 - 3 his agreement with the second speaker.
- a Yes, that's a good point but I'm not sure I agree with you.
 - b OK, fair enough.
 - c Sure.
 - d Yeah, I agree.
 - e Absolutely.
 - f I would agree with that.
 - g Yeah, definitely.



ND
1 Complete the second sentence so that it has a similar meaning to the first.

- 1 You eat too much, that's why you're getting fat.
If you
- 2 He's English but he doesn't like the Queen.
Even
- 3 If there are any problems, call me at home.
In
- 4 I didn't study, that's why I didn't pass the exam.
If I
- 5 You could give me a million dollars and I still wouldn't do it.
Even
- 6 You talk too much, that's why she doesn't really like you.
If you
- 7 I think you should see a doctor.
If I
- 8 'I would help you if I could.'
She said
- 9 It is impossible that they didn't tell you.
They must
- 10 Perhaps she didn't know anything about it.
She may

2 Match the two parts of the phrases.

- | | |
|--|-----------------------------------|
| 1 Does that seem to | a but nevertheless I do think the |
| 2 Going back to | b finish what I'm saying. |
| 3 I agree with you when you say X, | c I think we should wrap things |
| 4 So basically, | d make sense to you? |
| 5 Let's move on to | e of the main point. |
| 6 So, you're saying | f the second point now. |
| 7 Sorry, if I could just | g we <i>should</i> do this. |
| 8 Sorry, I've forgotten | h what you mean is ... |
| 9 Well, if nobody else has anything to add | i what I said before. |
| 10 We're losing sight | j what I was going to say. |

3 Write two phrases that you could use in a meeting to:

- 1 ask an opinion.
- 2 give an opinion.
- 3 make a suggestion.
- 4 agree.
- 5 disagree.

Writing

Write these emails:

- 1 to a client, to say that you cannot come to a meeting arranged for the 20th. Suggest an alternative time.
- 2 to a friend, apologizing for forgetting their birthday.
- 3 to a colleague from another company, thanking them for hosting you for several days during a series of work meetings.

Pronunciation

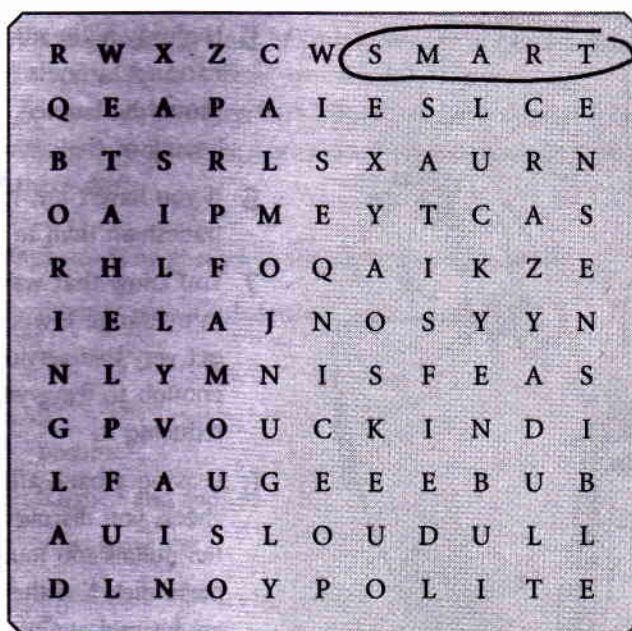
- ① Look at these pairs of words and decide if the main stress in each word is the same (S) or different (D). Underline the main stress.

- | | | | |
|----|-------------|--------------|-------|
| 1 | agriculture | agricultural | |
| 2 | analyse | analysis | |
| 3 | comfort | comfortable | |
| 4 | employer | employee | |
| 5 | feasible | feasibility | |
| 6 | method | methodology | |
| 7 | organize | organization | |
| 8 | photograph | photographer | |
| 9 | second | secondary | |
| 10 | success | successful | |

- ②  8.3 Listen to check and repeat.

Word search

Find twenty-eight **adjectives** that can be used to describe people (physical appearance and personality) and write down their opposites. In some cases you can simply add a prefix (paying **attention** to spelling where necessary). In others you will have to use a completely **different word**. (You can find the words left to right, top to bottom, and diagonally **top to bottom**.)



CAN YOU ASSESS SITUATIONS?

HERE IS AN AUTHENTIC QUIZ, which was originally intended for business people to see whether they make the 'right' decisions in certain situations. Decide if the statements are true (T) or false (F), then check with the score on page 68, which is clearly only subjective.

- 1 You drop a coin into a pay telephone. You make your call, and hang up, and then the coin is returned to you. You shouldn't keep this money, but should pay it back to the telephone company. ☐
- 2 It is better to give to an organized charity than to a beggar, even though the charity devotes half of all donations to payment of its own expenses. ☐
- 3 A horse with a broken leg should be shot, for although curing the leg is possible, it is a long expensive process, and hard on the horse – unless, of course, anesthetics and pain-killers are used. ☐
- 4 Baked clams should not be ordered in a restaurant because the clams go into the oven alive. ☐



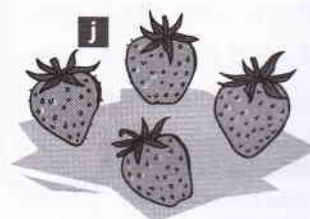
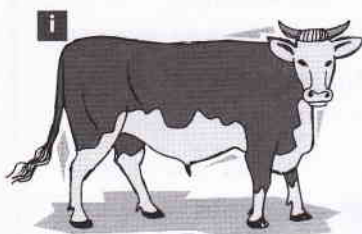
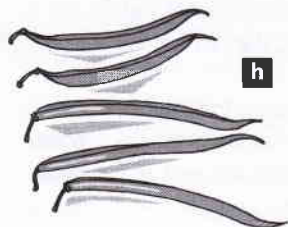
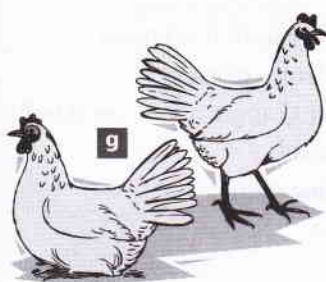
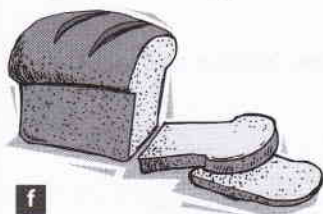
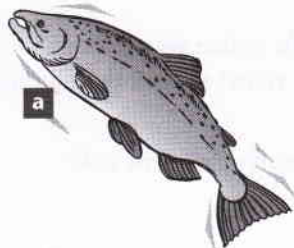
GLOSSARY BOX

billboard: a large advertisement near a road
clam: a small shellfish
haggle: argue about a price
traveler's check: (AmE) traveller's cheque

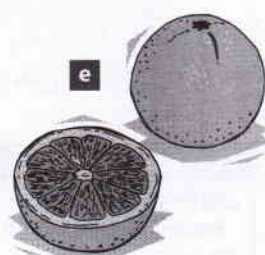
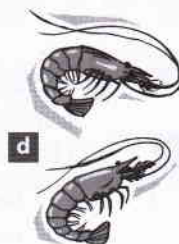


- 5 Highway billboards contribute much to the national business income. Nevertheless, they should be banned, because they spoil the natural beauty of the countryside. ☐
- 6 If you have time, it is better to haggle with a tradesman than to let him overcharge you. ☐
- 7 You know that waiters depend on tips for a living. In a strange town, you go into a restaurant and get very bad service. You should be tolerant enough to leave your usual tip instead of reducing it. ☐
- 8 Leaving a bank after you have cashed a traveler's check, you discover that the teller has given you ten dollars too much. You know that the bank, all personnel, and the company that issued the check are insured against losses. So you might as well keep the money, since you did not steal it and it wouldn't deprive anybody. ☐

Reading



1 Match the captions to the pictures.



- 1 A smaller range of wheat is being grown in the UK, which is damaging bio-diversity.
- 2 The processing of potatoes to make crisps uses ten times the energy of growing the potato.
- 3 People in developing countries starve after using farmland to grow foodstuffs which are exported to feed European cattle.
- 4 Salmon injected with an 'anti-freeze' gene to allow them to be stored longer have been known to turn green.
- 5 Three-quarters of the mangrove forests in the Philippines have been cut down to make way for prawn farming.
- 6 Land clearance to grow beans in Kenya has damaged the environment for traditional farmers.
- 7 A traditional British fruit, yet even at the height of summer it is imported to Britain from all over the world.
- 8 During their six-week lifetimes they are not taken out of their sheds, so they are forced to squat in their own faeces.
- 9 Producing packaging uses huge quantities of natural resources and lots of energy.
- 10 Washed in detergent, sprayed with fungicide, and then coated with wax to make them shiny.

2 Find words or phrases in the captions which mean:

- 1 covered with a substance
- 2 very big
- 3 leave space
- 4 become
- 5 harmed and spoiled
- 6 at its strongest
- 7 small buildings
- 8 become very weak or die because there is not enough food to eat

3 Do you think the pictures and captions came from:

- 1 a food magazine aimed primarily at amateur cooks?
- 2 a food journal for professional cooks?
- 3 a scientific journal on nature?
- 4 a political / cultural magazine?

Listening

GLOSSARY BOX

clog arteries: arteries gradually become blocked with fat
sth: something
sweat: heat food gently in a little oil

1 9.1 Listen to three people discussing the things they don't eat and answer the questions.

- 1 How many years ago did Laurel last have a hamburger?
- 2 Why doesn't she eat red meat?
- 3 How long has the other woman been a vegetarian?
- 4 What foods doesn't she eat?
- 5 What foods does she think are acceptable to eat?

2 You are going to listen to a woman describing a very simple Italian recipe for a tomato sauce for pasta. First match the cooking terms (all verbs) to their definitions (1-7 to A-G; 8-14 to H-N).

- | | |
|------------|--|
| 1 bake | A change sth from liquid to solid as a result of extreme cold |
| 2 boil | B cook sth by dry heat in an oven |
| 3 chop | C cook sth in very hot fat or oil |
| 4 freeze | D cut sth into pieces |
| 5 fry | E heat liquid to the point where it forms bubbles and turns to steam |
| 6 peel | F cook meat in an oven or over a fire |
| 7 roast | G take the skin off fruit, vegetables, etc. |
| 8 purée | H become or make sth thicker |
| 9 sauté | I cook sth in oil or fat over heat, usually until it is brown |
| 10 simmer | J cook sth slowly in liquid in a closed dish, pan, etc. |
| 11 skin | K cook sth using the hot gas that water changes into when it boils |
| 12 steam | L make food in the form of a thick liquid |
| 13 stew | M stay or make sth stay almost at boiling point |
| 14 thicken | N take the skin off fruit, vegetables, etc. |

3 9.2 Listen and underline the verbs (1-14) that the woman uses.

4 9.2 Listen again and tick(✓) the ingredients that she uses in her recipe. (Look up any words you don't know in a dictionary.)

- | | | | | | |
|-----------------------------------|-----------------------------------|---------------------------------|---------------------------------|------------------------------------|--------------------------------|
| <input type="checkbox"/> salt | <input type="checkbox"/> parsley | <input type="checkbox"/> garlic | <input type="checkbox"/> flour | <input type="checkbox"/> oregano | <input type="checkbox"/> wine |
| <input type="checkbox"/> tomatoes | <input type="checkbox"/> marjoram | <input type="checkbox"/> pepper | <input type="checkbox"/> celery | <input type="checkbox"/> olive oil | <input type="checkbox"/> basil |

Pronunciation

1 Cross out any vowels or consonants that are not pronounced in these words, and underline the main stress.

<u>Wednesday</u>	vegetable	chocolate	strawberries	salmon
biscuit	cholesterol	Catholic	interesting	business

2 9.3 Listen to check.

1 Underline the most suitable form in *italics*.

- 1 You *were supposed to* / *had to* be here at 8.00 – where have you been?
- 2 We *weren't allowed to* / *couldn't* go in the museum because we didn't have enough money.
- 3 We *weren't allowed to* / *couldn't* go in the church because we didn't have the right clothing.
- 4 I've already been briefed so I *don't need to* / *'m not supposed to* attend the meeting this afternoon.
- 5 We *weren't allowed to* / *didn't have to* leave early to catch the train because Bob offered us a lift.

2 Complete the second sentence so that it means approximately the same as the first, using a different modal verb.

- 1 They were supposed to do this yesterday.
They *could do this yesterday*.
- 2 You needn't do it if you don't feel like it.
You *may not do it if you don't feel like it*.
- 3 It's impossible for me to eat all this food.
I *cannot eat all this food*.
- 4 You are not allowed to park your car in front of the entrance.
Cars *mustn't be parked in front of the entrance*.
- 5 It isn't necessary to pay in advance.
You *may not pay in advance*.

3 Read the text and fill the gaps with one of these words or phrases.

must mustn't are supposed to are not supposed to
can could having to may

As recounted by a Japanese social scientist, being a dinner guest in an American home *may* 1 be very confusing.

Another thing that made me nervous was the custom whereby an American host will ask a guest before the meal whether he *would prefer* a strong or a soft drink, and after the meal whether he takes tea or coffee, and – in even greater detail – whether he wants it with sugar and milk, and so on.

Although the visitor soon realized that the hosts were trying to be polite, he felt extremely uncomfortable with *having to* 2 say what he would like, since in the self-effacing and deferential behaviour appropriate to being a guest in a Japanese home, one *must* 3 express personal preferences with respect to what is being served. Guests 4 be dependent on hosts and give up any personal preferences. The host in turn 5 avoid embarrassing guests by asking them to choose their own food. Unlike Americans, Japanese hosts do not discuss how they prepared the main dish. They say, 'This 6 not suit your taste, but it is the best we 7 do!' The guests 8 be interested in knowing any of the details of this effort.



GLOSSARY BOX

self-effacing: not wanting to attract attention to yourself

Writing

1 You are organizing a work dinner for yourself and two other colleagues from different companies / institutes. One of these colleagues is older than you and you don't know him / her very well. The other you have known for years, and he / she has become a friend of yours. Write an email to each person using this format:

- give a reason for the dinner
- suggest a place, day, and time
- suggest something to do either before or after the dinner
- ask for a quick reply.

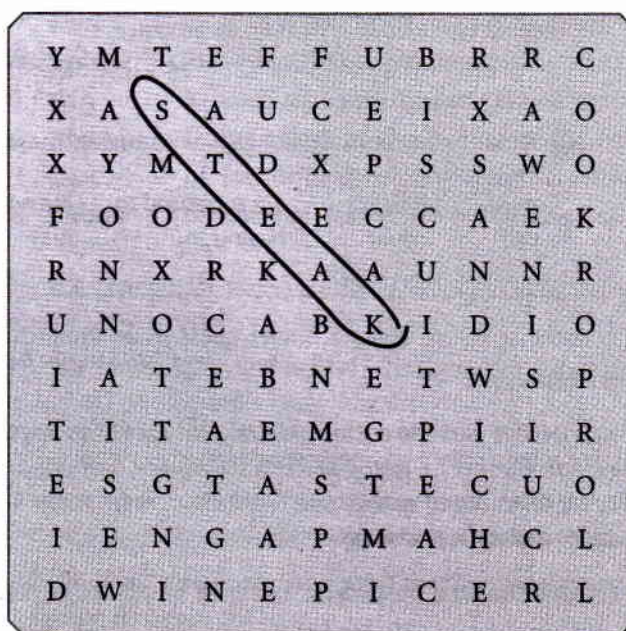
2 Now imagine that you are the recipient of one of the emails in 1. Write a brief suitable reply using this format:

- thank the sender for the invitation
- acknowledge the reason for the dinner
- agree on the place and time but suggest another day
- say you are unable to do anything either before or after, giving a reason.

Word search

Find thirty words connected with food. Cover the word list at the bottom of the page. (You can find the words in all directions.)

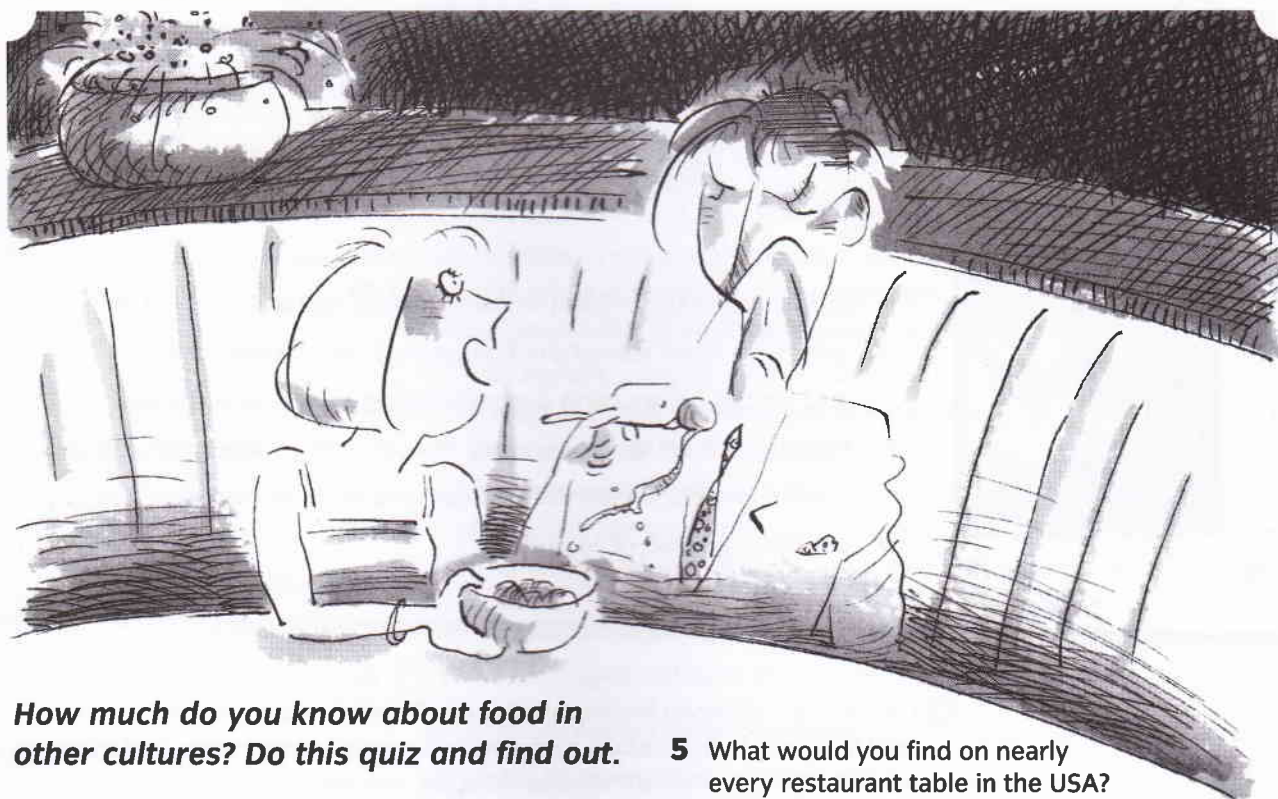
If you have difficulty, use the word list. Make sure you understand the meaning of all the words.



Word list

ate	bacon	bake	biscuit	buffet	cake	cook	cuisine
diet	eat	egg	food	fruit	ham	mayonnaise	meat
orange	pea	pork	raw	recipe	ripe	roll	sandwich
sauce	steak	taste	tea	wine	yam		

Food for thought



How much do you know about food in other cultures? Do this quiz and find out.

- 1 Which is the main meal of the day in the USA?
a breakfast **b** brunch
c lunch **d** dinner
- 2 Match the countries with their specialities.
1 England **a** raw fish
2 Japan **b** samboosah (meat in pastry)
3 Saudi Arabia **c** kimchee (pickled cabbage)
4 South Korea **d** kippers (smoked fish)
- 3 Which of these are considered taboo foods in Great Britain?
a horsemeat **b** sheep or calf innards (haggis)
c octopus **d** snails
- 4 Which foods will a strict Muslim not eat?
a ham **b** bacon
c lobster **d** crab
- 5 What would you find on nearly every restaurant table in the USA?
a fresh flowers
b a photo of the chef
c glasses of water loaded with ice
d a spitting bowl
- 6 Which of these countries are not famous for their coffee?
a Brazil **b** India **c** Italy **d** Turkey
- 7 In which countries are salads often served and eaten before the main course rather than after?
a France **b** Italy **c** UK **d** USA
- 8 Decide if these statements are true (T) or false (F).
☐ **a** In some cultures men and women eat separately.
☐ **b** The word *breakfast* means 'to have a fast break'.
☐ **c** The word *entrée* in the USA means 'the main course'.
☐ **d** In the UK, the knife and fork are held in the left and right hands, respectively.

Check your answers on page 69.

Reading

- 1 Read this extract from an annual report. In some of the lines there is one ~~extra~~ word. Cross out the extra words.








- 1 In the next couple of years will be very important for the
 2 company. The new Chairman, Alan Rogers, he will be starting
 3 his new post in April. He will be bringing out many years of
 4 valuable experience working in the underwear industry
 5 and will be a major asset to the company. We will also, if it all
 6 goes well, have started the European Project by next autumn
 7 and should be doubling our sales figures by this time the next
 8 year. We will be taking on many new staff throughout the year to
 9 run the project, which will be managed by John Hedges,
 10 our current Head of Marketing.

- 2 One of your colleagues has written this email and has asked you to correct it. In each line there is one mistake, including spelling and punctuation. Underline the mistake and write the correction in the space provided.

Dear Mr Bakali

- 1 as mentioned in our phone call this morning, I would like to
 2 place one order for the following items: Sky Blue Sofa ref no:
 3 F3671 and Terracotta Table ref. no. F8956. Please, let me know
 4 ASAP if there can be any problems with this order. I would also
 5 like to know when the furniture is likely to deliver so I can make
 6 the needed arrangements.
 7 I look forward to hearing from You.
 Best regards

Listening

- 1  **10.1** Listen to four short dialogues and match them to these situations. (N.B. There is one extra situation.)
The person is thanking the other person for:
- a taking him / her to the theatre.
 - b buying him / her a present.
 - c offering to show him / her the way to some place.
 - d inviting him / her to a party.
 - e offering to do him / her a favour.
- 2  **10.1** Turn to the listening script on page 75 and underline the words you think should have the most stress. Then listen to check.
- 3  **10.2** Listen to some people discussing how they imagine the world will be in fifty years' time. Decide if these statements are true (T) or false (F).
- ☐ 1 The world is going to be unrecognizable.
 - ☐ 2 It will be possible to do everything from home.
 - ☐ 3 The use of cities will be basically the same.
 - ☐ 4 Products might be able to build themselves using nano technology.
 - ☐ 5 People will live in self-sufficient villages.
 - ☐ 6 It would be a good idea for developing countries to bypass several stages of progress.
- 4  **10.2** Listen again and write down some of the expressions used to:
- 1 get people to explain themselves better.
 - 2 get people to express their opinion.
 - 3 explain your own opinion.
- 5  **10.3** Listen to Jim Quick describing the meeting with his surgeon after his heart operation. Choose the best answer to these questions.
- 1 Jim Quick's surgeon
 - a had no idea how long Jim would live.
 - b said Jim's life expectancy would depend on his quality of life.
 - c gave Jim a series of rules for healthy living.
 - 2 The life expectancy for heart transplants when Jim had his operation was
 - a 75% for five years, 50% for ten years, 25% for fifteen years.
 - b 75% for five years, 50% for ten years, ?% for fifteen years.
 - c 75% for five years, ?% for ten years, ?% for fifteen years.
 - 3 The main reason why heart transplant patients die is
 - a mainly due to heart failure.
 - b due to infections through lack of immunity.
 - c due to cancer.
 - 4 Jim's tone of voice suggests that he is
 - a enthusiastic about his life and very interested in all aspects of heart transplants.
 - b unsure about the consequences of heart transplants.
 - c a little depressed about his future.

- 1 Read these two emails, from people who have just returned home after being hosted by the recipients of the emails. Fill each gap with an appropriate word.

Dear Roberto

I¹ wanted to thank you for your² hospitality during the congress – you really seemed to go out of your way to make me³ welcome. I thought the congress was a⁴ success and much of that success was undoubtedly⁵ to your organizational skills.

Congratulations also⁶ your paper which I thought was excellent, I read it again on the plane coming home.⁷ the way, have you had time to look at those notes I left you?

You mentioned during that delicious dinner on the last night that you might be interested in setting up a collaboration between our departments. I think that⁸ be an excellent idea – have you had any⁹ thoughts about it?

It feels very cold here after all that wonderful sun – you don't know how lucky you are!

Well, once again thank you very much¹⁰ for everything.

Kind regards

Knut Laarson

Hi

.....¹¹ I haven't written earlier but I've been really busy¹² I got back, what with moving into the new house and everything.

.....¹³ this is just a quick email to thank you very much for a fantastic time – we seemed to pack so much into so little time. I think the highlight was that meal on the first night, I don't think I've ever had such delicious food.

It was¹⁴ meeting Jo; she was even nicer than you'd described – has she started that new job yet?

Oh yes, and what did you think of that music I recorded for you – am I wrong or is that the best thing you've¹⁵ for years? :)

Well that's¹⁶ for now, and thanks a million.

Sam

- 2 Put the verbs in brackets into the correct tense, changing the word order where necessary.

- 1 This time next year we (live) here for twenty years (be) married for fifteen.
- 2 He (already go) by the time you get here.
- 3 Really, it'd be no trouble to give it to him – I (see) him tomorrow anyway.
- 4 She says she (not come) to the party tomorrow because she's got an exam.

- 5 She says she (not come) to the party tomorrow even if you pay her.
- 6 What time (Mr Rossi arrive)?
- 7 What (you do) this time next year? I (study) for my exams probably.
- 8 What do you think (you do) next year?
I might go to America or I might look for a job.

3 Fill the gaps in these sentences with the correct form of *bring* or *take*, changing the word order where necessary.

- 1 You me something to drink, please?
- 2 If you want I you there myself – I'm going there anyway.
- 3 it away, I never want to see it again.
- 4 It's raining – I wish I an umbrella.
- 5 Could you me the file on TVA, please, Sarah?

Writing

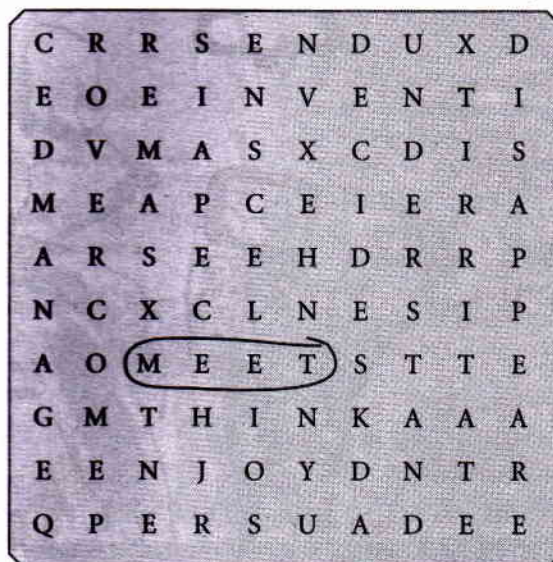
Do one or both of these tasks.

- 1 Write a composition of 150–180 words on one of these titles:
 - a Is progress always a good thing?
 - b 'Scientists should be allowed to do any kind of research they wish.' Discuss.
- 2 Choose one of the emails in English in use 1 and reply to it. Try to make some reference to the points made by the sender and add some news of your own (you will need to improvise). Make sure you choose a suitable level of formality.

Word search

Find the synonyms for these verbs. Use a learner's dictionary to check the meanings of the verbs before you start. (You can find the words left to right, top to bottom, and diagonally top to bottom.)

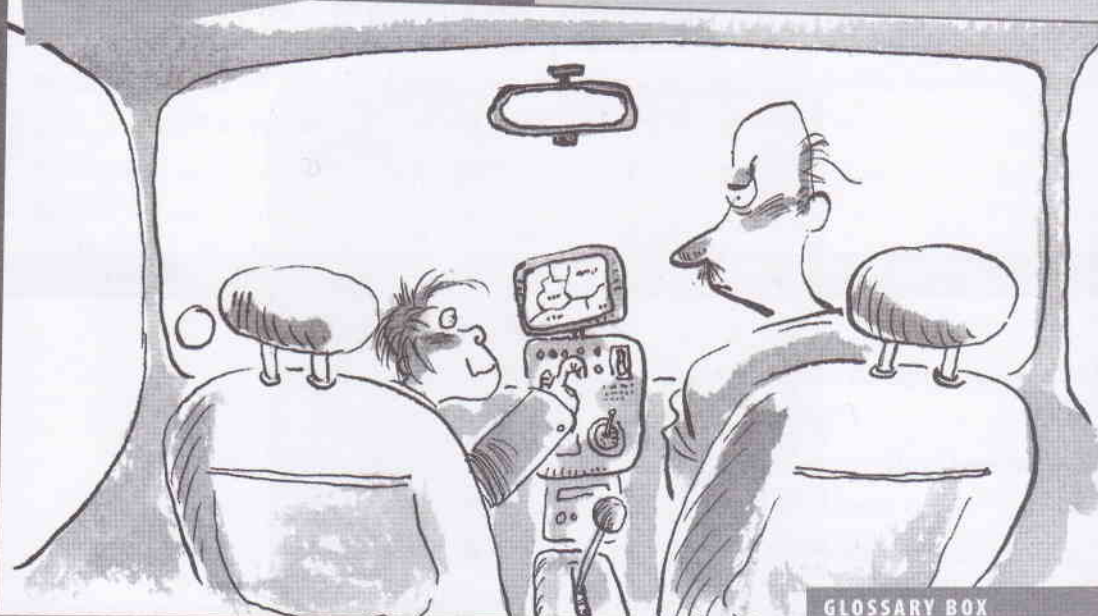
get a kick out of something get by get down get on one's nerves
get over get round someone get something off get to get together
get up make of make off make out make up make up for



Are you a technophobe?

- 1 Your partner gives you an MP3 player for your birthday.
 - a You panic. You have no idea what it is.
 - b Within an hour you are downloading music from the Internet.
 - c You bought your first MP3 player five years ago.
- 2 There's been a blackout and the clock on your video recorder is blinking.
 - a You leave it to blink – in any case you have plenty of wind-up clocks around the house.
 - b You press a few buttons and after a few minutes you have it working again.
 - c Pressing just one button on your remote control you transfer the time on to your recorder.

- 3 You receive an attachment via email that you can't open immediately.
 - a You ask a colleague for help for the third time this week.
 - b After a few attempts you manage to open it.
 - c Rubbish! I have yet to receive an attachment that I haven't been able to open straightaway.
- 4 Your new car has a geographical positioning system.
 - a You watch as your four-year-old child programmes your journey for you.
 - b After a couple of weeks you have found several new routes into work.
 - c You were part of the research team that invented this system.
- 5 You meet someone from another planet.
 - a You presume that you must be an extra in an old episode of the X-Files.
 - b You think you must have just been reanimated after crionic suspension.
 - c You communicate immediately using an advanced hybrid of Klingon and cyber sign language.



GLOSSARY BOX

blinking: going on and off rapidly
geographical positioning system: a computerized device which tells you where you are
crionic suspension: your body is frozen after death

Check your score on page 69.

Answer key

UNIT 1

Reading

- 1 1 b 2 c 3 b 4 b 5 c
 2 1 tabloids 2 highlights 3 appalled
 4 logic 5 resistance 6 subsidized

Listening

- 1 1 T 2 F 3 F 4 F 5 T
 3 1 rigid 2 good friend 3 formalities
 4 1 Tim Burgess from CBC called. Ring him back on 020 7623 2519.
 2 Marsha Yong from Zipstarr called. Email her: m.yong@zipstarr3000.uk.

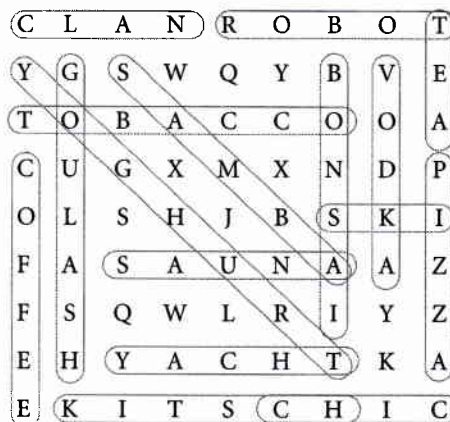
Pronunciation

- 1 1 ↗ 2 ↘ 3 ↗ 4 ↗ 5 ↗ 6 ↘
 2 acceptable ambitious creative
 critical determined honest
 hygienic independent outgoing
 possible predictable reliable
 sincere sympathetic tactical

English in use

- 1 1 earns
 2 have been
 3 is getting
 4 have learned / have been learning
 5 do
 6 has been going
 7 has made / is making
 8 is learning / has been learning / has learned
 9 am doing
 10 have been studying
 11 have completed
 12 have been staying
 2 (possible answers)
 1 Pleased to meet you, Rosalind. How was your flight?
 2 Good. Is this your first trip to Rome?
 3 I see. Listen, would you like something to eat before we go to the office?
 4 Hamish! I haven't seen you for ages? How are you doing?
 5 Not bad, thanks. We had a great holiday in Crete a couple of months ago.
 6 It's going really well, actually; nearly finished, in fact.
 7 OK. It was really good to see you again.
 8 Call me tomorrow and then perhaps we could go out for a drink.
 9 10.00 tomorrow would be good.

Word search



- 1 coffee 2 tea 3 robot 4 yacht 5 sauna 6 chic 7 clan 8 kitsch
 9 goulash 10 pizza 11 bonsai 12 ski 13 samba 14 vodka
 15 tobacco 16 yoghurt

Quiz

- 1 If you have put 1, 2, or 12 as your first choice: you are suited to physical, scientific, or mechanical jobs (e.g. engineer, surveyor, electrician, mechanic)
 3, 8: you are primarily interested in the artistic and creative side of work (e.g. commercial designer, advertising, TV and film)
 6, 9, 10, 11: you are interested in manipulating numbers and you have a scientific mind (e.g. computer scientist, economist, banker)
 4, 5, 7: you like using words and persuading people through what you say (e.g. journalist, teacher, editor).
 2 This part of the test is designed to see what kind of personality you have:
 1, 6, 12: intuitive 4, 7, 9, 10: introvert
 3, 8, 11: extrovert 2, 5: analytic

UNIT 2

Reading

- 1 1 They were very excited.
 2 By watching satellite TV.
 3 Replica kits, books, videos, clothing, financial services.
 4 Open stores selling Manchester United merchandise.
 5 They wore their new white training kit.
 2 1 G 2 B 3 D 4 F 5 A 6 E 7 C

Listening

- 1 He mentions: ice-skating, tobogganing, skiing, baseball, soccer (didn't like playing), badminton, and tennis.
 2 1 T 2 F 3 F 4 F 5 T 6 F 7 F 8 F 9 T 10 T

English in use

- 1 (other possible forms in brackets)
 1 met 2 got (had got) 3 'd got
 4 failed 5 was laughing 6 got (had got)
 7 had done 8 had been 9 went
 10 was standing 11 asked 12 was
 13 had met 14 were working 15 was sitting
 16 knew

S	M	H	M	O	C	T	I	C	K	E	T	C
I	J	O	E	C	A	R	A	V	A	N	R	H
G	E	V	T	L	R	A	A	X	Q	A	A	A
H	T	E	R	O	I	M	J	S	I	V	F	R
T	S	R	O	R	R	C	L	B	H	I	F	T
S	F	C	T	R	S	B	O	I	O	G	I	E
E	E	R	O	Y	B	H	I	P	F	A	C	R
E	R	A	L	O	S	U	I	K	T	T	T	E
I	R	F	L	Y	T	I	S	P	E	E	D	N
N	Y	T	F	A	R	E	T	R	E	K	R	T
G	E	A	R	J	O	U	R	N	E	Y	I	C
B	O	B	O	A	R	D	L	A	N	D	V	A
C	U	S	T	O	M	S	G	U	I	D	E	B

10-19: You are an 'early bird' – you are able to make a very early start and can accomplish a lot before you even have breakfast. But you probably don't have a busy social life in the evening – you can't keep awake.

1 spoke 2 talked 3 said
4 asked 5 told 6 enquired
7 mentioned 8 explained 9 wanted to know
10 confirmed

- | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| P | D | I | S | C | U | S | S | S | D | I |
| S | A | S | S | O | C | I | A | T | E | N |
| U | C | R | E | S | U | L | T | E | P | V |
| C | O | O | T | L | M | A | I | M | E | E |
| C | I | R | N | I | I | A | C | T | N | S |
| E | N | E | W | S | C | S | R | D | D | T |
| E | C | L | A | A | I | I | T | R | X | I |
| D | I | A | I | G | T | S | P | E | Y | G |
| I | D | T | T | R | X | C | T | A | N | A |
| E | E | E | T | E | A | C | H | M | T | T |
| C | O | N | C | E | N | T | R | A | T | E |

65

Quiz

1 c 2 b 3 a 4 b 5 b

UNIT 5

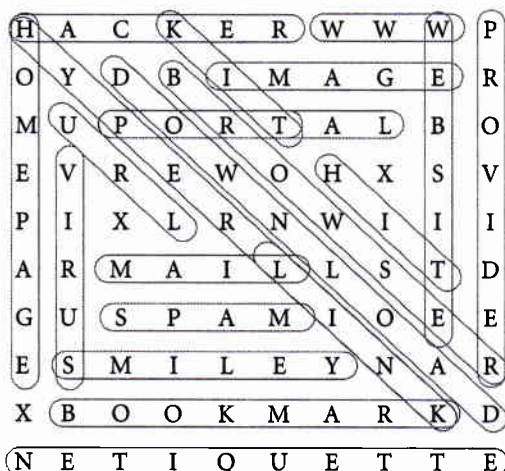
Reading

1 1 G 2 B 3 D 4 C 5 H 6 A 7 E 8 F

English in use

- 1
 - 1 who
 - 2 who else you're sending the message to
 - 3 which
 - 4 that / which / Ø
 - 5 who
 - 6 which
 - 7 that / Ø
 - 8 that / which / Ø
 - 9 whose
 - 10 that
- 2
 - 1 allowed / permitted
 - 2 will enable / allow / permit
 - 3 makes
 - 4 permits / allows / enables
 - 5 lets

Word search



- | | | | |
|---------------|------------|-------------|-------------|
| 1 bookmark | 2 browser | 3 download | 4 hacker |
| 5 hit | 6 homepage | 7 hyperlink | 8 image |
| 9 kit | 10 link | 11 mail | 12 Net |
| 13 netiquette | 14 port | 15 portal | 16 provider |
| 17 smiley | 18 spam | 19 URL | 20 virus |
| 21 website | 22 WWW | | |

Listening

- 1 Web surfing.
- 2 Kodak, NASA.
- 3 An American nuclear missile silo.
- 4 No. He finds them silly and dull.
- 5 Through friends who have email.

Pronunciation

- | | | | |
|------------|-------------|----------|-----------|
| 1 bookmark | chat room | compute | download |
| image | information | network | newsgroup |
| programmer | provider | realtime | request |
| website | | | |

2 1 a 2 a 3 a 4 a 5 b 6 b

Quiz

- 0: You have never seen a computer and obviously have no idea what the Internet is.
- 1-5: Your use of the Internet is very healthy.
- 6-10: You are an average Internet user. You may stay online a little too much, but you are able to control your usage.
- 11-15: You are dangerously near to becoming a Web junkie. Consider the impact it may be having on your life.
- 16-20: You need help, now!

UNIT 6

Reading

1 I 2 D 3 B 4 H 5 A 6 C 7 F 8 E

Pronunciation

- 1 1 Let me firstly introduce myself. My name's Anna Southern and I ...
- 2 I'm just going to start by giving you a quick summary of ...
- 3 I'm basically going to be looking at three main issues ...
- 4 These will hopefully help to illustrate that ...
- 5 Now if we look at the first slide ...
- 6 The main points to highlight in this next slide are ...
- 7 This graph is really interesting, in fact if you look at ...
- 8 As I mentioned earlier, we were also going to look at ...
- 9 The most important thing I would like you to go home with is ...
- 10 And finally, I would like to conclude by saying ...

3 c

Listening

- 1

1 you're	2 you've	3 would
4 would	5 they'll	6 wouldn't
7 wouldn't	8 would	9 aren't
10 they'll	11 they'll	12 you're earning
- 2

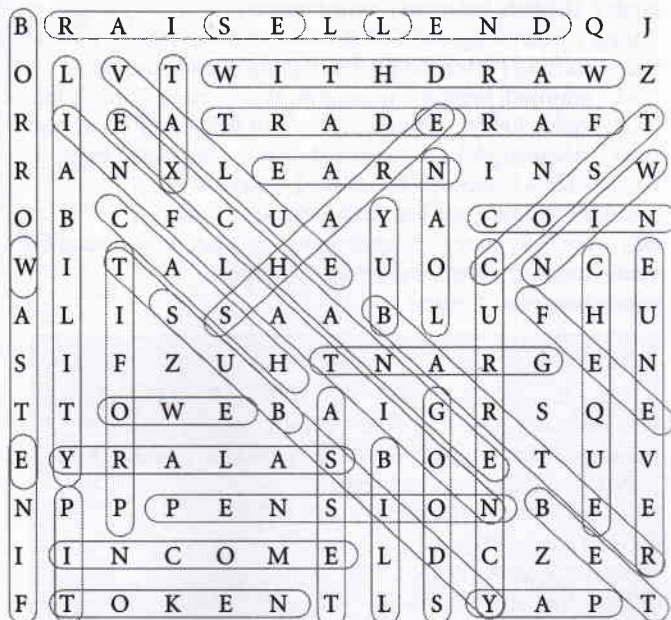
1 you know	2 I mean	3 sort of
------------	----------	-----------

 People punctuate their speech with these phrases to give themselves time to think.

English in use

- 1 1 d 2 b 3 b 4 a 5 b 6 b 7 c 8 a
- 2
 - 1 Every
 - 2 How much
 - 3 very little
 - 4 a lot of, little
 - 5 plenty of, enough
 - 6 All of
 - 7 hardly any
 - 8 plenty of, hardly any
 - 9 a great deal of
 - 10 None

Word search



Quiz

Mostly a: You are totally dishonest and are probably doing this exercise from your prison cell.

Mostly b: You are a normal human being – basically honest, but occasionally you lapse into temptation.

Mostly c: You are a model citizen. The world needs more people like you – or does it?

UNIT 7

Reading

- 1 1 am currently in
3 year on the
5 one of our guest
7 talk for Wednesday
9 In any case
11 meets with your approval
- 2 2 run again
6 booked up quickly
10 enough demand
- 3 2 programme of talks
4 part in this
6 programme starts on
8 a couple of
10 the near future
12 to hearing from
- 4 2 further information
9 are also thinking
11 please contact

Pronunciation

- 2 1 adjective 2 verb 3 adjective 4 noun
5 verb 6 noun 7 adjective 8 verb
9 verb 10 noun / adjective
- 4 1 defect, records
2 export, import
3 increase, transport
4 reports, projects, progress
Report is always pronounced in one way.

Listening

- 1 Australia: houses
India: private schools, TVs, video recorders, fridges
Italy: expensive cars
North America: houses

- 2 1 No.
2 By what you own and your job.
3 No.
4 It wants to become an independent power.
5 A huge underclass.
6 The American dream.

- 3 1 June 6–13 2 650 3 Artificial intelligence
4 July 13 5 WWW congress 6 415
7 July 16 8 370 9 Evolution of galaxies
10 250

English in use

- 1 1 are invited 2 be found
3 will normally be required 4 will inform
5 has been accepted 6 are accepted
7 will be offered 8 will receive
9 have been published 10 will confirm
11 accept 12 have not achieved
13 will need 14 be obtained
15 submit
- 2 1 She was made to work overtime every day.
2 I'm having my windows cleaned on Saturday.
3 It will have to be done tomorrow.
4 The hall is being painted next week.
5 He is thought to be hiding in Brazil.
6 I have my car serviced once a year.
7 I'm being met at the airport.

Word search



Two other subjects: Latin and Greek.

Quiz

Give yourself two points for every 'true' answer, one point for every 'partly true'. No points are scored for 'false' answers. Add up your points for the fifteen questions and check the level of your ambition: 24–30 very strong; 19–23 strong; 15–18 average to strong; 10–14 average to weak; 0–9 weak.

UNIT 8

Reading

1 1 B 2 F 3 A 4 D 5 E 6 G 7 C

Listening

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

3 1 a 2 c 3 c 4 c 5 b 6 a

4 1 None of the phrases (but the phrase *Yes, that's a good point but I'm not sure I agree with you* is used by the speaker to give an example of how to disagree indirectly).

2 b

3 c, d, e, f, g

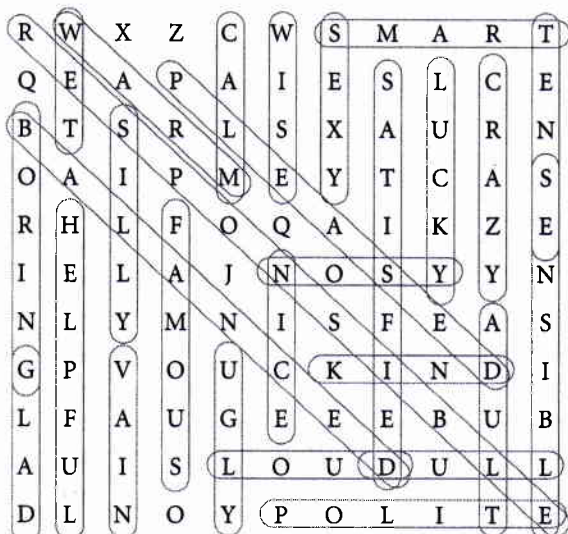
English in use

- 1 If you didn't eat so much, you wouldn't get / wouldn't be getting so fat.
 - 2 Even though he's English, he doesn't like the Queen.
 - 3 In case of any problems, call me at home.
 - 4 If I had studied, I would have passed the exam.
 - 5 Even if you gave me a million dollars, I still wouldn't do it.
 - 6 If you didn't talk so much, she might like you.
 - 7 If I were you, I would see a doctor.
 - 8 She said that she would help me if she could.
 - 9 They must have told you.
 - 10 She may not have known anything about it.
- 2 1 d 2 i 3 a 4 h 5 f 6 g 7 b 8 j 9 c 10 e
- 3 Various possible answers (see Pocket Book pages 34–35).

Pronunciation

- | | | | | |
|----|----|-------------|--------------|---|
| 1 | 1 | agriculture | agricultural | D |
| 2 | 2 | analyse | analysis | D |
| 3 | 3 | comfort | comfortable | S |
| 4 | 4 | employer | employee | D |
| 5 | 5 | feasible | feasibility | D |
| 6 | 6 | method | methodology | D |
| 7 | 7 | organize | organization | D |
| 8 | 8 | photograph | photographer | D |
| 9 | 9 | second | secondary | S |
| 10 | 10 | success | successful | S |

Word search



Opposites:

adult – childish; balanced – unbalanced;
boring – interesting; calm – nervous / anxious; crazy – normal;
dull – exciting / interesting / fun; famous – not famous;
glad – annoyed; helpful – unhelpful; kind – mean / unhelpful;
loud – quiet; lucky – unlucky; nice – not nice / foul / horrible;
nosy – discreet; pleased – annoyed; polite – impolite / rude;
responsible – irresponsible; satisfied – dissatisfied;
sensible – stupid / reckless; sexy – not sexy / unsexy;
silly – sensible; smart – stupid; tense – relaxed; ugly – beautiful;
vain – modest; warm – cold; wet – dynamic;
wise – not wise / reckless.

Quiz

Key: 1 F 2 T 3 T 4 F 5 F 6 T 7 F 8 F

Score: give yourself 2 points for each wrongly answered question, and 1 point for each unanswered question. Add these points for your total score.

Superior (top 5% of population): 0–2

Good (next 15%): 3–7

Fair (next 30%): 8–13

Poor (lowest 50%): 14–16

UNIT 9

Reading

- 1 1 f 2 c 3 i 4 a 5 d 6 h 7 j 8 g 9 b 10 e
- 2 1 coated 2 huge 3 make way 4 turn
5 damaged 6 height 7 sheds 8 starve
- 3 4

Listening

- 1 1 Ten.
2 She read a book that said that we don't need red meat and that it isn't good for you.
3 Ten years.
4 Anything that has been killed, e.g. chicken, fish.
5 Eggs and cheese.
- 2 1 B 2 E 3 D 4 A 5 C 6 G 7 F
8 L 9 I 10 M 11 N 12 K 13 J 14 H
- 3 skin, chop, freeze, peel, sauté, thicken, simmer, purée
- 4 She uses all the ingredients listed, except flour.

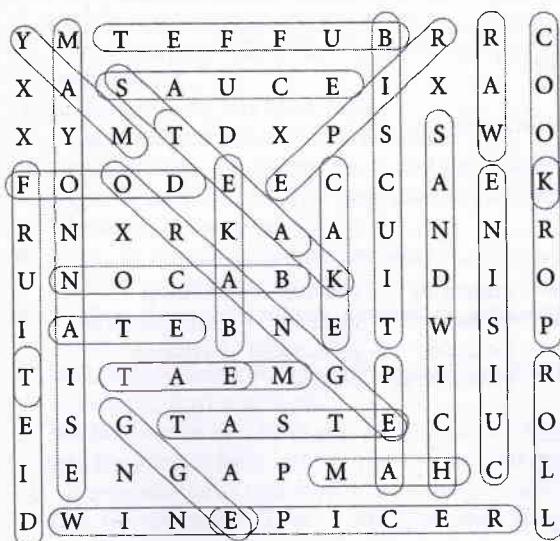
Pronunciation

Wednesday	vegetable	chocolate	strawberries
salmon	biscuit	cholesterol	Catholic
interesting	business		

English in use

- 1 1 were supposed to 2 couldn't
3 weren't allowed to 4 don't need to
5 didn't have to
- 2 1 They should have done this yesterday.
2 You don't have to do it if you don't feel like it.
3 I can't possibly eat all this food.
4 Cars must not be parked in front of the entrance.
5 You don't need to / needn't pay in advance.
- 3 1 can 2 having to 3 mustn't
4 are supposed to 5 must 6 may
7 could 8 are not supposed to

Word search



Quiz

- 1 d
- 2 1 d 2 a 3 c 4 b
- 3 a
- 4 a, b, c, and d
- 5 c
- 6 b
- 7 c and d
- 8 a T b F (it means 'to break the fast', *fast* means a period without eating) c T d F

UNIT 10

Reading

- 1 1 In 2 he 3 out 4 - 5 it
6 - 7 the 8 - 9 - 10 -
- 2 1 As (begin with a capital letter)
2 an order
3 Please let (no comma after *Please*)
4 will / may be any problems
5 to be delivered
6 necessary arrangements
7 from you (*you* doesn't begin with a capital letter)

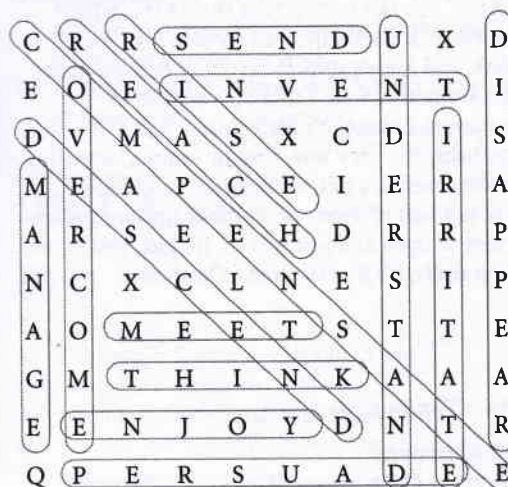
Listening

- 1 1 e 2 d 3 c 4 b
- 2 1 speak, myself, like, would, really, problem, seeing, tomorrow, Great, Thanks, really
2 So, coming, more, welcome, love, come, thank, very, that's, See, Saturday
3 mind, real, going, direction, anyway, Great, Thanks, Don't
4 Oh, shouldn't, lovely, Well, really, last, how, managed, really, very, sweet, my, pleasure
- 3 1 T 2 T 3 F 4 T 5 T 6 F
- 4 1 What exactly do you mean?
2 So do you think ...?
3 ... is what I'm saying, I mean ...; I'm not sure it's ...; No, I don't think it is actually.
- 5 1 a 2 c 3 c 4 a

English in use

- 1 1 just 2 kind
3 feel 4 great / huge
5 due 6 on
7 By 8 would
9 further 10 indeed
11 Sorry 12 since
13 Actually / Really 14 nice / good / great
15 heard 16 all
- 2 1 will have lived; will have been
2 will have already gone
3 will be seeing
4 won't be coming
5 won't come
6 will Mr Rossi be arriving
7 will you be doing; will be studying
8 you will do
- 3 1 Will you bring 2 'll take 3 Take
4 had brought 5 bring

Word search



Synonyms:

get a kick out of something – enjoy; get by – manage;
get down – descend; get on one's nerves – irritate;
get over – overcome; get round someone – persuade;
get something off – send; get to – reach; get together – meet;
get up – rise; make of – think (of); make off – disappear;
make out – understand; make up – invent;
make up for – compensate.

Quiz

Mostly a: You're still living in the early twentieth century. You can't even follow a simple manual. Try to overcome this major shortcoming and join the rest of us in the modern age.
Mostly b: Like many people, you initially have problems with some new forms of technology, but you don't panic and you soon learn how things work.
Mostly c: You had probably already completed this quiz before it had even been written! Your brain is constantly automatically updated to deal with any new scientific developments.

Listening scripts

UNIT 1

1.1

In Australia I think the most common way of someone greeting someone else is, particularly men, is a handshake. It's probably the only way that an Australian man will probably greet another Australian man unless they know them incredibly well, and then they'll hug. But I think there's not really a lot of difference between informal and formal in Australia, because it's actually a very informal country and they sort of pride themselves on being very open and, you know, perhaps not being too stiff and, you know, rigid with their lifestyle, and so that transfers over into their, into the business world as well. I think there's a lot of ... in fact in Australia there's this whole philosophy of mateship. It's actually been written into the constitution I think, and there's something about being a mate, and this is also for women as well. I think it's unique to Australia but, you know, I mean, it's really just a, just a handshake, it's probably the only way, I mean women, women kiss. One kiss on the cheek, it's not continental, you know, they're not, they're not sort of aware of all those airs and graces, they're far more sort of open and just sort of, it's just, you know, there's nothing to it really, it's just say *Hello, Good-day*.

1.2

1

o = Operator **TB = Tim Burgess**

- o** Barker's, good afternoon.
- TB** Could I speak to Mr Cook, please? This is Tim Burgess from CBC.
- o** Hold the line, please. I'm sorry, Mr Cook's in a meeting. Can I take a message?
- TB** Could you ask him to call me back? My number's 020 7623 2519.
- o** So that's 020 7723 ...
- TB** No, 7623.
- o** 7623 2519.
- TB** Right.
- o** And what did you say your name was?
- TB** Tim Burgess, from CBC. That's B-U-R-G-E-S-S.
- o** OK, Mr Burgess, I'll tell him you called.

2

o = Operator **MY = Marsha Yong**

- o** You've just missed him, he's gone to lunch.
- MY** If I leave you my number, could you get him to call me back?
- o** Yes, of course. So that's Marsha Yong from Zipstarr. Is that Z-I-P-S-T-A-R?
- MY** Yes, but there are two Rs at the end.
- o** OK. And the number to ring is?
- MY** Actually, it would probably be easier if he emailed me.
- o** Could you give me the address?
- MY** It's m dot yong, that's y-o-n-g, at zipstarr3000 dot com.
- o** Three zero zero zero.
- MY** Yes, that's right.
- o** OK, I'll pass that on to Stefan.
- MY** Thanks for your help. Goodbye.

1.3

- 1 Oh, right.
- 2 Oh, is it?
- 3 Great.
- 4 Sounds interesting.
- 5 Excellent.
- 6 Oh, no!

1.4

acceptable	ambitious	creative	critical
determined	honest	hygienic	independent
outgoing	possible	predictable	reliable
sincere	sympathetic	tactical	

UNIT 2

2.1

When I was younger I used to indulge in ice-skating a lot. I'd also toboggan in wintertime – a toboggan is a, is a sort of a, wooden sledge with a flat bottom, and that was always fun. Skiing also, I did a lot of skiing as a young teenager, had a pass for that. The only team sport I ever played was baseball, I didn't really like football or soccer very much. But baseball I enjoyed a lot. Badminton I played a lot as a kid, and a little bit of tennis.

2.2

1
Well, I actually met my wife to be on a Greyhound bus, going from my home town to the airport, which was about a 350-mile journey. I got on at a small stop just right near my town and it was the only seat available. And we probably wouldn't have met except that I'd got a Walkman at the time and I put the things in my ears, I was sitting down, I didn't really want to sit next to anybody and talk to anybody. So I sat down next to her, I put my Walkman on and then the batteries failed so I was forced to talk to her. And she was laughing her head off even at that time, so this set the tone for our entire relationship I think. And when we got a little bit farther down the road, we started to go into one of those smaller towns and I knew the route very well because I had done it many times before and we got into this town and I said: 'Is this Caramear?' And she said 'No.' And again, that's been the same ever since.

2
I met my husband in my brother's bedroom, which is quite nice. I was popping in there. I'd been very busy all day, doing all sorts of things and I was a real mess, I looked terrible. And I went into his flat and my father was standing there ironing in the sitting room, and I asked him if my brother was in and he said, 'Yes.' He said, 'Oh, there's a load of them in there, go and see, they're all in the bedroom.' And I walked in and there was my husband. He was an Aussie backpacker, traveller, that my brother had met somehow, somewhere. I think they were working in a shop together or something and he was just sitting there on the bed. And instantly I knew he was going to be my husband. I just knew and he apparently knew.

2.3

CS = Clare Scott **o = Operator** **SP = Sam Phillips**

- CS** Morning, could I speak to Sam Phillips?
- o** Yes, who's calling please?
- CS** Clare Scott.

- O I'll try and connect you. Sorry, what did you say your name was?
- CS Clare Scott, from PQS Estate Agents.
- SP Sam Phillips.
- CS Hi, Sam, this is Clare from PQS.
- SP Hi, how are you? Any news on the office?
- CS Well, that's why I'm calling. I've found something you might be interested in. It's a huge top-floor apartment and it looks on to the river.
- SP It sounds wonderful and it's just what we've been looking for. How much is it?
- CS It's three thousand a month. Actually, it's just been renovated, they've done a really good job on it.
- SP Well, it does sound like the perfect place, but that rent is quite high, don't you think?
- CS Yes, but bear in mind you won't have to do anything to it, and it's going to look really impressive for your clients. Anyway, why don't you think it over and get back to me later this afternoon. If you're interested, we'll arrange a viewing.
- SP I'll do that, Clare, thanks a lot. Bye.
- CS Bye.

UNIT 3

3.1

A = Alan L = Lyndham

- A Hi, I'm Alan.
- L Hi. Nice to meet you. I'm Lyndham. Hi.
- A Hi, Lyndham.
- L So. What was it like getting here today?
- A Oh, well. Actually it was quite easy, unexpected. The tube is usually much more difficult than it was today.
- L You didn't have any buses to catch as well?
- A Yeah, I had, no actually today, usually I have a bus to catch but today I didn't, I just walked to the tube stop 'cause it was a nice day, wasn't too cold.
- L Yeah, it was quite pleasant out there. I'm lucky, I decided, I could take a bus in fact, but I thought, I'll take a nice long walk, get a bit of exercise and of course doing that two buses passed me, had I decided to wait for, probably I would have been waiting for a long long time.
- A I mean, for me to get here on the underground is a bit of a tricky journey, 'cause the Central Line doesn't really connect that well with the stops that I need to get to. So it always takes me a long time. Any time you have more than one change on the underground, that always takes you a long time.
- L Yes, yes. Although sometimes, I mean like today, I've only got, I only have one change and that change did take a long time waiting for that train, it was a Piccadilly Line train and I got to ...

3.2

Well, I flew to India once, many years ago, and in order to save myself thirty pounds I went with Afghan Airways and it was a flight which was scheduled to last fifteen hours and in the end it took four days. It started well when we discovered, when I arrived at Heathrow to discover that actually Afghan Airways didn't fly to Heathrow 'cause it was in the communist days and they actually stopped at Czechoslovakia and you had to get a connecting flight from Heathrow to Prague airport and so we got an OK Airlines flight to Prague. However, Prague was fog-bound and they didn't have the equipment to land in Prague so

we got diverted to West Berlin where we sat for ten hours in the ... East Berlin I should say, where we sat for ten hours in the East Berlin airport. They then took off the Afghan Airways jet from, which was the only one they had, a 747, from Prague to land at East Berlin, which it duly did. We then took off and then got diverted to Moscow, where for some reason we had to get off the aeroplane for three hours and walk across the freezing tarmac in the, as I was expecting, Indian ... Indian summer ... summer temperatures, this was sort of November in Moscow, it was not exactly warm. We then climbed back on the aeroplane which then did an unscheduled technical stop in Tashkent and a few hours later arrived in Kabul, which was where it's main home town ...

3.3

- A So, would Thursday morning at 10 o'clock suit you?
- B Actually, I think I'm going to be tied up all of Thursday. I've got to do a presentation and I can't really shift it at such short notice. What about Wednesday? Would that be any good for you?
- A Just a moment, I'll check my diary. I could do Wednesday afternoon, but it would have to be quite late. Could you manage it around 6 o'clock?
- B Mmm. Could you make it 5 o'clock? I'm going to be short of time to get back otherwise.

UNIT 4

4.1

1

- A Thompson Brothers, can I help you?
- B Can I have extension 261?
- A Thompson Brothers, can I help you?
- B Yes, I've just asked for extension 261 and I've come back to you.
- A Sorry about that. Yes, it must be busy I'm afraid. Unfortunately it tells the caller nothing.
- B Sorry?
- A Unfortunately this system doesn't tell the caller anything. But it's definitely busy.
- B Right, so I'll ...
- A He's on a call at this moment.
- B OK, I'll call back later.
- A All right then. Thanks, bye.

2

Your call has been forwarded to an automatic voice message system. 'Richard Gallagher' is on the phone. At the tone, please record your message. When you have finished recording you may hang up. Or press 1 for more options.

3

- A Could I have extension 3976, please?
- B The line's busy at the moment, do you want to hold?

4

Welcome to the Invoice Processing Help Desk. For invoice queries please press 1, for employee expense queries please press 2, for corporate Amex queries please press 3, for all other queries please press 4.

5

Welcome to Thompson's voice mail system. To be transferred to an extension, please enter the number now. If you have a mailbox on the system please press 'star'. To dial my name, please press 1.

4.2

T = **Tau Pei Lin** I = **Interviewer**

- I Advertising's a very capitalist kind of thing, I would have thought. Doesn't it go against the communist ethic?
- T Well, you know, actually speaking capitalism has always been present in China, even throughout the communist era, I mean it was well under control, it was condemned, but people keep thinking in a capitalist way.
- I Right.
- T So I mean now it's, everything is capitalist.
- I So what would you say is the most common form of advertising?
- T Well, TV definitely is one of the most common forms because this is the, one of the hottest mass media. Not all Chinese are capable of reading newspapers or reading, you know, advertising strips. But they, everybody, they do have a TV set, and even if they don't have it at home they tend to go to the neighbour or to anywhere, so they do watch the TV.
- I What about access to the Internet, is that ...
- T Within the academic field it's quite normal now, and there are a lot of public servers available.
- I So if I wanted to advertise my product on the Internet I could do that?
- T Yes, at least to ... to the younger generation.
- I Right, are there any other forms of advertising, in newspapers, magazines?
- T Oh yes, sure, sure, sure – pages full of advertising. They are getting quite updated with photoshootings and things like that, quite a lot, not the European or American standard, of course.
- I How much do Western adverts have to be adapted to Chinese style?
- T Well, the TV's already full of typical Western, European, American advertising like Benetton, fashion like Armani, Versace, perfumes like Chanel, they're full of that. And then the local products, Chinese products of course, they are less modern than the Western advertisements are, but sometimes they have tailored advertising on Western products using Chinese actors.
- I Are there any kind of general guidelines, would you say?
- T What do you mean by general guidelines first?
- I I mean the kind of things that you can do on an advert and the kinds of things you can't do.
- T Well, Chinese traditions they, they are still present, just like, you know we have some typical ways of behaviour, like children, they have to respect elders, old people, it's getting less permanent that older people they have to be respected but it's still part of the Chinese tradition.
- I So you couldn't have an advert in which an old person was ridiculed?
- T No, no, no, no.
- I Or which children go against their parents?
- T No, these are so ... still social taboo if you can call it that.

4.3

- 1 So basically, what you're saying is that twenty is not enough.
- 2 If I understood you correctly, what you mean is the colours are not clear enough.
- 3 I'm not sure what you mean by 'overdue'.
- 4 OK, I see what you're saying, but I still think that they could ...
- 5 Am I making myself clear?

- 6 You said there was no difference in price, right?
- 7 I see what you mean.
- 8 So in that case you will need them earlier.
- 9 Do you see what I mean?
- 10 Does that answer your question?

UNIT 5

5.1

- A So tell us, do you use the Internet, do you like looking at it?
- B Yeah, I spend quite a bit of time on the Internet, especially Web surfing. Well, and emailing too but mainly Web surfing, that's where the time gets eaten up.
- A What are your favourite Internet sites?
- B My favourite sites at the moment are probably, the Kodak site is a really really good one, has some fantastic pictures and the NASA site is really good, the NASA site is really really good.
- A And what's the most unusual site you've found?
- B The most unusual site I've found is, oh yeah, it's a guided tour of an American nuclear missile silo.
- A Wow.
- B And it's these guys that have broken into this old disused missile silo in the middle of the Mohave desert, and they've gone round taking pictures of it, and they give you this map, and where you go on this Internet site is, is into different rooms of this missile silo and they say, 'And here's where the big computers were which, some of which have been moved away and some which haven't, this is where the Atlas rocket stood, and this, well here is where [A Wow.] the nuclear material was wheeled into the ...'
- A My next question is, well in that case, how often do you stay on line, is it longer than expected on a site like that?
- B Well, with a site like that it really is 'cause, when you hit something like that you just go, 'I don't believe this is real, it's fantastic.'
- A How many friends, I mean if any, have you made using a chat line?
- B I don't use the chat lines. I find them really silly. There are just find them a bit dull. What I do do is find out who of my friends are on email and then ask them about sites, like astronomy sites or things like that are fantastic. [A Right.] And the Web is just brilliant. If you, if you have a special subject there is always going to be somebody out there.

5.2

bookmark	chat room	compute	download
image	information	network	newsgroup
programmer	provider	realtime	request
website			

5.3

- 1 My first computer was a Macintosh.
- 2 We started using email in 1996.
- 3 Their website address is www.meta4.org.
- 4 So you're saying you can't access the data.
- 5 We sometimes have minor problems connecting to the provider.
- 6 So you believe we should completely redesign our website.

UNIT 6

6.1

- 1 Let me firstly introduce myself. My name's Anna Southern and I work for the Oxford Media Group ...
- 2 I'm just going to start by giving you a quick summary of the most important points ...
- 3 I'm basically going to be looking at three main issues, firstly the difficulties we have ...
- 4 These will hopefully help to illustrate that over the past six months ...
- 5 Now if we look at the first slide, it shows how the trend towards ...
- 6 The main points to highlight in this next slide are the distribution amongst the population ...
- 7 This graph is really interesting, in fact if you look at the overall pattern of behaviour ...
- 8 As I mentioned earlier, we were also going to look at the extraordinary increase ...
- 9 The most important thing I would like you to go home with is a clear idea of how important ...
- 10 And finally, I would like to conclude by saying that I will have every confidence that the trend ...

6.2

A = American E = English J = Japanese

- A In Japan, is it polite to ask someone, let's say if you're at a party and you've just met them, what they do and how much they earn?
- J Oh, no.
- A Really?
- J I think it's a kind of taboo, I mean nobody would want to talk about ... Everybody would want to talk, to tell you about, you know, if you earn a lot but, no.
- E Right.
- A How about in England?
- E No, no, I mean the British, I mean they'll ask you what you do, but to ask you how much you earn, I mean it's, it's, in different circles I mean you know, for example, I mean certain sort of show bizzy circles, I imagine it's much more easy to talk about things like that. But I think among general, the general population it's extremely rude to sort of ...
- A So you wouldn't go around flaunting it, if you came from nothing and let's say you ended up doing extremely well in life, you wouldn't wander around talking about how you make two hundred thousand dollars a year?
- E Oh, no, but you would wear your Gucci suit and your, you know, and drive up in your Aston Martin to show ...
- J How about in America?
- A Oh, fine. No problem.
- J Yeah? Talk about money, how much you earn?
- E Oh, I think that's refreshing.
- A Yeah, I do too actually, you know people aren't ashamed of it in any way and also a question that they seem to ask, they'll ask you what you do and then they'll ask you how much you earn and they won't apologize. Oh, so you're a lawyer, so you're earning a lot of money, huh? No, they'll just come right out with it.
- E And it's OK to flaunt and, you know, just to sort of, you know, to show it off.
- A It is. Absolutely.

UNIT 7

7.1

- delegate (verb) delegate (noun)
separate (verb) separate (adjective)

7.2

- 1 alternate
- 2 animate
- 3 articulate
- 4 associate
- 5 co-ordinate
- 6 graduate
- 7 elaborate
- 8 estimate
- 9 moderate
- 10 subordinate

7.3

- | | | | | |
|----------|----------|----------|----------|----------|
| adequate | climate | evaluate | delicate | generate |
| innovate | motivate | navigate | private | simulate |

7.4

- 1 We have added the details of the defect to our records.
- 2 They have begun to export more than they import.
- 3 There has been a considerable increase in transport costs.
- 4 The reports on the projects will progress well.

7.5

- A I find Australia actually not, as a collection of people, not very materialistic.
- B Oh, that's interesting.
- A I don't know whether that's my upbringing, but I think they feel that it's, well, I was always brought up to believe it's the lucky country and we've got everything we need.
- B That's interesting. North America, I think in general, is a lot more acquisitive than other parts of the world, and a lot of emphasis is put on earning money, and the more money you earn the more your social status rises, so that you are judged by what you own to a certain extent and what job you have. So, it's sad but I think it's true. It's interesting. Like Canada ... perhaps less so than the US.
- C I think, well the classic in Italy is cars, isn't it? They're car mad and even if, I mean some, I mean I've got experience of a girlfriend and she works very hard as a teacher and her husband is a teacher as well and they can't really, they've got two young kids, they can't really afford to buy flash cars but her husband's Ferrari comes first. He just, that's how it was, but he told her that when he married her. He said, 'Look I know it's going to be rough, but I'm not compromising that'.
- B That's very interesting. In India there's a very big middle class and certainly the video recorder and the TV and the fridge are important, but the other status symbol that carries quite a lot of clout is, do your children go to a private school? [A Of course.] And that is as important as perhaps the Ferrari might be in Italy.
- A In Australia it's, I think there's some definite displays, disgusting displays of wealth. When people have wealth, they do like to display it as a monument you know, if you like, to their success.
- B Is that sort of like a physical thing?

- A Yeah, it's usually in the house or ...
- D That's true, in North America how big your house is. In North America you can buy the space and the houses, the bigger your house, well, that means something doesn't it? More than where you live.
- A Australia doesn't have any of those issues like severe poverty and things like that, so I think perhaps they're more concerned about the country as a whole, you know, like being wealthy, they're trying to, as a country they want the country to achieve and become an independent power, if you like. But I can't see that happening for a while.
- D I think in North America, what's happening a bit is that because money is becoming more polarized again, the rich are getting richer and the poor are getting poorer, and there's a huge underclass that's building in the United States, and it's becoming a very big problem, so I think people are becoming in one way very disillusioned. I don't think people are becoming less concerned with money, but they're becoming very disillusioned and then there's definitely a loss of belief in the American dream.

7.6

- A OK, so that's the 16th of June for the conference on artificial intelligence.
- B Right, that's a Tuesday, isn't it?
- A Yes, Tuesday, June 16th. But before that there's the one on geographical information systems, which starts on the 6th and carries on up to the 13th.
- B How many are you expecting for the GIS?
- A About 650, and about the same for the artificial intelligence.
- B Gosh, I hope we've got enough room.
- A Well, the other three are much smaller. Anyway, they're not all going to be there at the same time.
- B Good.
- A Then in July, there's the World Wide Web congress, that's a one-day event on the 13th.
- B July 13th, got that.
- A There are 415 people coming to that. Then on the 16th, for the satellite conference, there'll be about 370.
- B So that leaves us with 'evolution of galaxies'. Sounds interesting.
- A Actually, that's the one I'm chairing. Not too many people for that though, about 250 I should think.
- B And that's on August 30th, right?
- A Yeah. OK, that's it. Well, thanks for calling, Bill. I'll talk to you again later.
- B OK. Speak to you soon. Goodbye.
- A Bye.

UNIT 8

8.1

Dialogue 1

O = Operator FR = Francois Rossier GB = Gillian Baker

- O Good morning. Quorum.
- FR Good morning. This is Francois Rossier speaking. Could you put me through to Gillian Baker, please?
- O I'll try and connect you. Ringing for you.
- GB Gillian Baker.
- FR Oh, good morning. This is Francois Rossier from the International Bank speaking.

- GB What can I do for you, Mr Rossier?
- FR Well, I'm supposed to be coming to your presentation tomorrow, but something urgent has come up and I won't be able to make it.
- GB That's OK, I believe that two others from your bank are coming anyway.
- FR Yes, that's right. But I thought I'd better let you know.
- GB We'll see you another time then.
- FR Yes. Goodbye.
- GB Bye, and thanks for letting me know.

Dialogue 2

O = Operator MH = Martin Howard GB = Gillian Baker

- O Good morning. Quorum.
- MH Yes, good morning. Could you get me Ms Baker, please?
- O I'm sorry, she's on the other line at the moment. Would you like to hold?
- MH OK.
- O Ms Baker's free now, I'll put you through.
- GB Gillian Baker.
- MH Hi, Gillian, this is Martin Howard here.
- GB Martin! How are you doing?
- MH Fine. Listen Gillian, I'm really sorry, but I can't come to the presentation tomorrow.
- GB Oh, that's a shame.
- MH Well, actually, Patricia's having the baby tomorrow.
- GB Great ...

8.2

- A Yeah, I think there are various categories of mistake, aren't there? I mean, there are, it depends very much what I'm working on and what I'm correcting, but for me I think one of the most important areas to focus on is register, particularly if I'm dealing with a lot of ... a lot of my students are business English students, they're quite high level, they have international contacts and a lot of the things that they need to do in English are quite significant. Relationship building is a big part of that and therefore register, the level of formality [B Right.] that they need to employ, for me is quite important so I would ...
- B But are they making a lot of mistakes with that?
- A Well, yeah, people, I think a lot of students tend to operate on one level of formality. It can either be extremely formal or extremely informal and so they might say things which are inappropriate for a particular context. Or they, you know, they might not really sort of appreciate the impact of what they're saying. I mean another thing is directness. A lot of my students tend to be very direct so instead of saying, 'Well, yes, that's a good point, but I'm not sure I agree with you,' which a British person would say and be fairly confident that the other person knew ...
- B Yeah, but you have to remember that they're dealing, they're not necessarily dealing with British people all the time [A OK, fair enough.] and being direct is not necessarily a bad thing, you know, they're communicating. [A Sure.] I think one interesting thing is grammar, because I think a lot of students focus on grammar, thinking it's like the most important thing [A Yeah.] and from a little survey I did of business people, British business people, I asked them, you know, what was the biggest barrier to communication and they all rated grammar as being spectacularly low. I mean, they said that a lot of English people don't even use grammar correctly [A Yeah, I agree.] and I think, you know, we need to get away from that. I think that one of the most important things is to speak

reasonably fluently and make mistakes, rather than to speak very very accurately and very slowly.

- A Absolutely. I would agree with that. Yeah, definitely. I think, obviously it comes back to the point of who you're talking to and being aware of their needs.

8.3

1	agriculture	agricultural
2	analyse	analysis
3	comfort	comfortable
4	employer	employee
5	feasible	feasibility
6	method	methodology
7	organize	organization
8	photograph	photographer
9	second	secondary
10	success	successful

UNIT 9

9.1

J = Jane L = Laurel C = Christoph

- J What about you Laurel, do you eat sort of anything and everything?
- L Oh, just about, you know, I don't eat red meat, I haven't eaten it for years and years so I haven't had a hamburger for about ten years.
- J Why not red meat?
- L I just read this book once where basically it said a) we don't need red meat and b) it's not particularly good for you, so I've managed to ...
- C Why isn't it good for you?
- L I suppose it clogs your arteries, it's full of fat ...
- C Ah, cholesterol.
- L And that there's a lot of other ways you can get your protein, you don't have to ...
- J There's also, I mean in the sort of production of animals and so on they use so many hormones and stuff these days that I'm very wary of it.
- L Are you? Because you're a vegetarian?
- J Yeah I am, yeah, yeah. For about ten years now. Really, basically, because I don't like the idea of eating dead things.
- L Oh, is that, that's why?
- J Yes, yes, 'cause a lot of people who say they're vegetarians eat fish or chicken or something like that, well, to me that's absolute nonsense, I mean I ...
- C Oh, so you're like vegan, are you?
- J No, no, no. No, not a vegan, no, I mean, I will eat eggs and cheese, I'm not so fussy, I mean, I'll eat ordinary cheese but I just don't like the idea of eating flesh.
- L But can you eat fish, for example?
- J No, because it's been living, I don't like things to be killed.

9.2

Yeah, there's a fantastic, very simple Italian recipe for suguro di Napoli, it's basic tomato sugo which is put on, can be used as a base for other recipes or just on its own to have with fettuccini or linguini, whatever you prefer. But basically you take ... go to the market and get some very ripe plum tomatoes, skin them and chop them very finely and leave that aside. Chop some celery, a couple of sticks of fresh celery. About a kilo, that's about 2.2 pounds, of fresh tomatoes. I tend to make it in a big quantity and then I can freeze it and have it in the freezer,

handy if someone pops in for supper. So you've got about a kilo of fresh tomatoes, peeled and chopped, a little bit of celery, chopped, three cloves of garlic, for that I like quite a bit of garlic. What else? Some red wine, some fresh ... a handful of fresh basil, fresh parsley, fresh oregano, some fresh marjoram and black pepper, of course, and salt. And you sauté the garlic until it's nice and soft in some good olive oil, some light olive oil, it doesn't have to be virgin but it can be if you have it. And then add your chopped celery and let that sweat a little bit. Add, if you like, if you're having vegetarians you can't do this, but if you aren't add a really nice Italian pork sausage and let that sweat and all the flavours blend and then add your chopped tomatoes and mix it all together. What else? A little bit of purée to thicken it and just let the whole thing simmer for about forty-five minutes and add your fresh herbs and don't add the basil 'til nearly the end 'cause it's better to be ... the flavour comes out more fully at the end. And when it's all cooked, let it cool down a little bit and purée it if you like into a much finer sauce and then freeze it in small quantities. And there you have a basic pasta sauce without any flour or anything unhealthy at all in it.

9.3

Wednesday vegetable chocolate strawberries salmon
biscuit cholesterol Catholic interesting business

UNIT 10

10.1

Dialogue 1

- A I'll speak to him myself if you like.
- B Oh, would you? I'd be really grateful.
- A No problem. I'll be seeing him tomorrow anyway.
- B Great, thanks a lot, it's really kind of you.

Dialogue 2

- A So, if you fancy coming you'd be more than welcome.
- B Well, I'd love to come, thank you very much.
- A Well, that's settled. See you on Saturday then.

Dialogue 3

- A Well, if you wouldn't mind, it would be a real help.
- B I'll be going in that direction anyway.
- A Great. Thanks.
- B Don't mention it.

Dialogue 4

- A Oh, you shouldn't have. It's lovely.
- B Well, you've been really helpful over the last few weeks and I don't know how I would have managed without you.
- A Well, it's really very sweet of you.
- B It's my pleasure.

10.2

- A I think everything's going to be completely different [B It has to be, doesn't it?], I think it's going to be unrecognizable.
- B I reckon it has to be totally ...
- C All right, what for example? What exactly do you mean?
- A Well, number one, will anybody ever leave home? That's the first question, because everything, it will be possible to do everything from home.

- B And what will be a city? Why will you go to the city now? To meet other people, to shop or what?
- A Why would you go to the city?
- B I don't think cities will be the same, is what I'm saying.
- A Right.
- B I think if you're, if you're not going into a city to work, if you're working at home, which is already happening now and in fifty years gosh knows what those computers and products will be like. If products build themselves, you know that nano machine stuff, and all that takes place and fuel is everywhere 'cause of fusion. Well, you know, we'll all be in little cocoons, won't we?
- C So do you think we'll have little villages that will have everything that we need, and we can work from home and then just walk down the road into a ...
- B Certainly in what we call the developed world. I mean, I'm not sure what happens when like developing countries skip a couple levels of progress because it's available to them. I mean, that can create some pretty worrying matter, I'm not sure it's such a great idea if ...
- A I don't know if they can skip a couple of levels of progress without kind of like losing the plot. [B Yeah, I ...] Can you really?
- B I wonder, I wonder. I wonder if it's a really good idea that they immediately adopt what the rest of the world is doing. No, I don't think it is, actually.
- A No, I think everybody has to go through their stages otherwise something goes really wrong. It's like genetics, it's like it has to go through various sort of stages, you know.

10.3

I = Interviewer IQ = Jim Quick

- I What expectancy were you given?
- IQ None at all, is the answer to that. The surgeon said, after a month he said, 'You can go home now.' So I said, 'OK. What are the rules, what must I do and what must I avoid doing?' And he said, 'There aren't any rules. Don't ask me how long it's going to last because I haven't a clue. Don't ask me for any guarantees because I can't give you any. Just go out and have quality of life.' That's what's important, the quality of life. What I did know at the time, at that time, was that at the end of five years 75 per cent of heart transplants were still alive at the end of five years. They hadn't got any records then for ten years. They have now and it actually doesn't drop that much, it drops to about 50 per cent after ten years. But then it seems, they're just coming up for the fifteen years one now, that these are the troublesome years, ten to fifteen are the problem years. And the problem is not the heart. People who've had heart transplants don't die of heart failure, very very rarely do they die of heart failure. I have to take drugs every day to stop rejection because the body never gets used to, even after twelve years, it still tries to get rid of it because it's a foreign body, and I am liable to get infections though I have built up some immunity in the twelve years. But the drugs we have to take are hugely powerful drugs and the body was never intended that you should take those drugs, and people die of drug-related illnesses. That's the biggest problem. And the biggest killer of all, as in life, is cancer.