
ANSWER KEY

Unit 14**A**

- 1 Thursday at 2.
- 2 the recession / downturn; redundancies / people being laid off (or sacked)
- 3 corporate box at a tennis tournament
- 4 on a safari in Kenya
- 5 has been delayed
- 6 fire; destroyed its stock (kitchens)

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- 1 to set up a meeting
- 2 a bit hectic
- 3 on the safe side
- 4 inundated with orders
- 5 turn things around
- 6 missed that somehow
- 7 Look who's talking
- 8 Stressed to be honest
- 9 and all sorts
- 10 all you can say
- 11 see what I can do

VIDEO SCRIPT

Conversation 1

- Ricky Ring, ring. Ring, ring. Hi. Fernanda?
- Fernanda Yeah.
- Ricky It's Ricky.
- Fernanda Oh hello! What can I do for you?
- Ricky I was just ringing to set up a meeting to discuss sales plans for the next few months.
- Fernanda Oh right. OK. When did you have in mind?
- Ricky Well, I'm free Monday morning and Thursday afternoon next week. Do either of those suit?
- Fernanda Monday's a bit hectic, but Thursday's possible. I've got an appointment downtown, but I should be back by one – two at the latest.
- Ricky Well, let's say two to be on the safe side. I'll book the meeting room.
- Fernanda OK. How are things going in your area, anyway?
- Ricky Well, I can't say we've been inundated with orders.
- Fernanda No. It's the same for me. There's been a definite downturn since last year.
- Ricky It's the same for everyone. Until the housing market picks up it's going to be difficult to turn things around.
- Fernanda I know. Still, we're going to have to do something or we'll all be laid off.
- Ricky Well, this is what we need to discuss on Thursday. I'll email you the agenda later with some other stuff.
- Fernanda OK.
- Ricky Are you going to the tennis tomorrow?
- Fernanda Tennis?
- Ricky Didn't you see the email? We've been invited to watch the tennis tournament they've got on this week. We have a corporate box apparently.
- Fernanda I must've missed that somehow. Are you sure I'm invited?
- Ricky We all are! It's some kind of team-building day. I'm not sure why they're spending money on corporate events like that, but I'm happy to accept free food and drinks and to watch top players hitting balls at each other.
- Fernanda Absolutely. Is Ralph Christmas playing?
- Ricky I think he might be.
- Fernanda Well, I'd certainly be happy to watch him play.
- Ricky Exactly. It'll distract us from the economic catastrophe.
- Fernanda Well, you're easily distracted.
- Ricky Look who's talking!
- Fernanda OK, enough. Let's start again.

Conversation 2

- Ricky OK. Are we the same people?
- Fernanda No. You're a client this time, chasing up an order, OK?
- Ricky Yeah.
- Fernanda Ready?
- Ricky Ring, ring. Ring, ring.
- Fernanda Hello, Beautiful Kitchens, Fernanda speaking.
- Ricky Ah, hello. It's Richard Gomez.
- Fernanda Oh, hello Richard. How are you?
- Ricky Stressed to be honest! And I only came back from holiday yesterday!
- Fernanda Oh, that's right. You were going on a safari in Kenya.

Ricky Was I? Yes, the safari was wonderful. We saw giraffes and elephants and all sorts.
Fernanda That sounds great.
Ricky Yes. I shot a lion and I have his head on my wall at home.
Fernanda Really?
Ricky Yes. I thought I might do the same to you!
Fernanda Oh!
Ricky Yes, because I'm incredibly stressed, because the kitchens for the new flats that I ordered before my holiday haven't arrived.
Fernanda Oh dear.
Ricky Oh dear! Is that all you can say? The whole project is delayed now! Where are they?
Fernanda Er ... there was a big fire in the kitchen factory and all our kitchens were destroyed!
Ricky Really? That's unfortunate. But that's your fault. I need my kitchens now!
Fernanda Right. Well, let me speak to my boss and I'll see what I can do.
Ricky OK. But remember the lion!
Fernanda Right. OK. I will. Bye.
Ricky Bye.
Fernanda I think I preferred your last character!