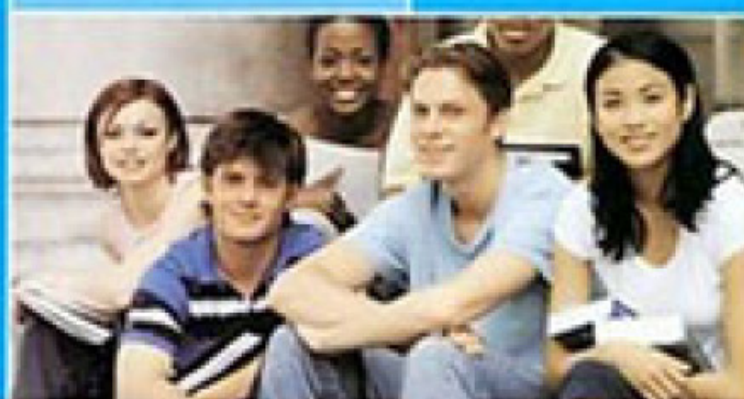


Intensive IELTS Listening

New Oriental Education & Technology Group
IELTS Research Institute



M: Yes? What can I do for you?
W: My friend is in a homestay, and she really enjoys it. So, I'd like to join a family as well.
M: OK. Let me get some details. What's your name?
W: My name is Keiko Yachino.
M: Could you spell your family name for me, please?



Now, in the next part of the interview, I'm going to give you a topic and I'd like you to talk about it for one or two minutes. Before you start talking, you've got one minute to think about what you are going to say. And you can make some notes if you wish.



NHÀ XUẤT BẢN TỔNG HỢP
THÀNH PHỐ HỒ CHÍ MINH

NTV

Công ty TNHH
Nhân Trí Việt

Intensive IELTS Listening

Copyright © 2013, Beijing New Oriental Dogwood Cultural Communications Co., Ltd.

Published in Vietnam, 2013

This edition is published in Vietnam under a license Agreement between Beijing New Oriental Dogwood Cultural Communications Co., Ltd. and Nhan Tri Viet Co., Ltd.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the copyright owner.

Contents

IELTS OVERVIEW	5
Chapter 1 IELTS Listening Task Types	9
Unit 1 Warm-up Exercises	11
Unit 2 Ticking and Table-filling	15
Unit 3 Map-labelling	28
Unit 4 Short Answers	32
Unit 5 Matching	36
Unit 6 Multiple Choice	43
Chapter 2 IELTS Listening Practice Test	55
Chapter 3 Tapescripts	63
Unit 1 Warm-up Exercises	65
Unit 2 Ticking and Table-filling	67
Unit 3 Map-labelling	89
Unit 4 Short Answers	92
Unit 5 Matching	98
Unit 6 Multiple Choice	107
Practice Test	116
Chapter 4 Answer Key	123







IELTS OVERVIEW

Score processing, reporting, and interpretation

All IELTS marking takes place at the test centre by trained markers and examiners. Markers are trained to understand the IELTS marking policy and are required to demonstrate that they are marking to standard before they are allowed to mark Listening and Reading tests. Markers are retested every two years to ensure that their marking remains up to standard. Systematic monitoring and double marking of a proportion of answer sheets are carried out at each administration.

Examiners for the Writing and Speaking tests are recruited and trained in line with agreed standards. They are required to demonstrate that they are marking to standard every two years in addition to ongoing monitoring of their performance.

Candidates receive scores on a Band Scale from 1 to 9. A score is reported for each subtest. The four individual subtest scores are averaged and rounded to produce an Overall Band Score. The Overall Band Score and the four individual subtest scores are reported in whole or half band, e.g. 6.5, 7.0, 7.5, 8.0.

Overall Band Score

Candidates receive a Test Report Form setting out their Overall Band Score and their scores on each of the four subtests – Listening, Reading, Writing, and Speaking. Each of the subtest scores is equally weighted. The Overall Band Score is calculated by taking the mean of the total of the four individual subtest scores.

As mentioned earlier, the Overall Band Score is reported in whole or half band. For the avoidance of doubt, the following rounding convention applies: if the average across the four subtests ends in .25 or above, it is rounded up to the next half band; if it ends in .75 or above, it is rounded up to the next whole band; if it ends in .125, it is rounded down to the previous whole band; if it ends in .625, it is rounded down to the previous half band.

Thus, a candidate achieving 6.5 for Listening, 6.5 for Reading, 5.0 for Writing, and 7.0 for Speaking will be awarded an Overall Band Score of 6.5 ($25 \div 4 = 6.25 = \text{Band } 6.5$).

Likewise, a candidate achieving 4.0 for Listening, 3.5 for Reading, 4.0 for Writing, and 4.0 for Speaking will be awarded an Overall Band Score of 4.0 ($15.5 \div 4 = 3.875 = \text{Band } 4.0$).

Similarly, a candidate achieving 6.5 for Listening, 6.0 for Reading, 6.0 for Writing, and 6.0 for Speaking will be awarded an Overall Band Score of 6.0 ($24.5 \div 4 = 6.125 = \text{Band } 6.0$).

Listening and Reading

The IELTS Listening and Reading tests contain 40 questions, and each correct answer is awarded one mark; the maximum raw score a candidate can achieve on a test is 40. Band scores ranging from Band 1 to Band 9 are awarded to candidates on the basis of their raw scores.

Although all IELTS test materials are pretested and trialled before being released as actual tests, there are inevitably minor differences in the difficulty level across tests. In order to equate different test versions, the band score boundaries are set so that all candidates' results relate to the same scale of achievement. This means, for example, that the Band 6 boundary may be set at a slightly different raw score across versions.

The table below indicates the mean raw scores achieved by candidates at various levels in each of the Listening, Academic Reading, and General Training Reading tests, and it provides an indication of the number of marks required to achieve a particular band score.

Listening		Academic Reading		General Training Reading	
Band Score	Raw Score out of 40	Band Score	Raw Score out of 40	Band Score	Raw Score out of 40
5	16	5	15	4	15
6	23	6	23	5	23
7	30	7	30	6	30
8	35	8	35	7	34

The Academic and General Training modules are graded to the same scale. The distinction between the two modules is about genre or discourse types. The Academic module may contain source texts featuring more difficult vocabulary or greater complexity of style. It is usual that, to secure a given band score, a greater number of questions must be answered correctly on a General Training Reading test.

Writing and Speaking

When marking the Writing and Speaking tests, examiners use detailed performance descriptors which describe written and spoken performance at each of the 9 IELTS bands.

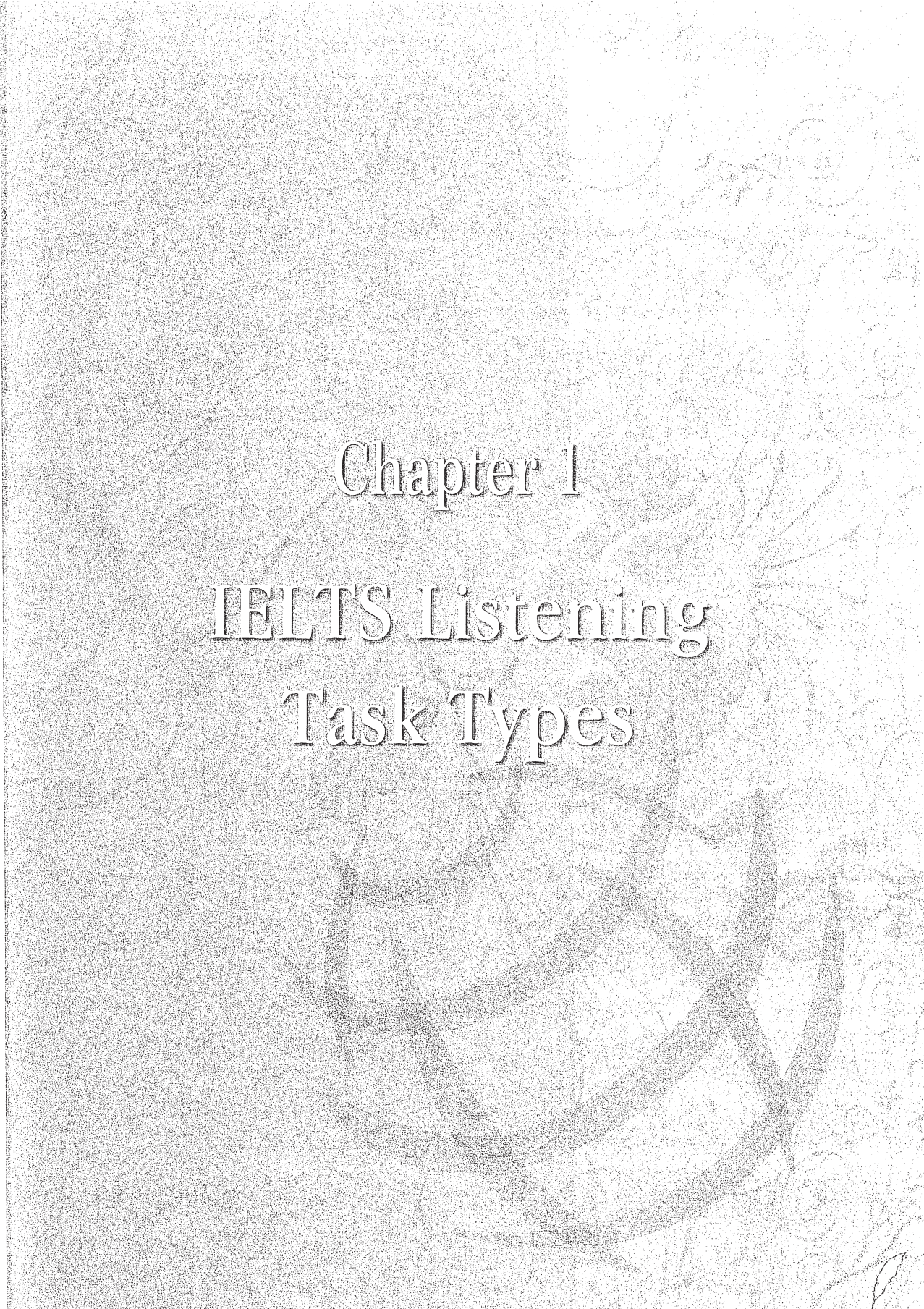


Writing

Examiners award a band score for each of the four criteria: Task Achievement (for Task 1) or Task Response (for Task 2), Coherence and Cohesion, Lexical Resource, and Grammatical Range and Accuracy. The four criteria are equally weighted.

Speaking

Examiners award a band score for each of the four criteria: Fluency and Coherence, Lexical Resource, Grammatical Range and Accuracy, and Pronunciation. The four criteria are equally weighted.



Chapter 1

IELTS Listening Task Types



Unit 1 Warm-up Exercises

Exercise 1.01 Spelling

Questions 1–16

You will hear 16 words being read three times each. Write them down in the spaces below.

- | | | |
|----------|-----------|-----------|
| 1. _____ | 7. _____ | 13. _____ |
| 2. _____ | 8. _____ | 14. _____ |
| 3. _____ | 9. _____ | 15. _____ |
| 4. _____ | 10. _____ | 16. _____ |
| 5. _____ | 11. _____ | |
| 6. _____ | 12. _____ | |

Exercise 1.02 Dictation

Questions 1–4

In the spaces provided, write the extracts, word for word, from a talk. You will hear each extract five times; the first and the last at normal speed, the others at slow speed.

1. _____



2.

3.

4.



Exercise 1.03 Times and dates**Questions 1–12**

In the spaces provided, write down the times or time phrases you hear. Each will be read three times.

E.g. 3 minutes later, 16th April, 4 days ago

- | | | |
|----------|----------|-----------|
| 1. _____ | 5. _____ | 9. _____ |
| 2. _____ | 6. _____ | 10. _____ |
| 3. _____ | 7. _____ | 11. _____ |
| 4. _____ | 8. _____ | 12. _____ |

Exercise 1.04 Addresses**Questions 1–12**

In the spaces provided, write down the addresses you hear. Each will be read three times.

E.g. Travers Road

- | | | |
|----------|----------|-----------|
| 1. _____ | 5. _____ | 9. _____ |
| 2. _____ | 6. _____ | 10. _____ |
| 3. _____ | 7. _____ | 11. _____ |
| 4. _____ | 8. _____ | 12. _____ |

Exercise 1.05 Numbers**Questions 1–12**

In the spaces provided, write down the numbers (and letters) you hear. Each will be read two times.

E.g. 86171050, DB 764

- | | | |
|----------|----------|-----------|
| 1. _____ | 5. _____ | 9. _____ |
| 2. _____ | 6. _____ | 10. _____ |
| 3. _____ | 7. _____ | 11. _____ |
| 4. _____ | 8. _____ | 12. _____ |

Exercise 1.06 Names**Questions 1–12**

In the spaces provided, write down the names you hear. Each will be spelled out two times.

E.g. Brian Singer, Kowolski

- | | | |
|----------|----------|-----------|
| 1. _____ | 5. _____ | 9. _____ |
| 2. _____ | 6. _____ | 10. _____ |
| 3. _____ | 7. _____ | 11. _____ |
| 4. _____ | 8. _____ | 12. _____ |

Exercise 1.07 Geographical names**Questions 1–16**

In the spaces provided, write down the geographical names you hear. Each will be read three times.

E.g. Buffalo Creek, London

- | | | |
|----------|-----------|-----------|
| 1. _____ | 7. _____ | 13. _____ |
| 2. _____ | 8. _____ | 14. _____ |
| 3. _____ | 9. _____ | 15. _____ |
| 4. _____ | 10. _____ | 16. _____ |
| 5. _____ | 11. _____ | |
| 6. _____ | 12. _____ | |

Exercise 1.08 Proper nouns**Questions 1–12**

In the spaces provided, write down the proper nouns you hear. Each will be read three times.

E.g. Milky Way, Thames Barrier

- | | | |
|----------|----------|-----------|
| 1. _____ | 5. _____ | 9. _____ |
| 2. _____ | 6. _____ | 10. _____ |
| 3. _____ | 7. _____ | 11. _____ |
| 4. _____ | 8. _____ | 12. _____ |

Unit 2 Ticking and Table-filling

Exercise 2.01 Ticking (True or False)

Questions 1–9

Listen to a talk given by a professor. Based on the information you hear, decide whether the statements below are true or false and tick (✓) the corresponding columns, True (T) or False (F). The recording is played once only.

Example: The professor's name is William Grain.

1. The professor's contact details are on the noticeboard.
2. The French Department has 6 teaching staff.
3. There is a 30-pound deposit if you borrow a DVD from the Language Resource Centre.
4. Photocopying is cheaper in the library than in the Language Resource Centre.
5. First-year students can study either French Literature or French Philosophy.
6. Students must buy the books for the French Literature course from the bookshop.
7. Students must attend seminars but do not have to attend lectures.
8. First-year students have a combined total of 14 hours of seminars and lectures every week.
9. If a student misses more than three lectures or seminars, they may have to speak to the police.

T	F
	✓

Exercise 2.02 Ticking

Questions 1–4

Listen to a conversation. Tick (✓) the answers for the following questions. The recording is played once only.

Nat and Karlene have popped into Greenbacks coffee house for a cup of coffee and a light snack.

1–2. Which do Nat and Karlene order to drink?

(For each person, tick the item which they finally order.)

Drinks	Nat	Karlene
Latte	_____	_____
Cappuccino	_____	_____
Iced coffee	_____	_____
Black coffee	_____	_____

3–4. Which food do Nat and Karlene order?

(For each person, tick the item which they finally order.)

Food	Nat	Karlene
Jam doughnut	_____	_____
Chocolate croissant	_____	_____
BLT sandwich	_____	_____
Danish pastry	_____	_____
Chocolate bar	_____	_____



Exercise 2.03 Picking & Correcting

Questions 1-7

Listen to a conversation between a customer and the manager of a ski and snowboard shop. Tick (✓) the correct information. If the information is incorrect, write corrections. The recording is played once only.

SNOW SHACK SKIING AND SNOWBOARD EQUIPMENT

Charges for Equipment Hire

Examples

Skis	\$28/day	\$26.50/day
Skis, gloves, mask	\$36/day	✓
Snowboard	\$30/day	1. _____
Snowboard instruction (individual)	\$125/day	2. _____
Snowboard instruction (group)	\$67/day	3. _____

Ski-centre Seasons

	From	To	
Closed	1 st April	30 th September	4. _____
Off-peak (Pre-Christmas)	1 st October	30 th November	5. _____
Off-peak (Post-Christmas)	1 st March	31 st March	6. _____
Peak	1 st December	28 th February	7. _____

Exercise 2.04 **Picking****Questions 1–6**

Listen to a conversation between Tom and Karen about going out to a nightclub.

Tick (✓) the "Coming to club" column if the information is correct. If a certain person is not coming to the club, write the reason in the "Not coming, ..." column. Write **NO MORE THAN THREE WORDS AND / OR A NUMBER**. The recording is played once only.

Question	Name	Coming to club	Not coming ...
<i>Example</i>	Mark		<i>finishing essay</i>
1.	Graeme		
2.	Tess		
3.	Nancy		
4.	Richard		
5.	Peter		
6.	Isabel		

Exercise 2.05 **Picking & Correcting****Questions 1–6**

Listen to a talk. Tick (✓) the correct information and write corrections for incorrect information. The recording is played once only.

Examples

at the Shellaton Hotel
live band playing

Answers

Star Crown Hotel

✓

- formal dress
- cost of buying a ticket: \$40
- 100 guests
- ballroom on the 3rd floor
- (official) finish at 1 a.m.
- John Smith, the manager, is leaving.

Exercise 2.06 Table filling**Questions 1-7**

Listen to a conversation between a customer and a customer service clerk. Complete the form. Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer. The recording is played once only.

INTERCITY FLOWERS ORDER FORM	
Name	Brian 1. _____
Customer number	2. _____
Address	3. _____ Road, Bragton
Phone number	4. _____
E-mail address	5. _____
If nobody is at home, leave the flowers ...	6. _____
Price	7. £ _____

Exercise 2.07 Table filling**Questions 1-7**

You are going to hear a phone conversation. Complete the details on the report form with the information you hear. Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer. The recording is played once only.

BRITISH RAIL LOST PROPERTY REPORT FORM	
Name	George 1. _____
Address	2. 9 _____ Lane, Chavton
Driver's licence number	3. _____
Licence left in a	4. _____ bag
Train departure station and time	Chigley at 5. _____
Train arrival station and time	Camberwick Green at 6. _____
Where else reported?	7. _____

Exercise 2.08 Table-filling**Questions 1–6**

Complete the form below, based on the information in the conversation you hear. Write **ONE WORD AND/OR A NUMBER** for each answer. The recording is played once only.

ZAPTASTIC DRY CLEANER'S	
Garments	1 pair of trousers, 1. _____, 2 jackets
Name	Jeremy 2. _____
Address	3. _____ Street
Telephone no.	4. _____
Date ready for collection	5. _____
Day of week ready for collection	6. _____

Exercise 2.09 Table-filling**Questions 1–6**

You will hear a conversation between two colleagues. Based on what they say, complete the message below. Write **ONE WORD AND/OR A NUMBER** for each answer. The recording is played once only.

MESSAGE	
Name	Danielle 1. _____
Title	2. _____
Address	3. _____ Avenue
E-mail address	4. _____
Telephone number	5. _____
Call any time, except _____	6. 12:00– _____

Exercise 2.10 Table filling**Questions 1–6**

Listen to a message on a telephone answering machine. Complete the form. Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer. The recording is played once only.

CREDIT CARD APPLICATION FORM	
Message for	Sam Botterrill
Name of applicant	Peter 1. _____
Application number	2. _____
Address	3. _____ Street
Type of card	4. _____
Credit limit	5. £ _____
Telephone no.	6. 069 _____

Exercise 2.11 Table filling**Questions 1–12**

Listen to a professor talking about a course and complete the information on the form. Write **NO MORE THAN TWO WORDS AND/OR NUMBERS** for each answer. The recording is played once only.

LANGUAGE COURSE INFORMATION	
Example	
Course	Czech Language 101
Professor's surname	1. _____
Classes take place in (location)	2. _____
Language seminars: Room	3. _____
Time: From – To	4. _____
Days	Mondays and 5. _____
Lectures: Room	6. _____ Lecture Theatre
Time: From – To	5–6 p.m.
Days	7. _____ and Fridays

8. _____ Club

Students must bring

Students must also bring

Students should not use (in class)

7 p.m. Fridays

9. _____

10. _____

11. _____

or 12. _____

Exercise 2.12 Table-filling**Questions 1–10**

You will hear a conversation about a survey of student drinking habits. From the information you hear, complete the table showing the results of the survey. Write **NO MORE THAN THREE WORDS AND A NUMBER** for each answer. The recording is played once only.

Drinks		
Bitter	White wine	Vodka
Lager	Red wine	Whisky
Gin and tonic	Cola	Orange juice
Pubs		
The Blue Anchor	The Rutland	Dirty Dick's
The Temperance	Molly O'Holly's	The Ship Inn
The Dove	Smiddy Bar	The 56

Student category	Most popular drink	Favourite pub
<i>Example: Male, Arts</i>	<i>Bitter</i>	<i>The Rutland</i>
Male, Science	1. _____	2. _____
Female, Arts	3. _____	4. _____
Female, Science	5. _____	6. _____
Male postgraduate	7. _____	8. _____
Female postgraduate	9. _____	10. _____

Exercise 2.13 Table-filling

Questions 1–4

Complete the table with the information from a financial news report. Write A NUMBER for each answer. The recording is played once only.

MEGACORP: STOCK MARKET PERFORMANCE: December to February			
	December	January	February
Number of shares traded (millions)	3.6	2. _____	10.2
Average price of shares (dollars)	1. _____	3. _____	4. _____

Exercise 2.14 Table-filling

Questions 1–9

Based on the information in the conversation you hear, complete the table below. Write ONE WORD OR A NUMBER for each answer. The recording is played once only.

Artist	Title of painting	Year painted	City
Pistashio	"Afternoon Tea"	1897	1. _____
Van Boch	2. "_____"	1997	3. _____
Whistleton	4. "_____"	5. _____	Berlin
Rowland	"Post Office"	6. _____	7. _____
Pincher	8. "_____"	9. _____	Washington



Exercise 2.15 Table-filling**Questions 1–10**

You will hear a conversation at a railway ticket counter. Based on the information you hear, fill in the table below. Write as many words as needed for each answer. The recording is played once only.

Ticket type	Notes
Standard Single	Buy on day of travel
1. _____	2. _____ 3. _____
Super 4. _____ Single	5. _____ if you book 6. _____
Astra Return	7. _____ if you book 8. _____
Roamer	Use 9. _____ for a period of 10. _____

Exercise 2.16 Table-filling**Questions 1–8**

You will hear a conversation between two teachers. Complete the table. Write **NO MORE THAN TWO WORDS** for each answer. The recording is played once only.

Class	Name	Strengths	Weaknesses
2b	Brian Jones	reading, listening	1. _____
4c	2. _____ Robinson	3. _____, _____	listening comprehension
4. _____	Jemima Wragg	vocabulary	5. _____
6. _____	John Sunn	100% attendance, 7. _____	8. _____

Exercise 2.17 Table filling

Questions 1–5

Based on the talk you hear, complete the table. Write ONE WORD AND/OR A NUMBER for each answer. The recording is played once only.

Slovenia	
Countries on the eastern border	Hungary, Croatia
Surface area of the country	1. _____ square miles
Population of the entire nation	about 2. _____
Major industries	software development, textiles, and 3. _____
Declared independence	4. _____ (month, year)
Joined European Union	5. _____ (month, year)

Exercise 2.18 Table filling

Questions 1–7

Based on the talk you hear, complete the table below. Write NO MORE THAN THREE WORDS OR A NUMBER for each answer. The recording is played once only.

The British Library	
Commenced operation	1st July 1973
Four main constituent parts	the Library of the British Museum Patent Office Library 1. _____ the British Library Document Supply Centre 2. _____
The British Museum founded in (year)	books
The British Library receives a copy of many	journals and magazines 3. _____ maps printed 4. _____

Famous users of the 5. _____

The British Library Document Supply
Centre has almost 5 million
The British Library's website

Vladimir Lenin, Karl Marx, Charles
Dickens, George Bernard Shaw, and
Virginia Woolf

6. _____

7. www. _____

Exercise 2.19 Table filling

Questions 1–8

You will hear part of a short biography of Woody Allen. Complete the table below. Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer. The recording is played once only.

Woody Allen	
Real name	Allen Stewart Konigsberg
Date of birth	1. _____, 1935
Place of birth (city)	2. _____
Allen's two favourite childhood hobbies	3. _____ 4. _____
Before becoming a stand-up comedian, he made money by	5. _____ to newspaper writers
Allen wrote films and also wrote	successful 6. _____
Three of Allen's successful comedy films	"Sleeper" 7. " _____ " "Love and Death"
His 1977 film, "Annie Hall", won	8. _____

Exercise 2.20 Table filling**Questions 1-9**

Listen to a conversation between a guest and a hotel receptionist. Complete the table below. Write **NO MORE THAN TWO WORDS AND A NUMBER** for each answer. The recording is played once only.

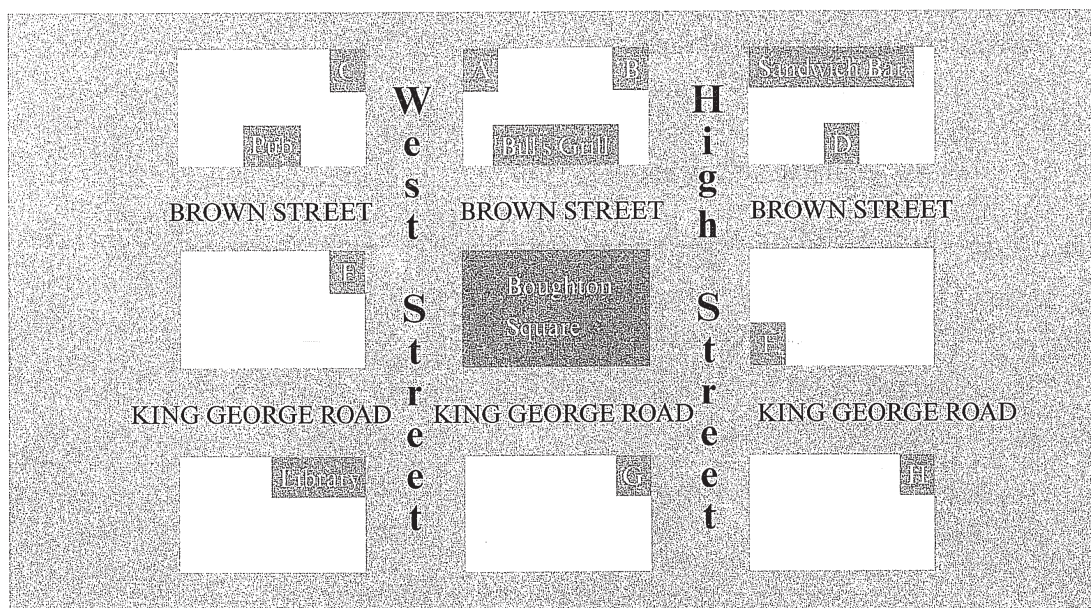
SPLENDOUR HOTEL GUEST NOTES	
Guest's name	John Smith
Type of room required	1. _____ and 2. _____
Breakfast preferred	3. _____
The guest would like to do three sports	tennis, squash, and 4. _____
Guest is arriving at the hotel (time)	5. _____
Guest is leaving the hotel	6. _____, 7. _____ (day) (time)
The guest would like the following extra facilities	8. _____ 9. _____

Unit 3 Map-labelling

Exercise 3.01 Map-labelling

Question

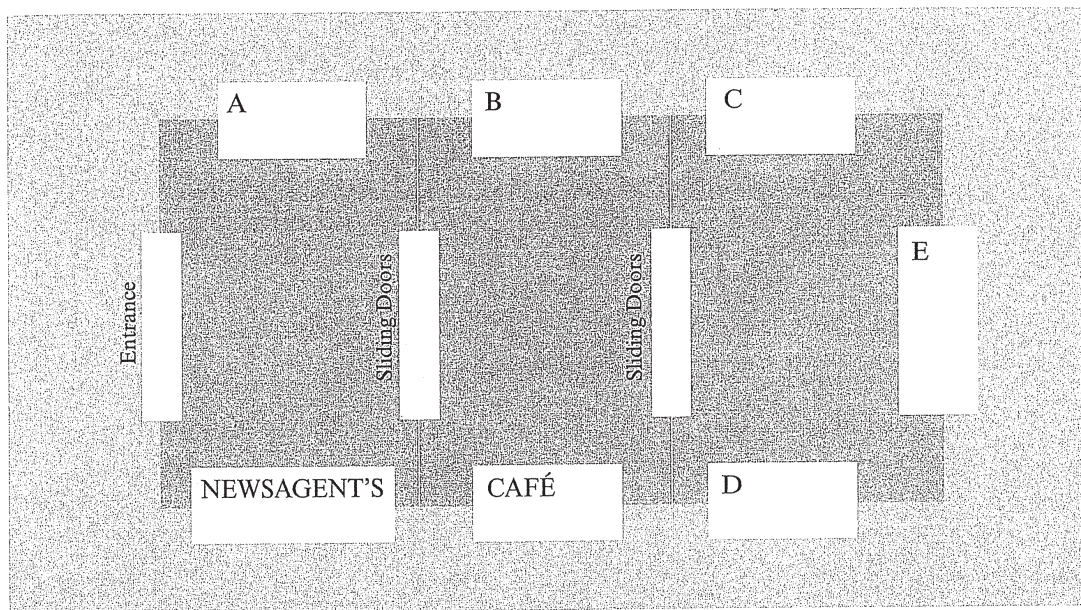
Look at the map and listen to a conversation, then write the letter, A-H, that represents the place given in the space. The recording is played once only.



Megaplex Shopping Centre _____

Exercise 3.02 Map labelling**Question**

Look at the map and listen to a conversation, then write the letter, A-E, that represents the place given in the space. The recording is played once only.

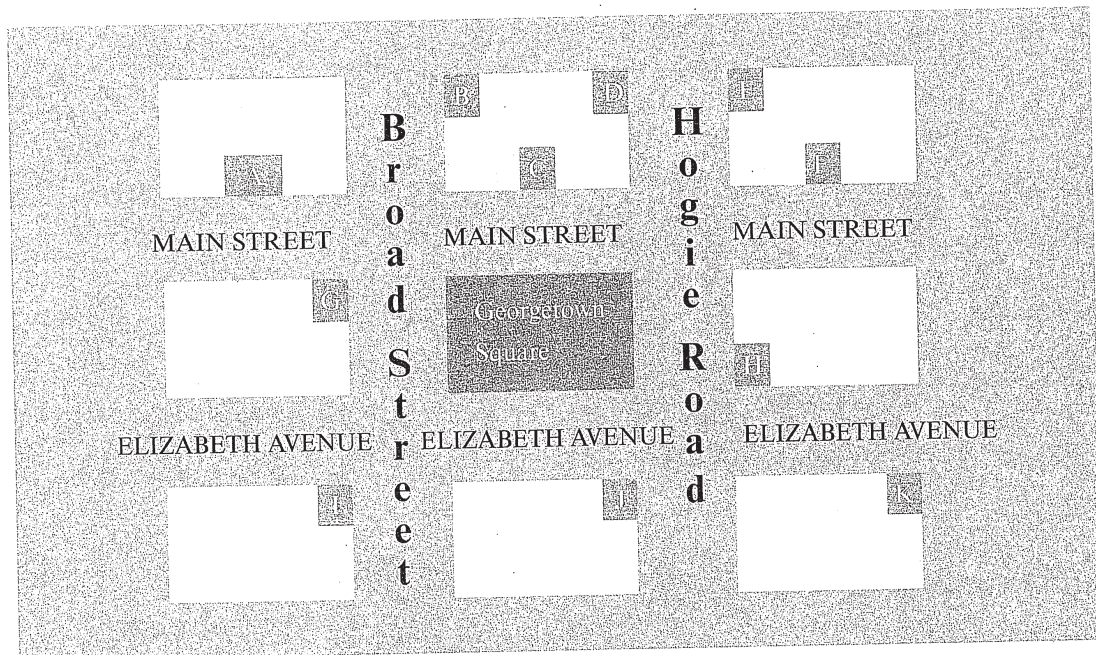


Ticket Office _____

Exercise 3.03 Map labelling

Questions 1–6

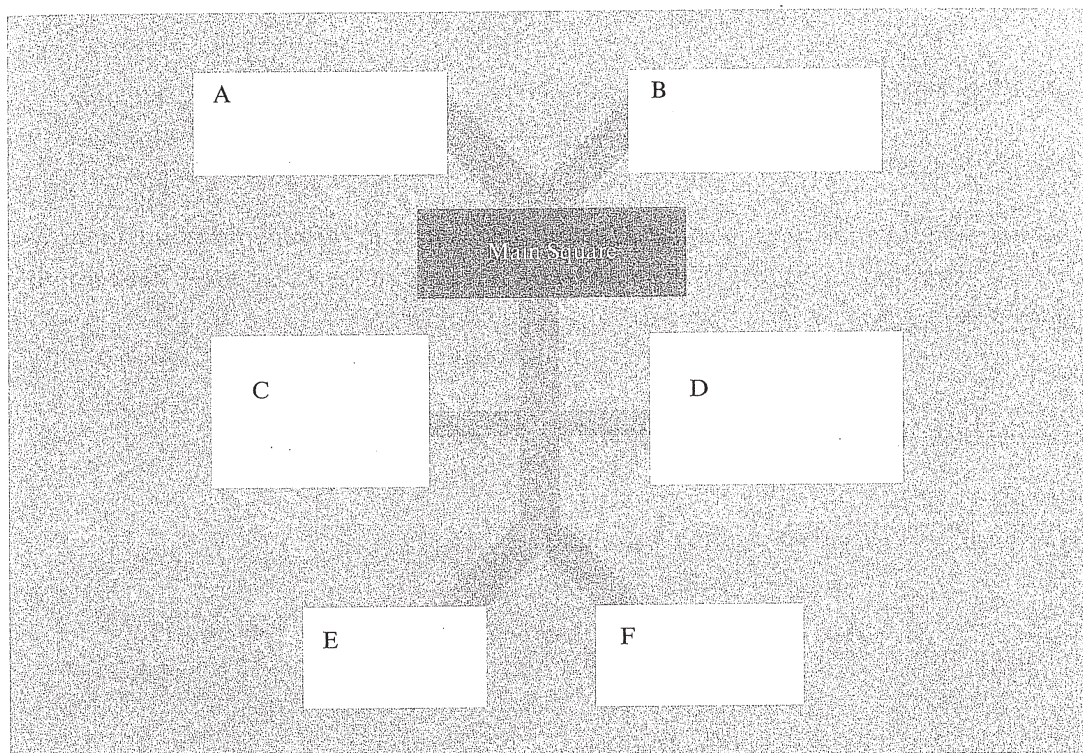
Look at the map of a town centre and listen to the directions. Write the appropriate letters, A–K, that represent the places given in the spaces. The recording is played once only.



1. Bookshop _____
2. University Registration Office _____
3. Students' Union Office _____
4. Second-hand bike shop _____
5. Students' Union Shop _____
6. Canteen _____

Exercise 3.04 Map labelling**Questions 1–4**

Look at the map and listen to a conversation. Write the appropriate letters, A–F, that represent the places given in the spaces. The recording is played once only.



1. Sports Centre _____
2. Library _____
3. Laundrette _____
4. Student Theatre _____



Unit 4 Short Answers

Exercise 4.01 Short answers

Questions 1–7

Christian and Brenda are in the office. Listen to their conversation and answer questions 1–7. Write NO MORE THAN FOUR WORDS AND/OR A NUMBER for each answer. The recording is played once only.

1. What time did Christian stop drinking?
2. What was Christian celebrating last night?
3. What has Christian been drinking today?
4. What is Christian doing at the Christmas party?
5. Which park is the Holeyton Hotel close to?
6. Which pub will they go to when they leave the office?
7. What time will everyone finish work today?

Exercise 4.02 Short answers**Questions 1–10**

Listen to a talk on student safety and answer questions 1–10. Write NO MORE THAN FOUR WORDS for each answer. The recording is played once only.

1. Who is the organiser of the lecture?
2. What is the most reported form of campus crime?
3. How has the crime rate on campus been in the past five years?
4. What is the main reason that makes students worry about crime?
5. What does a self-defence course generally provide learners with?
6. What should a good self-defence course raise initially?
7. After working very late on campus, what is the safest realistic option to stay safe?
8. What is the best thing to do if you are faced with a crime?
9. Which item does the speaker say students should not carry on them?
10. How does the speaker always feel about giving such talks?



Exercise 4.03 Short answers**Questions 1–4**

You will hear a woman speaking to a group. Based on what you hear, answer the questions, 1–4. Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer. The recording is played once only.

1. When should the bus arrive in Newcastle?
2. Where will they sleep in Newcastle?
3. What will they do at 9:00 a.m. tomorrow?
4. When will the festival begin?

Exercise 4.04 Short answers**Questions 1–4**

You will hear a conversation. Based on what you hear, answer the questions, 1–4. Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer. The recording is played once only.

1. When is the first football match? (day & time)
2. How many members does the club have?
3. Which team are they playing against?
4. What will Brian do during the game?

Exercise 4.05 Short answers**Questions 1–7**

You will hear a conversation. Based on what you hear, answer the questions, 1–7. Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer. The recording is played once only.

1. Which country did Sam travel to?
2. What job was he expecting to do?
3. Which city did he fly to?
4. What document, other than his visa, did Sam show the immigration officials?
5. How long did the immigration officials question Sam?
6. What did the immigration officials buy for Sam?
7. When is the “Welcome Back” party?



Unit 5 Matching

Exercise 5.01 Matching

Questions 1–7

Listen to a dialogue in the repairs section of Snow's bicycle shop and match words and phrases from the box with the numbered gaps, 1–7. There are more words and phrases than you will need. The recording is played once only.

Fatstrober	Blender	Collected
Robinson	Brakes	Not ready
Spanker	Handlebars	Ready
Sprinter	Light	
Thang	Saddle	
	Suspension	

Brand	Bicycle	Problem	Condition
<i>Example: Scutt</i>	<i>Hollow Tube Dash</i>	<i>Brakes</i>	<i>Collected</i>
Rallye	1. _____	Tyres	2. _____
Coolio	Chockmeister	Wheel rims	3. _____
Cruisy	King	4. _____	Ready
5. _____	Shudderbuddy	6. _____	Collected
Sonic	Boomer	7. _____	Ready

Exercise 5.02 Matching**Questions 1–7**

Listen to a talk about a hospital plan and match the letters, A–I, that represent the floors with the list of places, 1–7. Not all the letters are needed. NO LETTER IS USED MORE THAN ONCE. The recording is played once only.

Letter Explanation

Arthur Bertram Memorial Hospital

Floors	1	2	3	4	5	6	7	8	9
Labels	A	B	C	D	E	F	G	H	I

Example**Answer**

Reception

A

1. Medical stores
2. X-ray Department
3. Orthopaedic Ward
4. Children's Ward
5. Physiotherapy Unit
6. Eye Department
7. Medical records

Exercise 5.03 Matching**Questions a–h**

You will hear a conversation about a summer course. Based on the information you hear, match words from the box with the lettered gaps, a–h, in the table on the next page. There are more words than you will need. One word may be used more than once. The recording is played once only.

Arrive	Cycling	Depart
Induction	Library	Seminars
Teaching	Windsurfing	Workshops
Lectures	Feedback	

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
	a. _____	b. _____	c. _____		d. _____	
8	9	10	11	12	13	14
	e. _____		f. _____		g. _____	
15	16	17	18	19	20	21
h. _____						

Exercise 5.04 Matching

Questions 1-5

Listen to a talk and link each stage listed below to the note that best matches it. Write an appropriate letter, A-E, in each blank box. The recording is played once only.

Notes

Requires sensitivity	A
Uses situations from other countries	B
Most satisfying	C
Skills focus	D
Benefits most from experience	E
Learns large amounts of facts by heart	F

Key Stages in Student Education

Notes

Example

Teacher Dependence

F

- Cultural awareness
- Confrontation
- Challenge
- Reassurance
- Consolidation

☐

☐

☐

☐

☐



Unit 5

Exercise 5.05 Matching

Questions 1-7

You will hear a report on life in the country of Belgrovia today. Match the letters, A-K, that represent the figures given with the phrases, 1-7. Not all the letters are needed. You may use some of the letters more than once. The recording is played once only.

Example

In international education rankings, in the top

A

1. Start learning 2nd foreign language at
2. Age at which they leave school
3. First boyfriend / girlfriend
4. Leave home
5. Buy first car
6. Age at first marriage
7. Average number of divorces per 100 weddings

A	12
B	13
C	14
D	15
E	16
F	17
G	18
H	19
I	20
J	21
K	22

Exercise 5.06 Matching

Questions 1-8

Based on the talk you hear, match the definitions from the box, A-K, with the words and phrases, 1-8. NO LETTER IS USED MORE THAN ONCE. There are more options than are required. The recording is played once only.

1. a chicken
2. a turkey
3. beefy
4. rosbif
5. sheepish
6. to eat like a pig
7. to wolf it down
8. to be able to eat a horse

A	French term for the English
B	English term for the French
C	strong
D	overweight
E	a coward, cowardly
F	timid, shy
G	slow, stupid
H	a failure
I	to eat messily
J	to eat very quickly
K	to be very hungry



Exercise 5.07 Matching**Questions 1-5**

Based on the dialogue you hear, choose the letters from the box, A-K, that represent the information to complete sentences 1-5. NO LETTER IS USED MORE THAN ONCE. There are more options than are required. The recording is played once only.

Example

The language of dictionary the customer wants is _____ A

1. The daughter has been studying the language for _____
2. The shop assistant recommends _____
3. The daughter has been on exchanges for a total of _____
4. An electronic dictionary has _____
5. For advanced learners, an electronic dictionary is _____

- A. French
- B. electronic dictionary
- C. book dictionary
- D. 1 month
- E. 3 months
- F. 3 years
- G. 5 years
- H. more examples visible
- I. fewer examples visible
- J. slower
- K. faster

Exercise 5.08 Matching

Questions 1–8

Based on the dialogue you hear, choose letters from the box, A–J, that represent the descriptions of the two dictionaries below. **NO LETTER IS USED MORE THAN ONCE.** There are more options than are required. The recording is played once only.

Webster's Dictionary	Branston's Dictionary
1. _____	5. _____
2. _____	6. _____
3. _____	7. _____
4. _____	8. _____

- A. black and green
- B. red and blue
- C. a CD with a pronunciation guide
- D. clearer definitions
- E. clearer type – easier to read
- F. free annual updates
- G. more academic examples
- H. more academic tone
- I. more up-to-date examples
- J. a wider range of word forms given



Exercise 5.09 Matching**Questions 1-7**

Based on the dialogue you hear, match the descriptions from the box, A-I, with the foods, 1-7. NO LETTER IS USED MORE THAN ONCE. There are more options than are required. The recording is played once only.

1. Chapatti
2. Naan bread
3. Poppadom
4. Chicken korma
5. Rogan josh
6. Thai seafood curry
7. Bhaji

- | | |
|---|----------------------------|
| A | long and thick |
| B | mild with coconut |
| C | unusual with potatoes |
| D | round and flat |
| E | slice with pineapple |
| F | slightly spicy |
| G | lamb curry |
| H | thin and crispy |
| I | vegetables in flour, fried |

Exercise 5.10 Matching**Questions 1-6**

You will hear a talk about hotels. Based on the information you hear, match the hotels from the box, A-C, with the descriptions, 1-6. You may use some of the letters more than once. The recording is played once only.

1. Close to airport
2. Close to city centre
3. En suite bathroom
4. Satellite TV
5. Internet in room
6. Credit cards accepted

- | | |
|---|------------------|
| A | Swan Hotel |
| B | Sunrise Hotel |
| C | Backpacker Hotel |

Unit 6 Multiple Choice

Exercise 6.01 Multiple choice

Questions 1–6

You will hear a talk on the Melbourne Olympic Games. Based on the information given, answer the following questions. The recording is played once only.

For questions 1, 2, and 3, circle ONE letter that represents the correct answer to each.

1. When were the Melbourne Olympics held in 1956?

- A. November 8th to December 22nd
- B. November 28th to December 22nd
- C. November 18th to December 2nd
- D. November 22nd to December 8th

2. Who paid the Lord Mayors' travel costs?

- A. They paid them themselves.
- B. Local businesses paid for them.
- C. The Olympic Committee
- D. Melbourne taxpayers paid higher taxes.

3. How many countries did they travel to?

- A. 10
- B. 15
- C. 50
- D. 59

For questions 4, 5, and 6, circle TWO letters that represent the correct answers to each.

4. What were the major reasons why Melbourne was awarded the Olympic Games?
 - A. They built a new airport.
 - B. The southern hemisphere climate
 - C. Excellent modern sports facilities
 - D. Large amount of free space available
5. At the Melbourne Olympic Games, which two countries won more medals than Australia?
 - A. The USA
 - B. China
 - C. The USSR
 - D. East Germany
6. What benefits did the Games bring to Melbourne?
 - A. They attracted tourists.
 - B. Good publicity for Australian products
 - C. Improved transport links
 - D. They improved the manners of local people.

Exercise 6.02 Multiple choice

Questions 1-7

You will hear a talk about a school's job-seeker services. Based on the information you hear, answer the following questions. The recording is played once only.

For questions 1, 2, and 3, circle ONE letter that represents the correct answer to each.

1. Job-seeker services are available to students enrolled on which type of courses?
 - A. Part-time courses
 - B. Full-time courses
 - C. Vocational courses
 - D. Technical courses

2. Where can students find the list of jobs?

- A. In room 101
- B. On the school website
- C. In the careers advisor's office
- D. At the information desk

3. When is the job-seeker centre open?

- A. 9:00 a.m. – 4:00 p.m.
- B. 9:00 a.m. – 5:00 p.m.
- C. 10:00 a.m. – 4:00 p.m.
- D. 10:00 a.m. – 5:00 p.m.

For questions 4, 5, 6, and 7, circle TWO letters that represent the correct answers to each.

4. Which days is the centre closed?

- A. Thursdays
- B. New Year's Day
- C. School holidays
- D. Examination time

5. What information is on display about the jobs available?

- A. Types of work
- B. Qualifications required for the job
- C. Hourly rates of pay
- D. Hours to be worked

6. It is the responsibility of the student to

- A. make a note of the details.
- B. inform a teacher.
- C. telephone the employer.
- D. attend an interview.

7. What types of job represent the best opportunities for finding work for students?

- A. Domestic work (e.g. cleaning)
- B. Childcare
- C. Work in a hotel
- D. Manual labour

Exercise 6.03 Multiple choice**Questions 1–5**

You will hear some airport announcements. Based on the information you hear, answer the following questions. Circle ONE letter that represents the correct answer to each. The recording is played once only.

1. To board the flight to Bangkok, passengers must go to
 - A. section BD-221.
 - B. the arrivals area.
 - C. the Roberts building.
 - D. gate 42.
2. The number of the flight to Kiev is
 - A. CL-525.
 - B. SL-225S.
 - C. SL-525S.
 - D. CSL-525.
3. The departure of the flight to Chengdu has been delayed by
 - A. 15–30 minutes.
 - B. 15 minutes.
 - C. 30 minutes.
 - D. 50 minutes.
4. How long will the flight VD-624 to St Petersburg?
 - A. 30 minutes
 - B. 30 minutes longer than originally expected
 - C. 4 hours
 - D. 5 hours 10 minutes
5. Airport tax
 - A. must be paid at a machine near immigration.
 - B. is more expensive for international passengers.
 - C. can be paid at the immigration desk.
 - D. is not payable by domestic passengers.

Exercise 6.04 Multiple choice**Questions 1–8**

Listen to a report on football and decide whether the following statements are True (A), False (B), or Not Given (C). Circle the correct letter for each statement. The recording is played once only.

- | | | | |
|--|---|---|---|
| 1. "Soccer" in America is called "football" in Britain. | A | B | C |
| 2. Fans should sit down when watching a game at top football clubs. | A | B | C |
| 3. Football stadiums are used only during football season because the grass pitch needs time to recover. | A | B | C |
| 4. Fire regulations have increased the cost of building a new stadium. | A | B | C |
| 5. Spectators are allowed to touch football players on the pitch if they are close enough. | A | B | C |
| 6. A season ticket does not mean you can watch all matches played by your club in one season. | A | B | C |
| 7. Most fans must buy a meat pie and a drink at half-time. | A | B | C |
| 8. You can watch popular football matches live on TV in a pub. | A | B | C |

Exercise 6.05 Multiple choice**Questions 1–6**

Listen to the owner of a horse-riding school welcoming some new riders and based on what the owner says, circle the letter, A, B, C, or D, that represents the correct statement to each question. The recording is played once only.

- | |
|--|
| A. If riders follow the rules, they will be 100% safe. |
| B. If riders don't follow the rules, they will probably be safe and unhurt. |
| C. If riders don't follow the rules, the owner will definitely stop teaching them. |
| D. If riders don't follow the rules, they are putting themselves at risk. |



2. A. Riders must respect the horses to dominate them.
B. The most important thing is to respect horses.
C. You must join another riding school if you do not like your horse.
D. Horses respect riders.
3. A. Riders must wear a helmet and boots whenever he or she is around horses.
B. An experienced rider does not have to wear a helmet when riding a horse.
C. Whenever they are near horses, riders must wear boots to protect their feet.
D. A helmet will mean you are safe if you fall off a horse.
4. A. The greatest horse riders in the world are not very good cooks.
B. Riders will inevitably fall off a horse at some point.
C. Riders will fall off a horse on the first day of riding.
D. If you do not expect it, you will fall off your horse.
5. A. A horse can kick a distance of three times its body length.
B. If you wear a helmet, a horse will not kick you.
C. Anybody who walks behind a horse will be kicked.
D. Standing in front of a horse means you are totally safe.
6. A. The mistake riders make most often is not paying the riding school.
B. The mistake riders make most often is not watching what their horse is doing.
C. The mistake riders make most often is sitting incorrectly on the horse.
D. The mistake riders make most often is when mounting the horse.

Exercise 6.06 Multiple choice

Questions 1–6

Based on the talk given by the speaker, decide whether the following statements are True (A), False (B), or Not Given (C). Circle the correct letter for each statement. The recording is played once only.

- | | | | |
|---|---|---|---|
| 1. Isambard Kingdom Brunel was born in the east of England. | A | B | C |
| 2. Isambard Kingdom Brunel worked a great deal with his father. | A | B | C |
| 3. Isambard Kingdom Brunel never saw the completed Clifton Suspension Bridge. | A | B | C |

Unit 6

- | | | | |
|---|---|---|---|
| 4. Isambard Kingdom Brunel designed a huge range of projects, including bridges, tunnels, ships, and docks. | A | B | C |
| 5. Isambard Kingdom Brunel was also interested in early photographic techniques. | A | B | C |
| 6. The speaker admires Isambard Kingdom Brunel. | A | B | C |

Exercise 6.07 Multiple choice

Questions 1–5

Based on the talk given by the speaker, answer the following questions. The recording is played once only.

For questions 1, 2, and 3, circle TWO letters that represent the correct answers to each.

1. Long-distance flights
 - A. are something people are taking more and more often.
 - B. can be difficult to deal with.
 - C. are always intolerable.
 - D. are a nightmare for children.

2. Where did the speaker learn of these pieces of advice?
 - A. Books and magazines
 - B. Friends and other travellers
 - C. Air stewards and stewardesses
 - D. The speaker's own experience

3. In order to get a row of seats to yourselves, the speaker advises
 - A. informing the aircrew.
 - B. reserving your tickets early.
 - C. settling in and organising the children's toys.
 - D. mentioning to the airline that children will be travelling with you.



For questions 4 and 5, circle ONE letter that represents the correct answer to each.

4. The speaker considers _____ a bad idea.
- A. ordering ice cream in business class
 - B. making noise on the plane
 - C. travelling business class with children
 - D. playing too many video games
5. The speaker considers _____ a good idea.
- A. losing your temper if necessary
 - B. taking a fair attitude
 - C. not being embarrassed by your children
 - D. allowing the aircrew to assist

Exercise 6.08 Multiple choice

Questions 1-5

Based on the talk given by the speaker, circle the letter that represents the correct answer to each of the questions, 1-5, below. The recording is played once only.

1. About what percentage (%) of the world's population live in societies where men can have more than one wife?
- A. 1/4
 - B. 4
 - C. 25
 - D. 75
2. In the past, a man having several wives meant that he could
- A. ensure the financial independence of his wives.
 - B. enjoy himself.
 - C. become quite rich.
 - D. help out with only a little housework every day.

3. The main factors which have led to a decrease in the popularity of polygamy are economic factors, as well as changes in
- A. education and women's rights.
 - B. children's educational associations.
 - C. social attitudes to polygamy.
 - D. the social acceptability of polygamy and women's rights.
4. The fact that men having several wives
- A. has led to men arguing with their wives for centuries.
 - B. is unpopular with the wives.
 - C. has long been the subject of debate.
 - D. is illegal in all industrialised countries.
5. Some species of animal are polygamous
- A. if the female is the ruling sex.
 - B. because the animals are ruled by male "kings".
 - C. because nature needs to survive.
 - D. perhaps as way to help the species to continue to exist.

Exercise 6.09 Multiple choice**Questions 1–5**

Based on the talk given by the speaker, circle the letter that represents the correct answer to each of the questions, 1–5, below. The recording is played once only.

1. The English word "biology"
- A. is actually a Greek word.
 - B. originates from two separate words.
 - C. means "to study words".
 - D. originates from three separate words.
2. Biology used to be
- A. seen as less challenging than other sciences.
 - B. an easy, soft option at school.
 - C. the study of animals and other living things.
 - D. easier than physics or chemistry.



3. Nowadays, the science of biology
- A. affects our lives more than physics or chemistry does.
 - B. is popular with Hollywood actors.
 - C. is recognised by more of the general public.
 - D. is often featured on TV, radio, and in the newspapers.
4. Advances in biological science are
- A. universally welcomed.
 - B. essential to solving all global problems.
 - C. attracting young people to the science.
 - D. not a cause for worry.
5. The global issue which the speaker does NOT mention is
- A. population growth.
 - B. disease.
 - C. energy.
 - D. natural habitat destruction.

Exercise 6.10 Multiple choice**Questions 1–6**

Based on the talk given by the speaker, circle the letter that represents the correct answer to each of the questions, 1–6, below. The recording is played once only.

1. At the end of the last decade, the number of foreign tourists coming to the Philippines was
- A. rising.
 - B. rising, but more slowly than before.
 - C. remaining almost the same.
 - D. falling.
2. Which country was NOT mentioned as an important source of foreign tourists?
- A. France
 - B. The UK
 - C. Germany
 - D. The USA

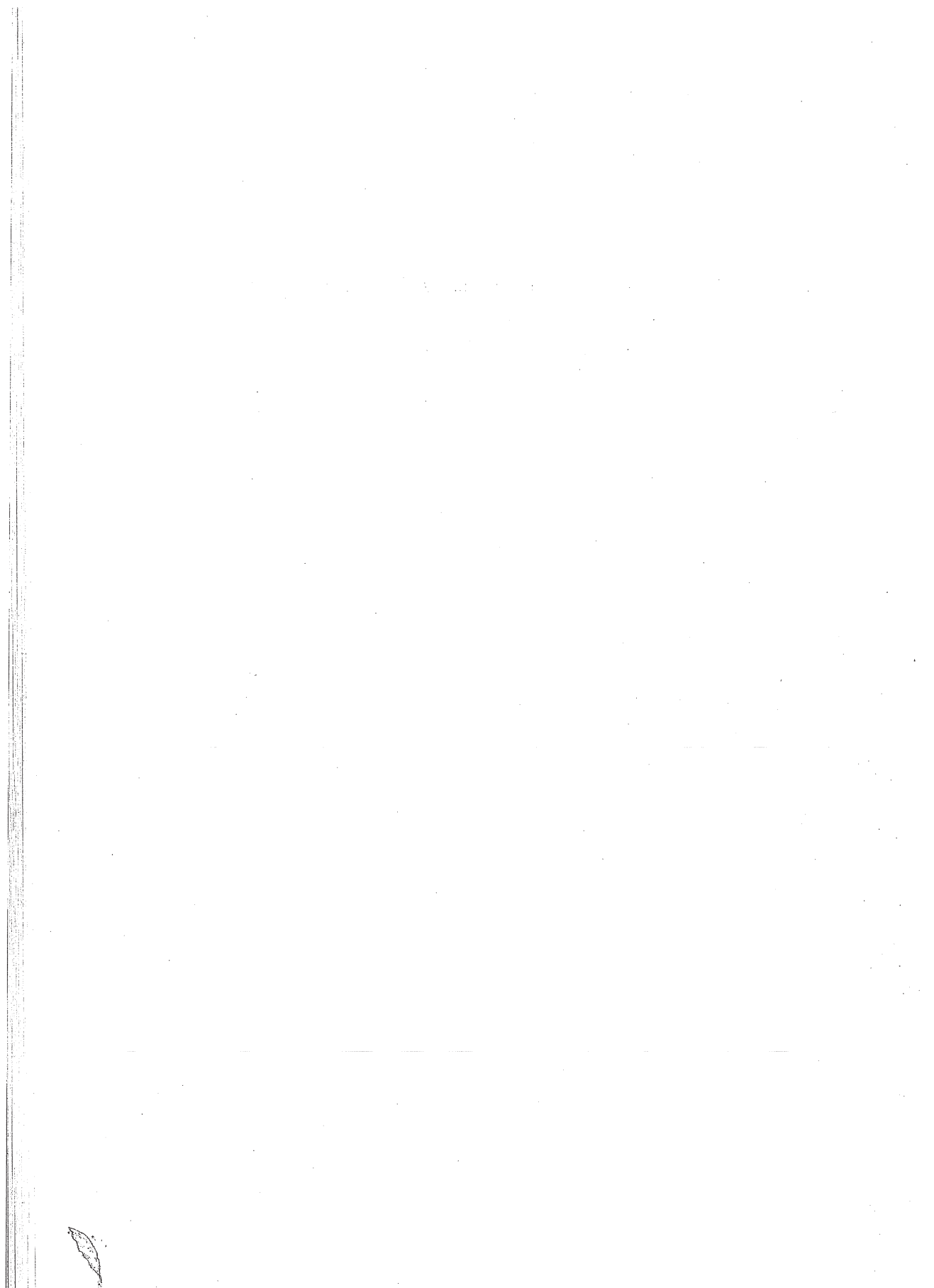


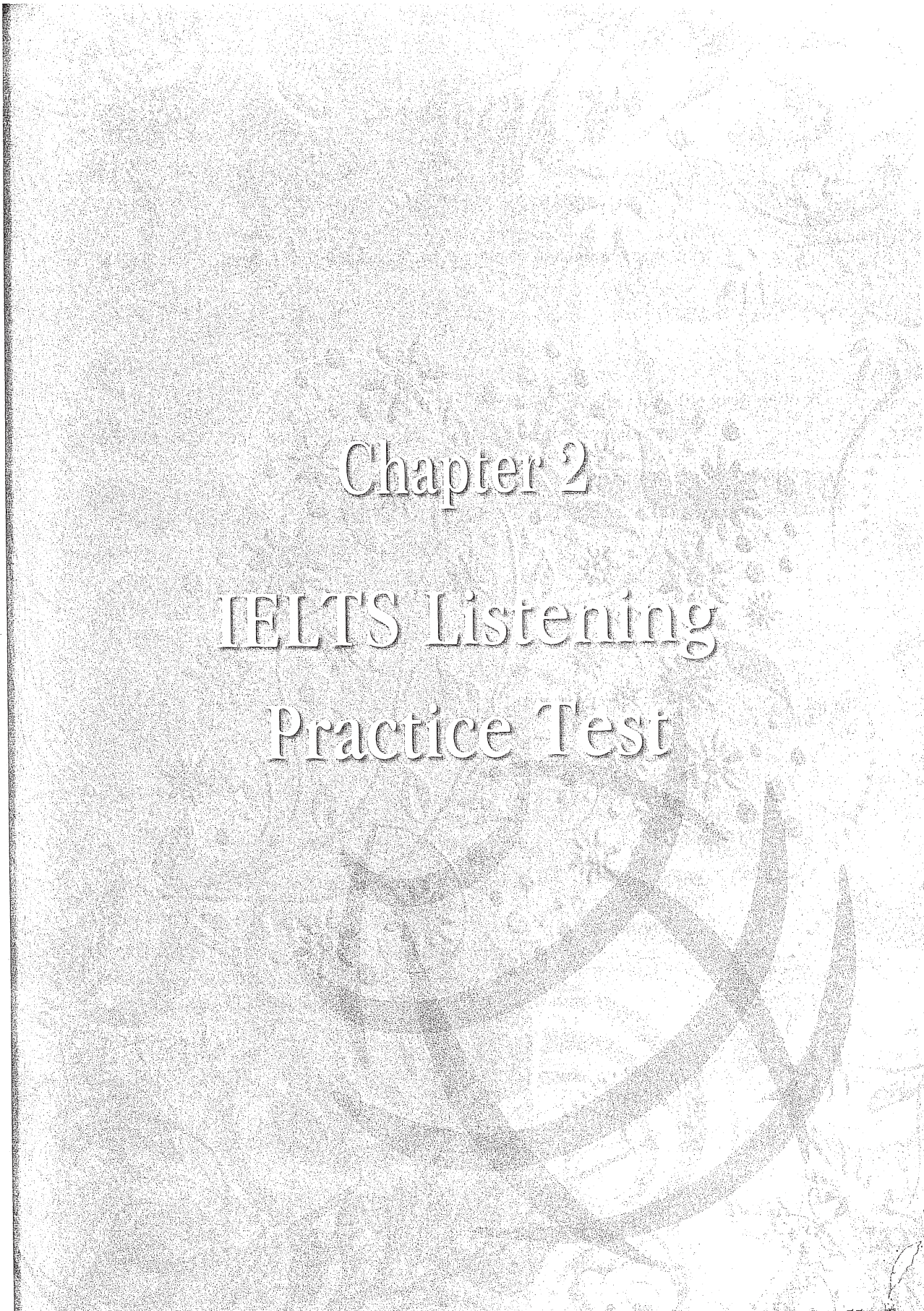
3. A global trend in tourist travel at the time was
 - A. Germans being poorer.
 - B. Mexico and Canada becoming more successful.
 - C. wealthier people staying at home.
 - D. tourists travelling less far for their holidays.

4. The Philippines' Tourist Authority decided to change their marketing. The fundamental change was
 - A. advertising on TV channels.
 - B. trying to attract more visitors from Asia.
 - C. showing that the country was safe.
 - D. to begin to advertise in China.

5. Compared to 2001, the number of visitors from China in 2002
 - A. rose by almost 50%.
 - B. rose to 47% the number of Korean visitors.
 - C. fell by only 3%.
 - D. rose by 8%.

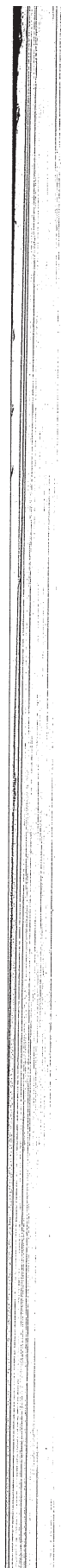
6. Drinking and dancing in bars and relaxing on a beach
 - A. were boring for Europeans and Americans.
 - B. were something new for the Philippines.
 - C. were an attraction for visitors from China.
 - D. are for wealthy tourists only.





Chapter 2

IELTS Listening Practice Test



Section 1 Questions 1–10

A Japanese girl and a housing officer are talking about her homestay family.

Questions 1–5

The housing officer takes some details from the girl. Complete the following form with **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

PERSONAL DETAILS FOR HOMESTAY APPLICATION	
First name	1. _____
Family name	Yuichini
Gender	Female
Age	28
Passport number	2. _____
Nationality	Japanese
Course enrolled	3. _____
Length of the course	4. _____
Homestay time	5. _____

Question 6

Circle TWO letters that represent the correct answers.

6. Which kinds of family does the girl prefer?
- A. A big family with many young children
 - B. A family without smokers or drinkers
 - C. A family without any pets
 - D. A family with many animals or pets

Questions 7–10

Fill in the blanks with NO MORE THAN THREE WORDS for each answer.

7. Although the girl is not a vegetarian, she does not eat a lot of meat. Her favourite food is
8. The girl has given up playing handball. Now, she just plays with her friends at weekends.
9. The girl does not like the bus because they are always late. She would rather
10. The girl can get the information about the homestay family that she wants

Section 2 Questions 11–20

You will hear a talk by a tour guide about travel to Eznia. Complete the notes by filling in the blanks with **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

Notes

VISAS

Now Eznian visas are needed by almost all nationalities.

Normal visas last 11. _____.

You need to pay 12. _____ for the visa.

Price may change from time to time.

Some Eznian consulates in neighbouring countries require you to provide a letter to 13. _____.

You can get information of major embassies on 14. _____ of the student handbook.

If you want to re-enter Eznia, you must get a multi-entry visa.

SOME MISCELLANEOUS GENERAL ADVICE

If you carry a lot of money, you need to complete a 15. _____.

Remember to declare all of your items, especially expensive items, on a 16. _____.

You are advised to carry a health certificate. The one you need is the 17. _____.

NOTES FOR STUDENTS

If you wish to get a youth fare card, you should show your 18. _____.

Due to the bureaucracy in Eznia, you are advised to take at least 19. _____ passport photos with you.

CURRENCY

Pounds and US dollars are not very useful now in Eznia, so you should take 20a. _____ or 20b. _____ with you.

Credit cards are not acceptable because of fraud scandals.

Section 3 Questions 21–30

You will hear a discussion about shopping habits.

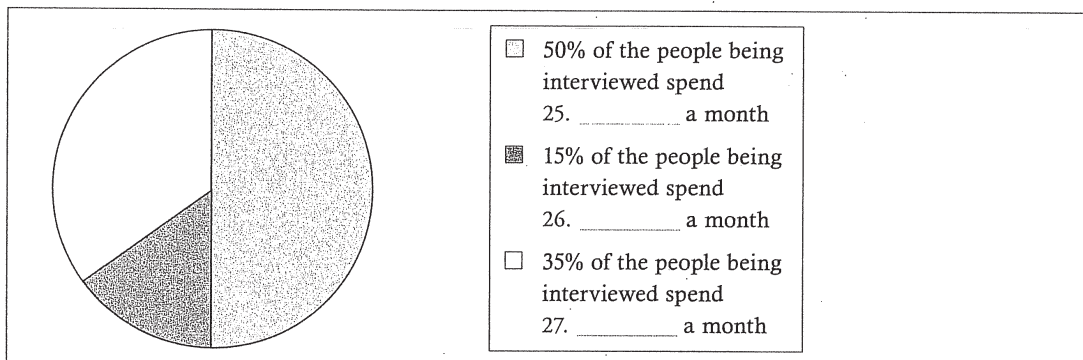
Questions 21–24

Complete the sentences with **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

21. The woman being interviewed is now working in a bank. Her occupation is _____.
22. The woman usually spends about _____ when she goes shopping.
23. The woman often goes to _____ because she finds them convenient.
24. According to the woman, _____ is/are her most difficult thing(s) to buy.

Questions 25–27

Fill in the blanks with **ONE WORD AND/OR A NUMBER** for each answer.



Questions 28–30

Circle **THREE** letters that represent the correct answers.

Most of the people being interviewed think that _____ is /are most difficult to buy.

- | | |
|--------------------|---------------|
| A. books | D. trousers |
| B. study materials | E. shoes |
| C. foods | F. sportswear |

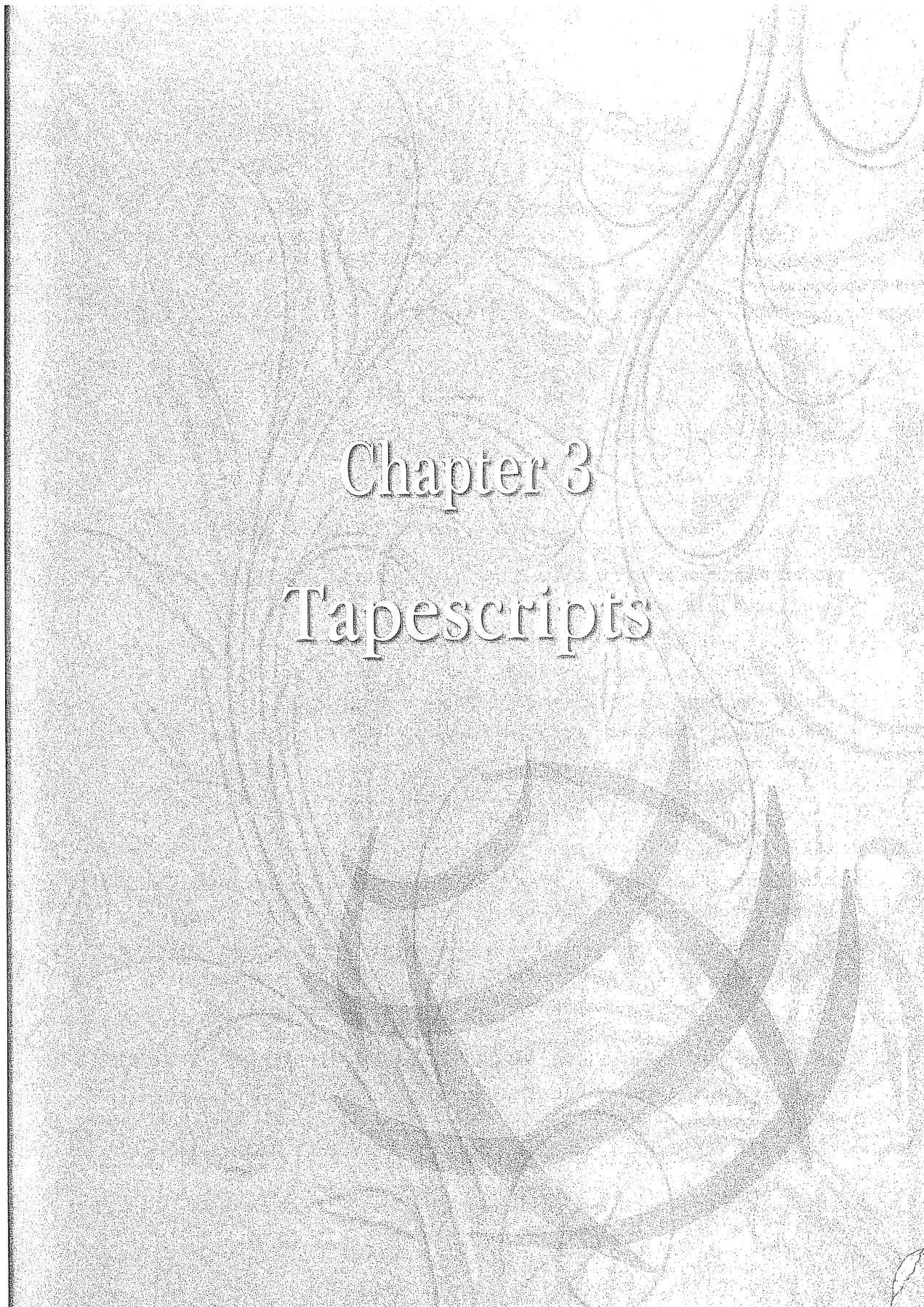
Section 4 Questions 31–40

You will hear a lecture about study. Circle ONE letter that represents the correct answer to each question below.

31. What does the lecturer provide for those who are interested in doing extra reading?
- A. Personal consultation sessions
 - B. Extra materials, such as a booklist
 - C. Mid-term examination
 - D. Free glasses
32. In the past, time management meant you needed to _____.
- A. reduce your stress
 - B. plan for every hour of the week
 - C. own a good watch
 - D. set goals and try to achieve these goals
33. Today, wise time management means you need to _____.
- A. set goals and work in a systematic way
 - B. work faster
 - C. set an overview of your assignment
 - D. make a list, plan for everything, and try to stick to this plan
34. In this college, students are assigned _____ at the end of each semester.
- A. team projects
 - B. final term examinations
 - C. essays
 - D. time management courses
35. One sign the lecturer mentions that students feel under pressure is _____.
- A. library books go missing
 - B. students get angry for no reason
 - C. lower class attendance rates
 - D. trouble at the library

36. What kind of suggestion does the lecturer give to the students?
- A. Making a very detailed plan of their daily activities
 - B. Not being so stressed just because there is an assignment
 - C. A regular one-hour session in their personal timetables
 - D. Wearing comfortable shoes
37. According to the lecturer, there are three kinds of planners. They are _____.
- A. one weekly planner, one daily planner, and one hour planner
 - B. one yearly planner, one weekly planner, and one daily planner
 - C. one term planner, one monthly planner, and one weekly planner
 - D. one term planner, one weekly planner, and one daily planner
38. If you want to set an overview of your time, you should need at least _____.
- A. one week
 - B. half a week
 - C. one month
 - D. one term
39. The daily planner of time is mainly concerned with _____.
- A. the detailed planning
 - B. how to plan all the available time
 - C. TV schedules
 - D. an overview of everything you need to do for several days
40. According to the lecturer, wise time management may have the following benefit:
- _____.
- A. having more time to spend on relaxation and other activities
 - B. improving your academic performance in the final term assignment
 - C. helping you write better essays
 - D. improving your memory





Chapter 3

Tapescripts



Unit 1 Warm-up Exercises

Exercise 101: Spelling

- | | | | |
|----------------|---------------|----------------|------------------|
| 1. Wednesday | 5. suitcase | 9. chocolate | 13. dock |
| 2. crockery | 6. nautical | 10. excursion | 14. lounge |
| 3. souvenir | 7. cloakroom | 11. exhibition | 15. cabins |
| 4. refreshment | 8. drowsiness | 12. imagine | 16. analytically |

Exercise 102: Dictation

1. Welcome to our factory. I would like to emphasise a couple of important things before we commence. Since this is a chocolate factory, we maintain the highest possible standards of hygiene. We require all visitors to wear hair caps and those rather fetching white coats you have already put on. Please do not remove them, even if the caps might make you feel a touch warm. If a hair found its way into the chocolate, we would be forced to destroy the entire production run for the day. We also ask that you remain within the yellow lines that clearly mark the visitors' walkways. I'm sorry to sound so strict, but these measures are essential.
2. Just in case you need the toilet, they are over there in the corner. You can see the entrance under that large oil painting. Our factory shop, which is probably the most popular attraction here, is located over the courtyard. No doubt you noticed it on your way from the car park. It's the most successful factory outlet in the country, and I must admit, I can't resist at least one visit a week. Please understand that the queues can be quite long, so we do ask you to be patient.
3. This is the first section of the production line, and it's where all the ingredients are mixed together. One of the machines is original. It's been in use since production began here, more than a century ago. The more modern machines mix from 50,000 to 80,000 litres per hour. They get pretty hot, and you can feel the warmth on your face as you walk past.



4. As we come into this part of the factory, you'll notice that the temperature has dropped, and it's much cooler now. This section has two levels. If you look up, you can see the chocolate bars coming into the roof through that large hole. The chocolate goes through large refrigerators. Once the chocolate has been cooled, it is sent along the conveyor belt for wrapping in foil and paper. You can see the familiar wrappers over there. At the end, everything is put in boxes, again by machines. Almost the whole process is automated, but quality control is performed by humans.

Exercise 1.05 Times and dates

- | | | |
|------------------------------|-------------------------|---------------------|
| 1. 4 days later | 5. early in the morning | 9. on weekdays |
| 2. in 15 minutes | 6. 3 rd May | 10. a month ago |
| 3. half past eleven | 7. the year 1949 | 11. last night |
| 4. 25 th December | 8. 12–15 minutes | 12. for a few hours |

Exercise 1.04 Addresses

- | | | |
|-------------------|------------------|---------------------|
| 1. Central Avenue | 5. Forest Street | 9. Grandale Street |
| 2. Hill Road | 6. New Street | 10. Park Street |
| 3. Doven Road | 7. North Avenue | 11. Central Station |
| 4. Lake Avenue | 8. Gold Street | 12. City Square |

Exercise 1.05 Numbers

- | | |
|---------------------------------------|----------------------|
| 1. 8555 2266 | 7. SH 121LQ |
| 2. extension 3176 | 8. 0.48 (0 = nought) |
| 3. 342 2573 | 9. 2½ |
| 4. 6942 4305 42 | 10. JO6337 BW276 |
| 5. serial number: FC39–RHQ2–YXKT–8TG6 | 11. 20% |
| 6. postcode: WS62YH | 12. 1,300 |

Exercise 1.06 Names

- | | | |
|-------------------|---------------------|---------------------|
| 1. Keiko Yuichini | 5. Waddell | 9. Brunel |
| 2. Anu Bhatt | 6. Rigby | 10. Thomson |
| 3. Roche | 7. Paynter | 11. Hiroko |
| 4. Taber | 8. Jerry Northwaite | 12. Wright Brothers |

Unit 2

Exercise 1.02 - Geographic Location

- | | | |
|-------------------|--------------------|--------------------|
| 1. Alaska | 7. Christchurch | 13. Malaysia |
| 2. Antarctica | 8. English Channel | 14. Melbourne |
| 3. Atlantic Ocean | 9. Germany | 15. New Zealand |
| 4. Berlin | 10. Greece | 16. Southeast Asia |
| 5. Birmingham | 11. Italy | |
| 6. Brisbane | 12. Liverpool | |

Exercise 1.03 - Proper nouns

- | | | |
|---------------------|--------------------------|--------------------|
| 1. Antarctic Treaty | 5. Great Western Railway | 9. Yoga |
| 2. Aztec | 6. Heathrow Airport | 10. Sea Watch Line |
| 3. Butterfly Effect | 7. P&G Company | 11. Palm Sea View |
| 4. Great Eastern | 8. People's Bank | 12. Sign-up Sheet |

Unit 2 Ticking and Table-filling

Exercise 2.01 - Ticking / Filling in Tables

Graeme Waine: Good morning everybody and welcome to the Ludcaster University French Department. I'm Graeme Waine, professor of French Literature and History. I'm afraid you may have seen my photo on the noticeboard. I'll be speaking in English today. No doubt, I'll be meeting most of you properly in next week's seminars, when we'll switch to French. I am also course director for first-year students, so I will be your point of contact for any queries or problems you may have. You should have my contact details in the folders you received. If you haven't got one of the course introduction folders, let me know about this. I'm going to give you a brief introduction to the department, the courses that are available, what we expect from you, and what you can expect from us.

The French Department has 4 professors who are British, as well as 2 native speakers. It's one of the smallest departments at Ludcaster, but we reckon that with 6 teaching staff, it's one of the friendliest, if not the friendliest to study with. At the end of the corridor on the left, you'll see the door to the LRC, the Language Resource Centre. We

hope you'll be spending a great deal of time there. There's satellite TV with 6 French channels, TVs, and DVD players with a large range of French films, at least 400 of them, and more than 1,200 books, about half of which are novels, and most of the rest are politics and history. If you want to take a DVD home to watch, you have to leave a deposit of 30 pounds with Sophie, the LRC receptionist. If you don't return the film within 2 weeks, you lose your deposit. I know 30 pounds seems a lot. We aren't looking to make money out of you. It's just that it's often hard to replace them. There's no deposit for books, but if you fail to return them, you must pay for a replacement. We also have a range of French journals and magazines, and a photocopier. It's not free, but it's much better value than in the university library.

Your seminars and lectures start on Monday morning. Yes, sorry. Eventually, you have to stop partying. Most of the course units are compulsory units in the first year, but after the first semester, you can choose from 4 voluntary units. In fact, you have to choose two of those. To start with, in your first semester, we concentrate on your French language skills. All of you will do Writing Skills, Speaking Skills and, everybody's favourite, Advanced Grammar. Don't forget the compulsory Literature unit (the books are on sale in the bookshop downstairs; the library only has 10 copies of most of them), and there is also French History. I'll be taking both of those units, so I expect you all to become experts. In the second semester, you will continue with the language courses, but you have to choose to specialise in either French Arts or French Politics. If you're taking the latter, you will need to get good results in French History.

Attendance of all seminars and lectures is compulsory. Professors take a register in seminars, and there's a sign-up list at lectures. Don't forget that we're a small department, so we notice if you're missing. You will have 6 seminars and 8 lectures a week. All lectures and seminars last one hour each, so you will have a lot of free time to study outside these teaching hours. If you miss more than three sessions – that's either seminars or lectures – without good reason, you will receive a warning. If you do that again, a written warning will be issued. If it happens a third time, you might be asked to leave the course. Remember, if you're ill or can't make it to class for some other reason, give us a call. The number's in the folder. We are not a police organisation, but we expect you to take your studies seriously and attend all classes, however appealing it is to stay in bed on a cold morning.

Unit 2

Exercise 2.12: Listening

- Nat: We haven't been to Greenbacks for ages. It's a bit pricey, but they have a decent choice, and we could do with a cup of coffee.
- Karlene: Too right. It's been a long week. Their coffee isn't that great, but at least they've got comfortable chairs. What are you going to get, Nat?
- Nat: Hmmm. I think I fancy a large latte. I usually order latte here.
- Karlene: I thought you didn't like milky drinks. Why don't you have cappuccino? It's got lots of chocolate on top.
- Nat: Oh, go on then. *(to waiter)* A regular cappuccino, please. What are you having, Karlene?
- Karlene: I love their iced coffee. It's got bits of ice cream in it. *(to waiter)* Iced coffee, please.
- Nat: It's freezing outside, and we came in here to get warm, and now you're going to get yourself an iced coffee? Have you gone totally mad?
- Karlene: Probably. I suppose I should go for the black coffee. It would wake me up a bit, too.
- Nat: Actually, on second thoughts, it's not such a bad idea, Karlene. *(to waiter)* Erm, cancel my original order, please. I'll have an iced coffee, too. Large.
- Karlene: What was that about going mad, Nat?
- Nat: Men are allowed to change their minds, too, you know.
- Karlene: Hey! What's that supposed to mean?
- Nat: Erm, well, erm ... hey, let's get something to eat. My treat. I know you like jam doughnuts.
- Karlene: Oooh, you are a charmer. The doughnuts do look really tasty. Yeah. I'll have a doughnut, please. Oh no, that Danish pastry, instead.
- Nat: That's the last one.
- Karlene: Ha ha. Too slow, Nat. Get the chocolate croissant, or there's that chocolate bar. I know you love chocolate. You're a bit of a chocoholic, aren't you?
- Nat: Hmmm. Chocolate sounds fabulous, but I'll give it a miss today. I'm going to go for the bacon lettuce and tomato sandwich. *(to waiter)* BLT, please.
- Karlene: Well, so much for the diet we said we'd go on.
- Nat: All diets start tomorrow. Anyway, we've been snowed under with work, so we deserve a treat, don't we?



Exercise 2.03: Ticketing & Concessions

- Customer: Hi, there, nice shop. Don't I recognise you? Your face seems really familiar.
- Manager: I used to work at the entrance, selling tickets to the ski centre, and I did a bit of ski instructing, too. Maybe I was your instructor?
- Customer: Hey, that's right. It wasn't me. You taught my two kids to snowboard. They loved it so much. They make me bring them back every year now. So now I know who to blame.
- Manager: I'm glad they liked it. It was a great job – doing something you love and getting paid for it. It was a bit of a dream.
- Customer: How come you gave it up?
- Manager: I twisted my knee, and I suppose it was time to get a bit more serious about a career, so I'm manager here now. I still ski a bit, when there's time. Anyway, how can I help?
- Customer: I was wondering how much ski hire is nowadays. I've got some friends coming here next weekend.
- Manager: We hire skis out for 26.50 a day.
- Customer: 26.50? That's reasonable. How's the quality?
- Manager: They are nearly all pretty much top of the range. If you need gloves and a mask, that's a bit extra. It's 36 dollars a day, which is still pretty good.
- Customer: 36 a day, including skis, right?
- Manager: Yep. It's a good deal.
- Customer: Do we need to reserve?
- Manager: No, not in off-peak season.
- Customer: Cool. How about hiring a snowboard for a day?
- Manager: It's a bit pricier. 32 dollars a day for a good board.
- Customer: 32? Wow. I remember when it was 25 dollars a day!
- Manager: Snowboarding's popular now; everyone's doing it. It's taking over from skiing in some resorts.
- Customer: Come to think of it, how much are lessons? I presume you can get those here, too.
- Manager: You bet. It's 125 a day for one-on-one instruction; 3 hours in the morning and 3 in the afternoon. Personally, I'd recommend learning as part of a group, though. It's more fun, and it's quite a bit cheaper. It depends what you prefer.

Unit 2

That's 76 dollars per person, for the same number of hours as individual instruction.

Customer: That's a good deal. Does that include equipment hire?

Manager: Well, since you're our first customer of the season and you recognised me, we might just throw that in.

Customer: Fantastic. We'll definitely see you next week. Oh, one more thing. Is off-peak season still until the end of November?

Manager: Yes, and then for the whole of March. Oh. Hang on. No. The seasons have changed a bit. I can't believe I forgot. The centre's closed from the beginning of April to the end of September. Off-peak's from 1st October until 10th December, and then peak season is around Christmas and New Year. Post-Christmas off-peak season is also the whole of February and March.

Customer: Yeah. So, peak season is from 11th December until ...

Manager: From 11th December until 31st January. Lots of school groups in January, even though it's 50% more expensive than off-peak season.

Customer: So, we're getting a good deal by turning up at the start of the season.

Manager: Oh, definitely. It's a good idea anyway. Word hasn't really got around that everything's up and running, and most people are at work, so you get the slopes pretty much to yourself.

Exercise 2.04 Ticking

Tom: Hey, Karen, there's an excellent gig tonight. The Bassmen are playing at that nightclub, the Big Boogie. Let's ask Mark and Graeme to come along – they're good dancers.

Karen: I spoke to Mark earlier today. He has to finish an essay tonight, so he won't be out. Graeme's about to go away. He'll be off to do some birdwatching. He said there are some peregrine falcons around and he's got to get a glimpse of them.

Tom: Are you serious? He's a birdwatcher? That's a bit of a surprise.

Karen: It takes all sorts. I'll tell you what. Let's call a few people and see who wants to come along.

Tom: Good idea. See you in half an hour.

... LATER ...

Tom: So, Karen, who did you call?

Karen: Loads of people. Graeme was just about to leave to go birdwatching, but when I told him about the gig, he said he'd be there, so he's coming along.

Tom: Cool. I called Tess, and Nancy was with her, having lunch. Tess is going to make it, although she might be a bit late. Nancy's a bit short of cash, or "practically broke", as she said, so she's going to clean the refrigerator, instead.

Karen: I cannot imagine Nancy cleaning her refrigerator instead of going out to a gig!

Tom: Hard times. She lost her part-time job a while ago.

Karen: Yes, that's true. So, Tom, who did you get in touch with?

Tom: I phoned Richard, and he's a yes, so that's great.

Karen: Doesn't Richard live with Peter? Did you speak to Peter, too?

Tom: Richard will definitely not be partying the night away with Peter, because Peter's on holiday.

Karen: On holiday? Has his course finished already?

Tom: It hasn't, but his course tutors told him it was fine. Anyway, he does French, and he's on a cycling holiday there.

Karen: Cleaning the fridge, cycling holiday ... What will they think of next?

Tom: Well, now that you mention it, Isabel can't come, either.

Karen: Isabel? Oh no, she loves going out. It must be pretty serious if Isabel can't make it. She must be at work, then.

Tom: Yup. She's working until 4 in the morning at McTucky's next to the club, so maybe we can visit her after the gig.

Exercise 2.05: Linking & Connecting

In the office:

Hi, everyone. Sorry to interrupt your work, everybody, but I've got an announcement about the company ball. Yeah, sorry, this'll just take a few minutes. I know I usually go on, but this really is just a quick one. There've been a couple of changes, notably in terms of the venue. The Shellaton Hotel is in a slightly awkward location for many of you, so the ball is now taking place at the Star Crown Hotel. Apologies to the three of you who live next to the Shellaton.

We're lucky enough to have booked Jumping Jive. They're a great live band, so I expect to see you guys strut your funky stuff on the dance floor. Don't worry; I won't be dancing. It's an informal event and we want you to let your hair down, but no jeans,

Unit 2

please. Dress code is formal. I'm sure you're going to look fantastic, which will be a first for some of you!

Tickets are going on sale tomorrow and guess how much they cost? 40 dollars! That's what was originally decided, so we have now printed all the tickets with that price. We originally set a target of 100 guests. However, now that we have moved to the Star Crown, which has a larger ballroom, we're going to double that number. This is great news and not only because there'll be a bigger party with a great atmosphere, but also because it means we can reduce the price of the tickets by 5 dollars per ticket. Of course, if you want to give me the five dollars, I won't complain!

Anyway, a few extra important details. The ballroom's on the 3rd floor, not the 4th. We kick off at 7 p.m. with cocktails and some nibbles. The ticket says clearly that we must finish at 1 a.m. This would be true, if we were at our original venue! However, the Star Crown has requested that we wind things down by 12, so it'll all be over by midnight. I have no idea where you lot will go after then, but if it's anything like last year, expect to be drinking and dancing until 8 in the morning.

Oh, one last thing. Hang on ... Is he here? No? Good. John Smith, the boss, is leaving the company. No. Only joking. I couldn't imagine the place without him. It's his birthday on the day of the ball. Don't forget we'll be getting a cake for him. He's saying goodbye to his thirties, so it's the big "four-oh" for him ...

Exercise 2.06 Table-filling

Customer service clerk: Intercity Flowers. How can I help?

Customer: Hi. I'd like to send a dozen red roses to arrive tomorrow morning, please.

Customer service clerk: Certainly, sir. I just need a few details to complete the order. What's your name, please?

Customer: Brian Trelawney.

Customer service clerk: [typing] That's B-R-I-A-N T-R-E-L-...

Customer: Yep, T-R-E-L-A-W-N-E-Y.

Customer service clerk: Brian Trelawney. Have you ordered with us before, Mr. Trelawney?

Customer: Yes, I have. I've got a customer number if that would help. It's IF512WJ3.



Customer: I-F-5-1-2-W-J-3. Ah yes. Can you just confirm your address, sir?
service clerk:

Customer: 31A Molefield Road, Bragton.

Customer: Sorry, 31E or 31A?
service clerk:

Customer: 31A, for Alpha.

Customer: M-O-L-E-F-I-E-L-D?
service clerk:

Customer: That's correct.

Customer: We don't have a phone number for you on our database.
service clerk:

Customer: My mobile number is oh seven four one double six nine eight six one.

Customer: 0741 669861.
service clerk:

Customer: Oh, that's double seven, actually.

Customer: Thanks. I thought it was bit short. Thank you. OK, that's in. Your e-mail
service clerk: address, please. We'll send you an e-mail confirming the order.

Customer: Don't laugh. It's topgun@grab.com.

Customer: Is "topgun" one word, sir?
service clerk:

Customer: Yes, that's t-o-p-g-u-n at g-r-a-b dot com.

Customer: If nobody answers the door tomorrow, what shall we do, sir?
service clerk:

Customer: There'll definitely be someone there.

Customer: But just in case, sir. Can we leave them at the front door, or with a neigh-
service clerk: bour, or next to the house?

Customer: OK, leave them with any neighbour. That'd be fine.

Customer: OK, sir, that's a dozen red roses for tomorrow to 31A Molefield. That'll
service clerk: be 43.50.

Customer: The last time it was 34.50.

Customer: That was a special promotion for Valentine's Day, sir. It's back to its normal
service clerk: price of 43.50.

Customer: Oh, I see. Fine.

Customer: Now if I can just take your credit card details, sir ...
service clerk:

Unit 2

Exercise 40: Table filling

- Clerk: Can I help you, sir?
- George: Yes, I've been a bit careless and left my driver's licence on a train.
- Clerk: Oh dear. Well, let's take some details and we'll see what we can do. What's your name, please?
- George: George Lazenby. That's L-A-Z-E-N-B-Y.
- Clerk: Can I have your address, please, Mr. Lazenby?
- George: Yes, it's 9 Grover Lane. That's G-R-O-V-E-R.
- Clerk: Is that the Grover Lane in Chavton?
- George: Yes, it is. Do you know it?
- Clerk: It's next to the tennis centre, isn't it, by the entrance to the car park?
- George: That's it. Wow, British Rail does get everywhere!
- Clerk: It's a nice area, Chavton. Anyway, back to the licence. Do you know the licence number?
- George: Yes, my wife had the number, luckily. It's 8498971PQ.
- Clerk: So, it's 84989 ... er ...
- George: ... 71PQ. I left it in a bag, a red plastic bag.
- Clerk: OK, that's helpful. The chances are it's been handed in at a station. Was there any shop name or other writing on the bag?
- George: Hmm, I can't remember. I just know it was a red plastic bag.
- Clerk: Which train did you leave it on?
- George: I went from Chigley to Camberwick Green.
- Clerk: What time did you get on the train?
- George: The same train as every day. I get on the train at three forty two and get off at about four twenty.
- Clerk: OK. Have you reported this to the police?
- George: Yes. I phoned them as soon as I realised I'd lost it, and they recommended I got in touch with you.



Exercise 2.08 Table-filling

- Clerk: So, let's see what you've got here. 1 pair of trousers, 2 shirts, 2 jackets and, oh, here's another shirt. That'll be £22.50.
- Customer: No problem. That's fine.
- Clerk: Can I have your name, please?
- Customer: Jeremy Paxman. That's Jeremy with a J.
- Clerk: So J-E-R-E-M-Y P-A-C-K- ...
- Customer: No, sorry, it's an X.
- Clerk: So A-X-M-A-N?
- Customer: That's right. My address is 42 Zinzan Street.
- Clerk: Zinzan?
- Customer: Yes, it's Z-I-N-Z-A-N. The postcode's RG4 3IJ.
- Clerk: RG4 3IJ. Can I have a contact phone number, just in case?
- Customer: 0734 85288.
- Clerk: 0734 85288.
- Customer: Oh, hang about. It's double two double eight. Sorry, I'm a bit of a form-filler's nightmare.
- Clerk: No problem at all. Your clothes'll be ready for collection on, let's see, it's 12th March today, so, yes, on 15th March.
- Customer: The fifteenth? So that's next Tuesday?
- Clerk: That's right. We'll give you a ring on Monday to remind you. Here's your receipt.
- Customer: Do I pay now, or can I pay on Tuesday?
- Clerk: Pay on collection.
- Customer: Great. Well, have a good weekend.
- Clerk: You too, sir. Goodbye.

Exercise 2.09 Table-filling

[telephone conversation]

- Vic: Hi, Bob. I'm not going to make it to the office today. We're stuck out here in a traffic jam, and I'm going to miss the plane back.
- Bob: Oh no. Still, it means I can eat the chocolate you left on your desk.

Unit 2

- Vic: Don't you dare! Anyway, I just wanted to call to let you know.
- Bob: Oh, Vic, there is one thing. Someone called about that meeting next month in Norway.
- Vic: Oh, is that Danielle something or other?
- Bob: Erm, hang on, I'll just get the Post-it note. Erm, Danielle Stoole. Have you got a pen handy? I'll give you all the details, and you can sort it out when you get to the airport.
- Vic: Yes, hang on. OK. Got one. So, it's Danielle S-T-O-O-L?
- Bob: With an E after the L, that's right. S-T-O-O-L-E.
- Vic: Is she a Miss or a Mrs?
- Bob: She didn't say. I suppose that makes her a Ms.
- Vic: OK. Did she give the address of the office? I said I'd stop by to see her.
- Bob: Yes, it's 763 Barph Avenue.
- Vic: 7 ... 6 ... 3 ... B-A-R- ...
- Bob: Barph Avenue.
- Vic: Cool. That's fine.
- Bob: Well, she said you should e-mail her the details of the conference stand. I've got the address.
- Vic: OK, shoot.
- Bob: She's Danielle Stoole, so it's std@transco.co.uk.
- Vic: std@transco.com.
- Bob: Ooops. No, it's dot co dot uk.
- Vic: Phone number? I'll give her a call.
- Bob: 0340 647906. She said "please don't call between 12:00 and 2:00".

Exercise 2.10 Table filling

[leaving message on telephone answering machine]

Peter: Hi, this is a message for Sam Botterrill of Creditco Financial Services. My name's Peter Sellers, that's S-E-double L-E-R-S, and my application number is ... er ... hang on ... here it is, G-0-6-3-8-7-1-0-N-S. Just in case, my address is 5 Milligan Street, that's 5 M-I-double L-I-G-A-N Street, and I'm applying for the Silver Standard Card, not the Gold Standard Card. I understand the Silver Standard Card has a credit limit of 3,500 pounds, and I'd like to ask if my application has been approved. Please call me, any time from 7 a.m. to 9 p.m. on this number: 0-6-9-1-double 0-double 2-9. Thanks very much. Bye.

Exercise 2.11 Table-Filling

Dr. Krasensky: Hello there, everyone. Can you hear me at the back? Just joking. Actually, 24 students is a record for us, so I'm delighted you're taking an interest in my native tongue. Rather immodestly, we like to think that Czech Language 101 is the best-taught course on campus, but that's probably what all the other departments think about their courses. Anyway, I am extremely pleased to see you here, and I'm sure we'll get to know each other pretty well over the next 9 months, or 3 years, if you really like it. Last year, three quarters of our first-year students elected to continue studying the language, and we think that three out of every four students is a compliment to the friendliness of the Slav Language Department.

I'm Professor Krasensky, and I teach all the language units in the Czech Department, although Professor Bulova will be returning next January. However, until then, your favourite Czech name will be mine, which is spelt as follows: K-R-A-S-E-N-S-K-Y. If you spell Krasensky any other way, especially with an "I" at the end, you will not be doing very well on the course!

Anyway, if you look out of this window, you'll see over there, next to the English Literature Building a new building going up, the Centre for Modern European Languages, of which we shall occupy 6 rooms. However, until the Centre for Modern European Languages is ready, and because life is never simple, we'll be using the Science Building. Language seminars will be in the Biology Room, from 9 to 10 on Mondays and Thursdays. That's 9 to 10 in the morning, ladies and gentlemen, so take it easy on Sunday and Wednesday evenings, please. The Biology Room is pretty easy to find. Just ask at reception.

Lectures, also by me, I'm afraid, will take place in the Physics Lecture Theatre, on Wednesdays and Fridays, at the more civilised time of 5 to 6. That does not mean that we start at 5 minutes to 6! We finish at 6, after an hour of fascinating intellectual stimulation. Fortunately, if you get thirsty in the Physics Lecture Theatre, there's the Czech Beer Club on Fridays at 7. If you don't like Czech beer, then you should learn, too. Two other important points. To get into the Science Building, you must prove that you are a student here, so bring your student identity card for all seminars and lectures. I would also like you to bring a good Czech dictionary. When I say "dictionary", I mean a book, not a little computer programmed by someone in China or Malaysia, where they are experts in Czech, of course. I'm not against technology per se, but things that beep and whirr and distract attention in class are not welcome in my sessions. Please do not use mobile phones or computers in lectures or seminars. If you are expecting an urgent

Unit 2

call, give the person the number of the reception desk, but make sure you switch off your mobiles and computers for all my seminars and lectures. Also, you may think your computer can translate everything, but your head, with a decent dictionary to help, is better and quicker. If your computers can do it already, then you wouldn't have universities, which would be a pity, because I rather like my job.

Exercise 2.12 Table filling

Christine: Hi, Joel. We've only got 2 hours to send the newspaper to the printers. Have you finished the story yet? The Student Pub Survey is the lead story, so if it's not ready, I might have to murder you.

Joel: Christine, I told you it'd be ready yesterday, and sure enough, I've just finished it. I had to do some last-minute research.

Christine: You mean you got drunk last night at Dirty Dick's? Typical man!

Joel: Well, I had a couple at Molly O'Holly's, too. I am nothing if not thorough. You've got to admire my scientific approach.

Christine: Hmmm. Anyway, I'm glad you've finished it. Well done. What were the results?

Joel: A bit of a surprise, actually, although I did predict that male arts students mostly drink bitter at the Rutland, and that's true, according to the survey.

Christine: Another good reason not to frequent that particular pub, then. What about the guys who study science? Do most of them go to the Rutland, too?

Joel: I thought they would, but even a man with his finger on the pulse of university culture can be forgiven for the occasional error. They're bigger lager drinkers in the main, and their favourite haunt is the Temperance.

Christine: Hmmm, imagine a date with a Physics major, drinking lager in the smokiest pub in the world, the Temperance. No wonder most of them are single.

Joel: Well, the women of academia don't seem to display any great taste in their selection of watering hole, either. What do you think female arts students said their favourite drink was? Gin and tonic? Wine?

Christine: Hmmm, yeah. Red wine's what I normally have.

Joel: Well, Sherlock, closer investigation has revealed that the tippie in question is Russian in origin, with a hefty kick, and it's called vodka. What's more, they like drinking it at an Irish establishment.

Christine: Dirty Dick's? Oh my goodness!

- Joel: Erm, Molly O'Holly's is the place.
- Christine: Even worse. It's got the worst interior decor I've ever seen. Maybe, drinking the vodka makes it look good.
- Joel: Now to the female students. The ladies of the laboratories are a bit more genteel. Gin and tonic at the Blue Anchor for them.
- Christine: The Blue Anchor's only 100 metres from the Science Building, so that makes sense, and the G and T is pretty strong there. The barmen are good-looking, too.
- Joel: Are you suggesting that the guys who study science are a bit geeky and might be a touch on the ugly side?
- Christine: You do Engineering. You tell me.
- Joel: Moving on quickly. The postgrads we spoke to were almost unanimous in their choice.
- Christine: Must be the old-age pensioners' favourite on Smidson's Road.
- Joel: Hey! The 56 isn't bad, and it's much cheaper than most other places.
- Christine: Actually, the 56 is a pretty cool place for a couple of drinks, and they have a great bar. I bet the men drink whisky.
- Joel: That's what you'd think. In fact, most of the postgraduate male students drive to university, so they generally drink orange juice. We only spoke to 3 postgraduate students who aren't men, and they all live locally, and they're all Scottish. They drink whisky.
- Christine: So, the postgrad men sit there in the 56 with an O.J. while their female colleagues enjoy a couple of shots of whisky? Nice. Maybe, I'll enrol in a postgraduate course; at least I'll avoid all the drunken lads.

Exercise 2.15 Table Bill

Financial reporter: Financial news now, and a quick look at one of the big players on the Stock Market, MegaCorp, the media and electrical appliance giant. Not much was happening with MegaCorp shares around Christmas, when they were priced around three dollars fifty, but news of the potential resignation of Jan Ewbank, their hugely successful first female CEO, rocked confidence on the financial markets. The shares ended the year on just one dollar thirty-eight, and the average price for December was exactly a dollar more than the minimum price, with 3.6 million shares traded in that month.

Unit 2

January saw a positive avalanche of trading, and after the previous month's mean figure of 2.38, shares started selling like hot cakes, and almost 20 million shares were bought and sold. If another half a million had changed hands on 31st January, it would have been 20 million in that one month, but by then, the CEO had finally confirmed that she would be staying, and a couple of board members resigned shortly afterwards. The average share price for January was 2.16. All things considered, it was a respectable figure, just 0.22 lower than the December average.

Whilst their rival, Trend Media Incorporated, held its February share price at an average of 3.50, MegaCorp achieved the comeback of the year so far, ending with a February average of 3.51, and that difference between the two companies may be only one cent, but it's a huge psychological boost to MegaCorp, especially after investors fought tooth and nail to buy a total of 10.2 million of its shares in February, 10.2 million being just 0.1 short of a February record. Who knows what ups and downs March will bring. Back to the studio.

Exercise 2 Listening Table-filling

Davina: Hey Nigel, have you seen this article about those paintings?

Nigel: "The 5 greatest modern paintings in the world"? Are you thinking of going to see them all?

Davina: Well, if you're thinking of buying me a round-the-world ticket, taking in Germany, China, Australia, America, and the UK, then yes, I will.

Nigel: Oh yeah, I was just popping down to the travel agent's to pick it up. You should be so lucky. Still, it would be fun to see them all. I really like Pistashio's work, and "Afternoon Tea" really is a classic painting. We could go to see it, you know. It's only down the road in London.

Davina: I'll tell you what. If you can guess the year it was painted, I'll give you the train ticket to London.

Nigel: Cool. Hmmm. End of the nineteenth century ... er ... 1899?

Davina: Oh, so close. Two years out.

Nigel: 1901?

Davina: Wrong again! Good guess, though. It was a hundred years before the Van Boch painting, which I hate. It's just a drawing of a cigarette.

Nigel: Well, what do you expect? It is called "Cigarette".

Davina: Anyway, if you get yourself over to Beijing, you can see it.



Nigel: Shanghai, actually.

Davina: All right, so Beijing got the Olympics, and Shanghai gets a ciggy. Good deal! Anyway, I'm not too partial to Van Boch's stuff. I do like Whistleton, though, and I love the colours in "Electricity".

Nigel: I'm with you there. It's a bit of a miracle how the painting still looks fresh today. Those sparks seem to jump out at you, even though it was painted about two years before the end of the nineteenth century.

Davina: You know, we could make it to Berlin, even if it were just to see a piece of canvas from 1898 called "Electricity". Well, we could go clubbing, too.

Nigel: Hold on a minute! If we're really going to pull our fingers out and genuinely make an effort to see a modern classic, we should fly over to Melbourne to see Rowland's "Post Office".

Davina: Sad story that. He painted it in 1917 in the war. He died the week after he finished the painting. Still, we could go over there for the Melbourne Cup. I love horse racing.

Nigel: You're all heart. So, we've just about got enough cash to cover next month's rent and we're on about flying Down Under. Anyway, it's 1916. Oh, hang about, no, it is 1917. I stand corrected, by myself. When he painted it, it was such a different style of painting, such a revolutionary portrayal of everyday life. I suppose it defined a new movement.

Davina: Well, that's more than can be said for Pincher. Washington's never really tickled my fancy, and I wouldn't spend a fortune to fly there to see a picture of an old woman stealing a bag of peas from a supermarket. What a load of rubbish! 1986 wasn't a vintage year for art.

Nigel: That depends. Calling it "Shoplifter" wasn't very imaginative, but in 1986, he did paint one picture every week, including "Shoplifter". That is amazingly prolific.

Davina: What about if a shoplifter walked into the Washington Gallery and stole "Shoplifter"?

Nigel: It'd be great publicity.

Davina: Yeah, and some sort of justice.



Exercise 15: Role-play

Customer: Hi, can you explain the different types of train tickets to me? It's a little bit confusing.

Ticket clerk: It's not as clear as it might be. We have 5 main ticket types, and the simplest is the Standard Single. You just turn up, buy the ticket, and go.

Customer: Can I book those in advance?

Ticket clerk: If you'll bear with me, we'll come to that. That Standard Return Ticket is similar to the Standard Single, except of course it's for return journeys. There are 2 conditions. You have to make both trips on the same day, and the second one is that you must travel after a quarter to ten in the morning.

Customer: I see. What if I need to return but have to travel before 9:45?

Ticket clerk: Then you need 2 singles.

Customer: This all sounds like a bit of a minefield.

Ticket clerk: I know, but if you book in advance, things are better. The Super Advance Single gives you a 45% discount if you book a fortnight in advance.

Customer: 45% off? That's pretty good.

Ticket clerk: Yes, it used to be only 15%. If you want an even bigger discount, go for an Astra Return, which you have to reserve 4 weeks before your outward journey. It's a 60% discount compared to standard prices, and you can return any day within 6 months of your outward journey.

Customer: That's a really good deal. So, if I want to book, say, 7 weeks in advance, that would get me an Astra Return?

Ticket clerk: Yes, as long as you book 28 days or more before your trip.

Customer: What's the Roamer? Is that something like InterRail?

Ticket clerk: Yes, it's £247 for a month, and you can use the entire network for that period.

Customer: So I can travel anywhere, any time on the network for a month?

Ticket clerk: As long as there's a train going. Oh, and it's standard class, not first class.

Exercise 2.16 Table-filling

Teacher 1: So let's get started. Just to reiterate, this is just an informal chat about how things are going with French lessons here at school. From what you've said, there's not much to discuss in terms of the syllabus or equipment, and things are basically going really well.

Teacher 2: That's right. I really enjoy teaching here.

Teacher 1: That's good news. I notice in some classes, you are even ahead of schedule, which is practically unheard-of. You have mentioned a few underperforming students, though.

Teacher 2: Well, there's only one student with major problems, but I'd like to just flag a few of them and maybe mention something to the parents. A stitch in time saves nine, sort of thing.

Teacher 1: OK, who's first?

Teacher 2: I'll take them in class order. 2b. Brian Jones. He's a strange sort of guy, not bad at all, and his results put him up there in the top 10% of the class. His reading and listening skills are superb.

Teacher 1: So, what's the problem with Brian?

Teacher 2: He really has trouble paying attention. When we're in the middle of a role-play, his mind will just wander and he's in a world of his own. It's not particularly disruptive. It's just that it happens pretty often.

Teacher 1: Let's just make a note about concentration levels. If he can't pay attention in other classes, too, it could be serious.

Teacher 2: Now on to 4c. It's a great class. We're having some really good discussions. However, I think Lydia Robinson is finding things tricky.

Teacher 1: Lydia? Is that Robert's sister?

Teacher 2: They really look alike. That's Lydia with a Y, so it's L-Y-D-I-A.

Teacher 1: OK, so what's up with Lydia?

Teacher 2: She's not a bad student, really, but she's very bookish. You know, her spelling and grammar are excellent, but she really doesn't understand much when I speak French, and her listening is poor. She just needs to open up more and start communicating.

Teacher 1: So, she needs to be putting her spelling and grammar to good use?

Teacher 2: You could say that. OK. Now on to class, er ... 5e. Jemima Wragg is doing well in her written work, and her vocabulary is probably the best in class.

Teacher 1: Yes. I've taught 5e. Jemima seemed OK.

Unit 2

Teacher 2: It's when she opens her mouth that things go wrong. Her pronunciation is just awful. Maybe we could ask her parents to make sure that she does more listening and maybe get a private tutor. I really think that would help her pronunciation.

Teacher 1: OK, who's the last one? I think I can guess.

Teacher 2: John Sunn in 6b, no 6a. I wrote that wrong.

Teacher 1: Yes, he switched from 6b to 6a.

Teacher 2: Well, he is a real challenge. Don't get me wrong. He has 100% attendance and he really tries hard, so his effort is exemplary, but what lets him down is his basic grammar. He really hasn't grasped it.

Teacher 1: So, he gives it his all, but he's not going to get any further with his grammar the way it is.

Teacher 2: That's about the long and the short of it. Every piece of written work is on time, but it's virtually incomprehensible because of his lack of basic grammar.

Exercise 2.17 Table filling

The nation state of Slovenia in southern Europe is bounded on the east by Hungary and Croatia, on the south by Croatia, and on the west by Italy. Its northern immediate neighbour is Austria. Slovenia is a tiny country with a surface area of approximately 20,000 square kilometres, which is about 7,800 square miles. Its capital city is Ljubljana, and the other major city is Maribor. The country has a complex and fascinating history and a rich cultural history, little known outside the country's borders. The region was settled in the sixth century AD by the Slovenes from whom the country takes its name.

Nowadays, far from being the economic backwater that its relative anonymity suggests, Slovenia is making great strides in terms of development, thanks to targeted investment in technology infrastructure, with its 2 million citizens enjoying some of the highest rates of mobile phone ownership and Internet connection access in Central Europe.

One of the country's major industries is software development, although two more traditional sectors employ more people: textiles and steel.

Slovenia is a very young country, having proclaimed independence from Yugoslavia only very recently, in June 1991. Almost thirteen years later, Slovenia became a member of the European Union, on 1st May 2004, along with several other Central and Eastern European States.



Exercise 2.18: Table filling

Following the passing of the British Library Act by Parliament in 1972, the British Library came into operation with effect from the 1st July 1973. Subsequently, two other major institutions were integrated into the British Library, expanding the depth and breadth of its collections: the India Office Library and Records in 1982 and the British Institute of Recorded Sound in 1983. The British Library has a number of constituent parts. The major sections of the organisation known as the British Library are the Library of the British Museum, Patent Office Library, National Central Library, and the British Library Document Supply Centre.

The Department of Printed Books of the British Museum was founded in the same year of the foundation of the British Museum, in 1753. The library has the privilege of legal deposit, which means that a copy of a large proportion of all printed material in the UK goes to the British Library. These include not only books, journals, and magazines, but also newspapers, maps, and printed music.

The British Museum's domed Reading Room is well known in intellectual circles, and was designed in the 1850s at the instigation of Sir Anthony Panizzi, then Chief Librarian. Originally, the Reading Room was open to the general public, but, due to overcrowding, a pass was required for admission. In addition to Vladimir Lenin, other famous readers in this exclusive place of study included Karl Marx and the writers Charles Dickens, George Bernard Shaw, and Virginia Woolf.

The British Library Document Supply Centre currently administers a stock of over 260,000 journal titles, over 3 million books, almost 500,000 conference proceedings, and nearly 5,000,000 scientific reports. Its 20,000 customers from all over the world make about 4,000,000 requests every year.

Thanks to the Internet, customers can now access information and services online as document supply is achieved via electronic means. The British Library's website is www.bl.uk.

Exercise 2.19: Table filling

One of the leading scriptwriters, stand-up comedians and film-makers of his era, Woody Allen was born Allen Stewart Konigsberg on 1st December 1935. Born and brought up in Brooklyn in New York, he loved reading comic books and watching movies, and he proved to be a natural writer. At school, he was noted for his

Unit 2

extraordinarily high IQ, but school is said to have held little interest for him. When he was fifteen, he took up the clarinet and became an accomplished player, particularly of jazz music.

Allen began selling jokes to newspaper columnists, and in the early 1960s began appearing in comedy clubs telling his own jokes, and is now known as one of the greatest stand-up comedians ever.

In the mid-sixties, Allen moved into the world of film-making, at first as a writer and actor. "What's New Pussycat?" came out in 1965. Woody Allen proved himself a prolific writer as well as movie scriptwriter; he had two hit theatre shows on Broadway.

He became a film director in the late sixties and produced some hugely successful comedy films, notably "Sleeper", a comedy set in the future, "Bananas", a comedy set in a Banana Republic, and "Love and Death", his classic spoof of Tolstoy's "War and Peace".

In 1977, his film, "Annie Hall", was a huge success and won him praise from audiences and critics alike, and it won three Oscars, for director, screenplay, and best picture.

Exercise 2.20 Table filling

Hotel receptionist:	Splendour Hotel reception. How can I help?
Guest:	Hello, I'd like to book a room for tomorrow, please, for 3 days.
Hotel receptionist:	That's fine, sir. We have plenty of free rooms. Would you like a single, twin, or double room?
Guest:	A double room, please, and it must be non-smoking.
Hotel receptionist:	No problem, sir. All rooms include breakfast here. English, Continental, or Fresh fruit?
Guest:	Oh, the English breakfast is too greasy for me. Continental, please. Oh no. Fresh fruit, please.
Hotel receptionist:	Very good, sir. Can I take your name?
Guest:	John Smith. Oh, and can I just check that you have tennis courts?
Hotel receptionist:	Indeed, sir. They are just next to the beach volleyball courts.
Guest:	Not really a beach volleyball fan, but have you got squash courts?
Hotel receptionist:	Yes, sir. We have two.
Guest:	Excellent. I take it I can hire racquets and stuff?



Hotel receptionist: That's right, sir.

Guest: Am I right in thinking you have about 12 table tennis tables, too? Aren't they on the top floor with a great view of the sailing ships?

Hotel receptionist: Sadly not, sir. We've got 4 tables in the sports centre on the fifth floor. Naturally, we have bats and balls for hire.

Guest: Fabulous. I'm not that bothered about watching sailors having fun.

Hotel receptionist: What time will you be arriving tomorrow, sir?

Guest: I think my flight gets in around 3:40 in the afternoon, so I reckon I'll be there at quarter past five, as long as the traffic's OK.

Hotel receptionist: You should allow 2 hours, sir. It's the rush hour.

Guest: Ah, OK, so 5:40 it is. What time is check-out? I'll be leaving on Wednesday, and the flight's kind of late.

Hotel receptionist: What time is your flight on Wednesday, sir?

Guest: Oh, I think it's the 6:30 to LA, so I should probably leave the hotel at 3:30, shouldn't I?

Hotel receptionist: You might need to leave earlier, sir. You normally have to check in at the airport 2 hours in advance, and the traffic jams are really dreadful nowadays. I'd recommend leaving here at 2:45.

Guest: OK, I will. Can I get a late check-out?

Hotel receptionist: That's fine, sir. I'll put in a late room check-out at 2:30.

Guest: That's wonderful. Can I just check if you've got broadband Internet connections in the rooms now?

Hotel receptionist: Indeed we do, sir. It's a very quick connection, too.

Guest: This is all good news. One more thing. I need to hold a meeting on Tuesday afternoon, for 12 people. Can I book that now?

Hotel receptionist: Of course, sir. I can book a meeting room for you. It's perfect for 12 people. Will you need a projector or a screen or a whiteboard?

Guest: No, thanks. It's not that kind of meeting.

Hotel receptionist: Well, the London Room is booked for you. Will that be all, sir?

Guest: Yes, that's great. I'll see you soon. I have to run to catch my plane.

Hotel receptionist: Have a good flight, Mr. Smith. We'll see you soon.

Guest: Great. Bye.



Unit 3 Map-labelling

Exercise 3.01 Map-labelling

- Man:** Let's go out to eat. I can't be bothered to cook.
- Woman:** Nice idea. We haven't treated ourselves for ages.
- Man:** I'd like to go to that new barbecue place, Bill's Grill.
- Woman:** Yes, but it's not such a good choice for vegetarians like me.
- Man:** That's a good point. How about er ... hey, let's try the new place. You know, it was in the newspaper. We read about it in the pub.
- Woman:** Oh yes, it's a new bar and vegetarian place ... erm ... Reggie's Veggies.
- Man:** That's right. What a name! It's in the new Megaplex Shopping Centre.
- Woman:** Yeah. Where exactly is it? Is that up the road from the library, on King George Road?
- Man:** Yes, King George Road. Come out of the library and it's just before the junction with the High Street.

Exercise 3.02 Map-labelling

- Brian:** Susan, so we've found the bus station, but where do we buy tickets?
- Susan:** Good question. My Russian isn't good enough to read the signs here, and there aren't many people around.
- Brian:** Hey. There's a guy over there flicking through an English magazine. Maybe he can help us.
- Susan:** Good thinking, Sherlock. Let's go and ask him.
- Brian:** Excuse me. Do you speak English?
- Man:** Yes, I do. Can I help?
- Brian:** We just need to buy tickets, but don't know where.
- Man:** Well, go through the sliding doors here, and you'll see a café on your right. It might be closed now, but anyway, the ticket office is opposite the café, or ... hang on ... it used to be. It's either there, or on the right through the second set of sliding doors, then past the café through the next set of doors and it's on your right. I tell you what, come with me. I'll help you buy the tickets. I'll just pay for this magazine. The newsagent won't be too happy if I just walk off with it.



Brian: That's really kind of you. We were feeling a bit lost.

Man: OK, we can go. The sliding doors are over there. So ... oh ... hold it. I don't believe it. It's over there, right opposite us. Things change a bit too often around here. You see that window opposite the newsagent's. That's it. Anyway, I'll come along and help you if you like ...

Exercise 3.05 Map labelling

Roger: Sorry, I interrupted you. So, the bookshop's on Broad Street ...

Anita: The bookshop's on the corner of Broad Street and Elizabeth Avenue. It's on your right as you head east along Elizabeth Avenue.

Roger: So, on the right along Elizabeth Avenue. I see. Nice. Cheers. Um, what about the students' canteen? I'm starving.

Anita: Have you registered at the Students' Union Office yet?

Roger: I haven't done any of the paperwork yet. It shouldn't take long, should it?

Anita: Hmm. Not if you've got all your documents. First, you have to go to the University Registration Office.

Roger: Is that near the bookshop?

Anita: You should be so lucky! Actually, it's not far. Go up Broad Street, turn right along Main Street, and carry straight on, over Hogie Road and you'll see it on the left. There's a huge sign.

Roger: OK, so it's up Broad Street, right along Main Street, and then I carry straight on, over Hogie Road, and I'll see it on the left, at the sign. So, I register there, and then I go to the canteen for lunch?

Anita: Not so fast! Then, you've got to take your university registration form to the Students' Union Office, which, in an ideal world, would be just around the corner from the university office ...

Roger: Nice. That's handy.

Anita: ... but this is the real world, so you go back west along Main Street, oh no, actually, go south down Hogie Road and turn right after Georgetown Square. That's sort of a park. Loads of people have their lunch there if it's not too cold. Anyway, after the square, turn right onto Elizabeth Avenue, and you'll see the Students' Office on the left, opposite the square. It's halfway along Elizabeth Avenue.

Roger: Cool, so I can get lunch vouchers there?



Unit 3

Anita: Hold your horses! You have to register with the Students' Union, then go and get your lunch vouchers at the Students' Union Shop.

Roger: Don't tell me it's in another solar system.

Anita: Well, it's not quite that bad, so you can leave your spaceship at home. A bike's a good idea. There's a second-hand bike shop on the southwest corner of Main Street and Broad Street. Really cheap.

Roger: Cool. Corner of Main Street and Broad Street.

Anita: That's it. Anyway, to get to the Students' Union Shop, just go out of the Students' Union Office, go north right across the square. There's a path, and the Union Shop's over the road on Main Street.

Roger: So, I buy my tickets there, and the canteen's just around the corner?

Anita: Not quite. The canteen's on Hogie Road, over the road from the southeast corner of Georgetown Square. It's on the corner of Elizabeth Avenue and Hogie Road.

Exercise 5.01 Map-Labeling

Student 1: Hi there, I'm new here. Can you tell me how to get to the Sports Centre?

Student 2: Good question. I'm not really the sporty type, as you can see. Oh, actually, I do know it. We're on the main square now, so if you head south, you'll see the supermarket on your left. Don't turn left, though. Carry straight on until you get to a fork in the path. If you go left there, you'll go to student block 1, but don't do that. Turn right at the fork, and you'll be at the Sports Centre. The entrance is on the left of the building as you approach it.

Student 1: Nice. Thanks a lot. Since you're so helpful, can you tell me where the library is?

Student 2: Good to see you've got your priorities right! From here on the main square, just go north and take the first right at the fork in the path. You'll see it there. Easy. Don't spend too much time there. It's pretty cold in there.

Student 1: Good tip. Cheers. And the laundrette? I really need to wash some clothes. How much is it, by the way?

Student 2: It's pretty cheap. A pound for a wash and a pound for twenty minutes' drying. It's really easy to find the laundrette. It's opposite the supermarket, so, from where we are now, just head down south again, that way, as if you're going to the Sports Centre, and take the first right. You'll smell it before you see it.



Student 1: Brilliant. Cheers. Oh, and the last thing. I'm going to see the Student Dance Show tonight. Where's the Student Theatre?

Student 2: Cool! I'm involved in that show. I don't dance, but I do the costumes. It's actually really good, not for the costumes, but there are a couple of fantastic dancers this year. It's well worth seeing. Just head north from the square, and turn left. You really can't miss it. There's a bar there. I will probably be there after the show.

Student 1: Excellent. I definitely owe you a drink for all your help. Cheers. Got to rush, I'm afraid.

Student 2: No worries. I'll see you later. My name's Bobby. Bye.

Student 1: Jim. Cheers. See ya.

Unit 4 Short Answers

Exercise 4.01 Short answers

Christian: Ouch. My head still hurts from last night.

Brenda: Well, Christian, that'll teach you to stay out drinking until 4:00 in the morning.

Christian: Yeah, but Brenda, it was a great night. It was Jimmy's thirtieth birthday. I had to be there.

Brenda: Fair enough. Still, you were at work on time. That's pretty impressive.

Christian: Thank goodness for bacon sandwiches, and thank goodness for coffee. I must have had 12 cups of coffee today.

Brenda: Well, as long as you're on good form tonight.

Christian: Tonight? What's on tonight?

Brenda: Don't tell me you've forgotten the staff Christmas party! You're the DJ. There'll be no music without you.

Christian: Don't worry, Brenda. I've got all my CDs here with me. I wouldn't let you down. How are we going to get there?

Brenda: If you like, I can give you a lift there. I'll need your help with the navigation, anyway.

Unit 4

Christian: It's at the Holeton Hotel, isn't it? It's actually quite easy to get to. You go over Brighton Bridge, over that big roundabout, and then turn left at the petrol station with the big blue sign.

Brenda: Is that the one opposite the Design Museum?

Christian: That's it. Then just go straight on for 3 miles and you'll get to Green Park. The hotel's just next to it. Easy.

Brenda: OK, so if it starts at 7:30, what time should we leave the office?

Christian: Well, it's Christmas. Let's finish at 4:30 and have a couple of pints at the pub. The Red Lion is the perfect place for a nice beer.

Brenda: You just don't stop, do you? Still, that's a nice idea. I like the Red Lion. I can't drink, of course, but I think it's a good idea. As the boss, I suppose I should buy a few rounds for Christmas. *(to everyone in office)* OK, listen up, everyone. We're finishing today at 4:30, and before we head off to the Holeton, we are all going to the pub over the road. That's an order. I'm buying, so you should definitely be there.

Exercise 4.02 Short answers

Good evening, everyone. Thanks very much to Monica for that introduction. As she said, my name's Carl Wragg, and as you can probably tell from the uniform, I'm a policeman. I was invited to give this talk after a conversation with the Students' Union I had at a meeting of the crime victims' association, for which I work on a part-time basis as an advisor. I feel it's vital for the police force to show an active interest in the feelings and experiences of victims of crime. It helps us to help people who are in the unfortunate situation of having a crime committed against them, and it keeps us focused on the importance of preventing crime from occurring in the first place, and that's why I'm glad the Students' Union has asked me to come to the campus tonight. By putting on events like this, they show they take these issues seriously.

If you only read the newspapers and watched the TV, you would think that the most common crime committed against students is rape. Thankfully, this is not true and it's rare on this campus, although of course just one case is too many. The most common crimes committed are physical attacks, generally in pubs and clubs, but by far the most often reported crimes involve burglary of student accommodation or stolen mobile phones and laptops on campus. This is extremely unpleasant, but at least it very rarely involves any personal injury to the victim.



I mentioned the media's coverage of crime. You have probably read that for certain offences, crime rates have risen dramatically over the past few years in society as a whole, and nobody would expect journalists to be focusing on any improvements – good news doesn't tend to make the headlines. Any university is part of society and there's no doubt that crime is a fact of life. Still, crime has actually fallen on campus over the last five years, and I think that's largely thanks to the university authorities, and the Students' Union increasing crime education activities such as this, and by putting in better lighting and changing the design of some of the more isolated parts of the campus.

Surveys show, however, that students worry more than ever about crime. This is completely understandable, given the media hype that there is about crime. As I mentioned before, although crime rates are down, as soon as a serious crime occurs, it is all over the front pages and the lead story on the news. There's no way they would report good news about an increase in the number of police officers patrolling campus, or that 99.9% of students never fall victim to a serious violent crime. That's not news that sells.

I am most certainly not saying that nobody should worry, and that you should walk around at all hours of the night in dark passageways with nothing to fear. What we do advise people is that a good dose of common sense is the best deterrent. That means you take responsibility for your own safety, which is a message I'm glad to see the Students' Union putting across. It's true that you can take self-defence courses, but that doesn't mean you will be able to fend off any attacker or throw someone over your shoulder if they are a bit drunk and irritating you in a bar. The main weapon a good self-defence course equips you with is not physical techniques, or how to use a knife, or telling you to walk confidently, although I think that helps you make sure that you are thinking about your safety. A good self-defence course should actually be the beginning of an instinctive awareness of possible threats to your safety.

So as students on campus, what practical measures can you take to maximise your personal security? Well, you could just sit at home with 10 other friends, with all the doors and windows closed, ready to call the police whenever you hear an unfamiliar sound, but life wouldn't be that much fun for you. Let's take a specific everyday situation. You've got some coursework to finish and you stay late at the library, which means you have to go home in the dark, unless you want to sleep in the toilets or between the bookshelves, which is not really an option. I'm assuming you will have a mobile phone with you, which is an excellent security measure because, of course, you can call someone at any time. We think the best way to stay safe in this situation, though, is to ask one of your flatmates to stay in the library with you until you finish

Unit 4

work, and then to make the journey home together. It's more sociable, and there is safety in numbers.

If you are unlucky enough to be faced with a crime, such as being mugged, it's a nasty situation. You have to make a quick decision, and your first instinct may be to resist forcefully, but we advise against this. You don't know what the criminal is like. You could run away, but often people won't help you if you are running away from somebody. It's a confusing situation, and nobody really knows what to do. If possible, therefore, we recommend asking for help from passers-by. This may involve screaming for help, grabbing someone, and asking them to call the police, but whatever you do, try to seek help if it seems possible. These are just general guidelines based on our experience. It's hard to give specific advice for every situation that might crop up. However, we do tell people not to carry a knife. You might think you can scare off an attacker, but in an attack, it's the thing that makes it most likely that you end up injured, and it's illegal to carry one, of course.

I always feel a little uneasy about giving these talks, because there's a fine line between trying to make people aware of the dangers of living, working, and socialising on campus, which can't be protected like an army base and, like any place in society, can never be 100% safe. Your university careers should be the best years of your lives, but don't forget there's no wall around the place keeping out anyone wanting to commit crime. Still, in general, the good news is that the crime you will most likely come across is somebody copying your essay, which is illegal, but not physically dangerous.

So, that's the end of my talk. Thanks for listening, and don't forget: the police take crime very seriously, so please don't be afraid to contact us with any questions or concerns. The student-police liaison officer is WPC Linda Smith, and she's based in the office next to the Students' Union Shop. Thanks again, and have an enjoyable and safe evening.

Exercise 4.03 Short answers

Woman: Hi there, everyone. I hope Ron covered everything at the meeting before lunch. Any questions? ... Just in case you're not sure, I'll give you the details about the trip today and about what you'll be doing tomorrow. Depending on traffic, this journey should take about 7 hours, so we reckon we'll be in Newcastle at 8 o'clock this evening. There'll be dinner as soon as we get there. The camp manager normally makes us an excellent spaghetti bolognese, and there's always plenty of red wine, so you should



sleep pretty well. There are two people to a tent, and please make sure you get the right one! Erm, the camp manager's got a list of which tent you will be in, so don't worry. They're clearly marked. Tomorrow, we have to be up and out at 7:30 for breakfast. We start work at 9:00 a.m. We will need at least a few hours to get things ready. The festival opens at 1:00 in the afternoon, and you'll get a chance to go and see some of the bands playing. Please let your supervisor know when you want your 2 hours off. Anyway, I hope we have a good trip, and I'm sure the festival's going to be fantastic. If you have any questions, please feel free to ask.

Exercise 4.04 Short answers

- Kaleb: What time does the match start on Sunday?
- Mr. Snow: Well, most people turn up at about 1:45, but things kick off for real at 2:00. The referee likes to start the match on time.
- Kaleb: Cool. Will I get a game? How many other people are going to turn up?
- Mr. Snow: Oh, don't worry. We're lucky if we get a full team out, especially during the winter. I think 12 people should come along on Sunday, and that's out of a total membership of 49! Don't feel guilty about taking someone's place. We're glad you're playing.
- Kaleb: That's a relief. I didn't want to take someone's place away from them. It'll be good to get some exercise.
- Mr. Snow: Oh yeah, you'll be doing a lot of running. We're playing (against) an Army team. The soldiers normally give us a pretty good game!
- Kaleb: Does it get a bit rough?
- Mr. Snow: Not really. The referee, Brian, is semi-professional. He keeps things under control.
- Kaleb: Cool. See you on Sunday, then.
- Mr. Snow: Yeah, see ya.

Exercise 4.05 Short answers

- Marek: Did you hear about Sam?
- Krista: Sam? I thought he'd gone to America. He only went there last week. I remember his leaving party.
- Marek: Oh, yeah. That was a good one. Anyway, he's back now.



Unit 4

Krista: What? He only left the country a few days ago and now he's back. I thought he said he had a job lined up there.

Marek: That's what he thought, too. His cousin's got a company there, so it looked pretty good.

Krista: Yeah. Wasn't he going to work in the office?

Marek: That's what he thought. He was going to be office manager. The company's pretty big.

Krista: So, how come he's back here? I thought he had all the documents and everything. It took him ages to get them.

Marek: Well, he did at least arrive in America. He flew to Chicago and thought everything would be absolutely fine. He was going through customs, and he'd had his fingerprint scanned, and then the immigration officials called him over for a special interview.

Krista: Oh no, so he didn't have the documents?

Marek: Well, that's the weird thing. He did. He showed them his visa and his letter of invitation, but it didn't make any difference. There was a problem with his fingerprint.

Krista: You must be joking! He had a visa and a letter of invitation, but his fingerprint was wrong?

Marek: They questioned him for 3 hours, which must have been pretty terrifying. Sam said they were really intense. I think he was terrified.

Krista: So, what was the problem?

Marek: That's the thing. They said he had the same fingerprint as a suspected terrorist they're looking for. He kept on telling them he didn't look anything like him, but they didn't want to know.

Krista: So, Sam's a wanted criminal? That's a good one. Unbelievable. Did they hurt him?

Marek: Oh, no, nothing like that. He said they were actually really polite about it.

Krista: So, they were really polite, but they threw him out of the country?

Marek: Yeah, but not after they bought him a cup of coffee! Amazing. The immigration guys told him he had to return home on the next flight. They said they had to follow rules and regulations, and they had to do it.

Krista: That's amazing! So, they gave him a coffee and put him back on the plane?

- Marek: That's the long and short of it, yeah. Not much of a trip. His cousin's not too pleased, not having his new office manager, and Sam just can't believe it.
- Krista: What's he going to do now? Didn't he quit his job before he went to America?
- Marek: Sadly, that's true. Sam's going to ask them for his old job back, but he's not sure if they have found someone else already. Still, there is some good news.
- Krista: What's that?
- Marek: Well, we're having a "Welcome Back" party. Saturday at the pub!

Unit 5 Matching

Exercise 5.01 Matching

- Peter: Hi, Gordon, how's the service department doing today?
- Gordon: Pretty well, although we have been a bit snowed under. Excuse the pun.
- Peter: Don't worry, everyone uses it in the first week at Snow's. Anyway, I really came down to ask about the Scutt we had in, the ... er ... Hollow Tube Dash. Its brakes needed replacing. Mr. Bogdonovich phoned me this morning to ask about it, and it sounded like he might come into the shop.
- Gordon: No worries. He came by about 20 minutes ago and picked it up. He even bought a few other things because he was so happy with the quick service.
- Peter: Good work, Gordon. He's one of our best customers. OK, what about the rest of the bikes? I know the Rallye Sprinter needed some unusual tyres that we ordered from Barnaby's. Have they got here yet?
- Gordon: No, not yet, I'm afraid, so that's not ready yet. As soon as they arrive, I'll stick them on straight away, speaking of which, there is some good news. Check this out. See the Coolio Chockmeister? It's got spanking new wheel rims on it, and it's a fantastic ride. I might get one for myself.
- Peter: You might need a pay rise for that. Anyway, that's good news. I'll call the customer to let them know it's ready.
- Gordon: I already have. They were going to collect it this morning, but it looks like they didn't make it.
- Peter: Good stuff. Have you sorted out the Cruisy King? The owner said the seat was like a razor blade.

Unit 5

- Gordon:** Easy-peasy. I put on a new wider saddle. All done and dusted. Mrs. Snaggins says she'll be in on Wednesday to pick it up.
- Peter:** This just gets better, very efficient, Gordon. Next item on the list. The Thang Shudderbuddy. Did you manage to get the Thang parts? Was it front or rear suspension?
- Gordon:** Both. This is a bit boring, but it's gone. The parts arrived this morning, and I put them on. Mr. Robinson just called in on his way to work and collected it. He was over the moon.
- Peter:** It wasn't supposed to be ready until tomorrow. No wonder he was happy.
- Gordon:** Easy job, though. The last one's the Sonic Boomer. Ugly beast. It's just had a bit of a bashing, but I straightened it out. I thought it might need a new light, but the customer wasn't bothered about it when I called them, so I just fixed the handlebars, and it looks pretty good now, though I say so myself.
- Peter:** Brilliant stuff, Gordon. Maybe, you'll get that pay rise sooner than you think. Don't quote me on that, though.

Exercise 5.02 - Matching

Hello, everybody. I'm here to show you around the Arthur Bertram Memorial Hospital, where you will spend the next six months doing some of your training. As you can see, here on the first floor, there's reception. I'm sure you'll get to know Betty and Zack, our amazing receptionists. If you ever get lost, just call those guys.

The hospital has 9 floors in total, although I doubt you'll be using the top floor; that's where we keep medical supplies. You shouldn't really be going to the stores area.

You'll probably start off with a stint in the X-ray Department, which can be a bit depressing, with all those broken bones and other nasty things they discover there, but you will love Doctor Streebkin. He is a wonderful doctor and a great teacher. The department is on the 4th floor, but Dr. Streebkin's office is the 3rd floor, next to the Orthopaedic Ward. It's a bit of a pain having to use the elevator all the time, but it's quite an old hospital.

One of the best equipped wards is the Children's Ward. It's actually very new. It's only in its sixth year, so it's the baby of the hospital, and a lot of the equipment is state of the art. The Children's Ward is just upstairs from the X-ray Department, so it's on the 5th floor.

Speaking of just upstairs, just upstairs from reception here is the Physiotherapy Unit. We're very lucky to have some of the world's leading physiotherapists, and we've just had a new aqua therapy pool put in. No swimming allowed by medical students!

I notice some of you are doing your first three weeks in the Eye Department, so you'll get a great view of the city, when you're not busy, that is. It's on floor 8, so you can get some good exercise if you use the stairs.

On the 6th floor, you'll find medical records, though it's unusual for you to go there. Hospital porters collect and deliver any paper records, but in reality, you'll get most information on the computer database. The IT guys are on the 7th floor, just so you know. Now, let's go to the most important part of a hospital – the canteen.

Exercise 5.0: Watching

Elsie: Hi, Bob. I hear you're running the Teaching Skills summer course. I might be interested in coming along if that's OK, but I'm not sure if I'll be able to make it every day.

Bob: Yes, it was such a big success last year, we're doing it again. It's a lot less intensive this time, though, so you might be able to come along to most of the sessions.

Elsie: Can you give me the details, then? I hear it starts on Tuesday 2nd.

Bob: Well, actually, the teachers are arriving on that day. Things get under way the day after. The induction session is on the first Wednesday.

Elsie: Excellent! Can I come along to that?

Bob: Oh, definitely, it's a good idea, actually, because you get to know everyone before they start to form mini-cliques and hang out with the same people for the rest of the course.

Elsie: That's just like our students!

Bob: Oh yeah, maybe, we don't change that much after school after all. Anyway, on Thursday, we have the first set of seminars, which are my favourite sessions. There's nothing scheduled on Fridays, so a lot of people do their own thing, mostly prepare for the next session. Some of them went cycling last year, and two guys went windsurfing.

Elsie: Nice. I'm busy on Fridays. What about the weekends?

Bob: Well, on the 6th, there's a session called "Teaching". We put the teachers in groups and they have to come up with a great lesson. It sort of takes you back to teacher

Unit 5

training days. You can come along to watch that. You could critique some of the lessons if you like.

Elsie: No problem. What about the next Saturday? Is there teaching then, too?

Bob: Nope, although that's a pretty good idea for next year. No, on the 13th, we've got more seminars.

Elsie: When does everyone leave?

Bob: People leave on Monday because there's always such a good party on Sunday 14th, so they sleep it off and then leave the next day.

Elsie: Aren't there some lectures?

Bob: Yep, they're on the second Tuesday. I'm giving one on "The Silent Method" this year. I'm really getting into that.

Elsie: I'm sure I'm supposed to ask if you speak during that.

Bob: You're only the millionth person. Anyhow, the next session is feedback. That's on Thursday.

Elsie: Feedback? Shouldn't that be the last session?

Bob: That's what we thought last year, but this time, we want to be able to change the second seminars session in response to the feedback session.

Exercise 5.04: Main Idea

A large part of what we're trying to do this year is transform our students from being "teacher dependent" to being "independent learners" or at least more independent than they used to be. One of the toughest changes they have to make is just realising that learning facts by heart is not enough if they are going to succeed when they go abroad to study. At the moment, their system in essence requires them to learn large quantities of facts by heart and then regurgitate these in tests. We need to train our students not to expect to get everything from their teacher, to start to see their teacher as more of an enabler and a mentor. Of course, the teacher is going to be a source of information, but that is not by any means their sole role.

You can divide the transformation into five stages: cultural awareness, confrontation, challenge, reassurance, and consolidation. We'll go into more detail later on, but here's a brief outline.

The "cultural awareness" stage requires awareness on the part of you, the teachers. I'd say the longer you've been teaching, particularly out here, the better you will be



at this. That's not to say younger or newer teachers cannot do this! For those of you who've taught in many other countries, this may well not be new at all.

Moving on to stage two: "confrontation". This sounds quite aggressive, but it's just showing "teacher-dependent" students that their current learning strategies are inadequate for dealing with genuinely high-class education. They have to be confronted with situations they can't cope with. This sounds a bit Dickensian, but in my experience, it's actually a great deal of fun, although it absolutely has to be handled sensitively.

The next stage, which I call "challenge", is the one nearly all teachers gain most satisfaction from. It leads on from the previous stage, challenging students to find different approaches to problem-solving and learning.

Now, let's move on to the "reassurance" stage. There's no doubt that some students will be feeling a bit left out, a bit confused, because their learning world is beginning to be turned on its head, and that's tough. What we've found here is that by showing them not only that the new approaches work, particularly by analysing examples from various similar programmes at our schools abroad. Having students see evidence of the effectiveness of this programme is a great way to make use of our global network of schools and of those educational situations.

The final stage, although you could say this process never really ends, is the "consolidation" phase. It's essential that you work with the students to combine the strategies and approaches from "both worlds" if you like, the memory-centred approach and the approach which places more emphasis on active thinking and creativity. These skill sets complement each other, and it's vital you concentrate on this combination during the consolidation stage.

EXERCISES

Speaker: Belgrovia is a fascinating country, not only from the point of view of its long and complex history, but also, luckily for us sociologists, from a sociological point of view. Their education system is very strong indeed, and it's been in the top 12 of pretty much every international indicator of standards for the past 15 years. Whilst we make language learning a bit of a specialisation – you can give up when you're 14 – in Belgrovia, they are already starting their second foreign language when they are just 12. Another factor which reflects the importance placed on education is the late age at which they leave school. In most countries, school-leaving age is 18, but in Belgrovia, they hang on in there for an extra year, doing research projects and community work.



Unit 5

Certainly, in comparison to the youth of many other countries, young Belgrovians are considered very mature for their age. All schools are mixed, and the average age for starting to date is 14. I know one tabloid recently reported Belgrovians have their first boyfriend or girlfriend when they are 12, but it just goes to show you can't always trust our press.

Once Belgrovians have left school, nearly all of them get their own apartment or share a house. There are excellent schemes to help young homeowners get on the property ladder, too. The average age for leaving home has come down from 21 to 19 in the last 5 years. It seems incredible to us to imagine our teenagers having their own place. Another factor in their social mobility is that they are only 17 when they buy their first car, so they learn independence very early on. Parents say it's really nice, since their kids can drive them to parties. That must be very handy, indeed.

Interestingly, given their apparent love of independence, the average age of marriage is very low. In most western countries, the age is approaching 28, but the average age for Belgrovians to get married is 7 months before their 22nd birthday.

With that statistic, you might expect sky-high divorce rates, like in the UK or the US, where rates can be 35 per hundred, or even higher. Yet again, the Belgrovians surprise us. Only one fifth of marriages end in divorce. It sounds almost like a paradise on earth, but it must be said the economy is based on ...

Exercise 5.06 Matching

Speaker: Words connected with meat are used in quite a large number of colloquial English phrases. For example, if someone from Britain or the USA calls you a chicken, it means you are a coward, you chicken out. Sometimes, if a film is a failure, some people call it a turkey. Also, if a theatre show bombs, it's a turkey.

In Britain, if you are beefy, you are physically well built, strong, a hard man. Because the English national dish is roast beef, the French sometimes call an Englishman a rosbif, or a roast beef. If you are sheepish, you're not covered in wool, and you don't walk around windy grass fields, but you are considered timid, or shy. If you can't stand someone eating very loudly and untidily, you might say that he or she eats like a pig. That might be unfair to pigs. Some pigs I've seen are quite delicate when they eat. Anyway, if someone eats especially quickly, you might say that they wolf it down. However, if you are very hungry, you might say, "I could eat a horse," although horsemeat is not generally eaten in the English speaking world.

Exercise 5.07 Matching

- Man:** Hello there. I want to get a French dictionary for my daughter, but I'm not sure whether to get an electronic dictionary or a book.
- Shop assistant:** It really depends on what sort of level she's at with the language.
- Man:** She's been studying for five years now. She's done German for three, and I think she's pretty advanced. She's been on 3 separate month-long exchanges in the south of France.
- Shop assistant:** In that case, she'd get the most benefit from a really good book dictionary.
- Man:** That's interesting. My daughter's heart's set on an electronic dictionary. You know, one of those pocket-sized things. She says it's so much easier to carry and use. They are much handier, aren't they?
- Shop assistant:** I think it's OK for looking up words for beginners, and it's useful when you're travelling, but if you're really committed to learning and genuinely interested in a language, a proper dictionary is much better. A good book dictionary has far more examples and explanations and a vastly wider range of vocabulary. When you look at the page, you can see so many more different words at the same time, which you can't on an electronic display, and that can really help you expand your vocabulary.
- Man:** Isn't it much slower than an electronic dictionary?
- Shop assistant:** To start with, perhaps, but once you get used to a real dictionary, it is actually far faster for advanced language learners. You find the information you need really quickly.

Exercise 5.08 Matching

- Man:** OK, you've convinced me, so which dictionary do you think I should get?
- Shop assistant:** For advanced learners, there are really only two serious options; neither of them cheap, I'm afraid.
- Man:** That's OK. It's a good investment, I think. Is that the Webster's Dictionary? The black-and-green one?
- Shop assistant:** That's it, and next to it, you can see on its side, the Branston's Dictionary, the red-and-blue one.
- Man:** Is there much to choose between them?
- Shop assistant:** There is, although both of them are excellent in their way. In general, I'd say the Webster's is slightly trendier, sort of more streetwise, so their

Unit 5

examples, their definitions are more up to date. The Branston's Dictionary is sort of misleading in its appearance. You can take pages out and add some, and you can get updates sent to you every year for no extra charge if you register on the website.

Man: How often?

Shop assistant: Every year; it's a really good feature. The Branston's looks like it's less academic in tone than the Webster's, because it's in a binder, but in fact, the opposite is true.

Man: Hmmm. That's interesting. Someone told me one of them comes with a CD or something.

Shop assistant: Yes, that's the Branston's. It's at the back in a thick envelope. Oh no, hang on. Tell a lie, it's the Webster's. It's a pronunciation guide. I think it's a bit of a gimmick, but it's in the price, so it doesn't do any harm.

Man: So, you'd say the Branston's is a bit more academic, if perhaps a bit old-fashioned?

Shop assistant: Generally speaking, you can find a broader selection of the different forms of the words, but the downside to that is that it can be a bit convoluted. I like getting all that detail, but not everyone needs all that extra baggage if you know what I mean. The Webster's is slightly more lucid in its explanations – it uses plainer English and French, so that's a plus for a lot of people.

Man: You've been extremely helpful. I must tell the manager. From what you said, I think the one I'll buy is the ...

Exercise 5.09: Matching

Waiter: Hello. Super Spicy Indian Restaurant. How can I help you?

Customer: Hello. I'd like to order some food, but I've got a few questions first.

Waiter: No problem. What would you like to know?

Customer: What types of bread do you have?

Waiter: We have quite a few different varieties, but our most popular are chapattis, naan bread, and we also have poppadoms.

Customer: What's the difference between them?



- Waiter:** Chapattis are just a simple round bread. It's flat. It's baked in an oven. If you want something that is similar but not quite as simple, naan bread is slightly spicy.
- Customer:** What about the poppadoms?
- Waiter:** They're very thin and crispy, fried in hot oil. I suppose they're more like crisps than bread.
- Customer:** Thanks for that. What type of curry have you got?
- Waiter:** We've got dozens of types of curries, and not all of them are actually Indian. If you don't like spicy curry, chicken korma is a good one. It's a mild curry with chicken and coconut. The sauce is delicious. Our rogan josh is quite spicy. It's a lamb curry. Do you like lamb?
- Customer:** I love lamb.
- Waiter:** For our next curry, we've taken the recipe from Thailand. Our Thai seafood curry is really popular. It's quite unusual and it's got prawns, fish, and potatoes in it. I know potatoes aren't seafood, but they taste wonderful with the fish and prawns.
- Customer:** Some of my friends are vegetarian. Do you have any vegetarian dishes?
- Waiter:** You might like to try our tofu and vegetable curry. That's tofu and vegetables served in a spicy sauce. You could have some bhajis with that.
- Customer:** What's a bhaji?
- Waiter:** That's vegetables coated in flour and fried in oil. Our bhajis are pretty spicy, actually very spicy. We also do soft drinks.
- Customer:** Do you deliver, or do I have to come to collect?
- Waiter:** Yes, we deliver. If you live within a radius of 3 miles, delivery is free for orders over ten pounds. You can come and eat at the restaurant if you like.
- Customer:** Thanks very much. I'll speak to my friends and I'll call you back in a few minutes.
- Waiter:** Thanks for calling. Goodbye.

Exercise 5: Matching

The Swan Hotel is a pretty small hotel. The good thing about it is that it's not far from the airport, which is handy when you're travelling abroad. Of course, that means it's not in a very nice area, so it's not ideal for tourists who want to go out at night or

Unit 6

go shopping, although you can easily get a bus into town if you want. All 35 rooms are double rooms, and all of them have en suite bathrooms. They have nice big bathrooms, with a bath and a shower. Each room also has a normal TV, a trouser press, and a safety deposit box for keeping your valuables in. I suppose it's a typical business travellers' hotel, but it's also OK if you're just staying overnight to take an early flight. Although there's no web access there, their website is really good. It's very informative, and you can book rooms online. They take all major credit cards.

The Sunrise Hotel is a lot closer to the centre of town, so it's probably a bit more expensive than the Swan. It's within walking distance of Theatreland and the big shopping centres. If you don't want to go out, you can stay in and watch satellite TV. There's a honeymoon suite if you are feeling romantic. They serve a really huge English breakfast, too. All the bathrooms are en suite; it's a little on the small side. Every room has a broadband Internet connection, although you have to pay a small charge for that. Oh, if you really want some luxury, book the honeymoon suite. It has a jacuzzi. Also, all the rooms have free movie channels on the TV, which is good if you're feeling a bit tired. It's a bit strange, though. You can only pay in cash or by cheque. It's a long way to the airport, though.

The Backpacker Hotel is a budget hotel pretty near the centre of London. They say they're only 2 minutes from the underground station, but you have to walk quite quickly. I reckon it's about 10 minutes, but that's still good. You can take the underground when your flight lands, although it takes more than an hour to get there; it's a long way. They've got 60 rooms, which are quite basic, but warm. They have shared bathrooms, so if you want en suite facilities, you'll have to go elsewhere. They don't have an Internet connection in your room, but they have a little room which they call their business centre. It has a fax machine and an Internet connection if you want to plug in your laptop. That's pretty good for a cheap hotel. They take cash only.

Unit 6 Multiple Choice

Exercise 6.01 Multiple choice

The 1956 Olympic Games were held in Melbourne from 22nd November until 8th December and were a huge success, launching the Australian city and, to some extent, the whole country, on the world stage with a whole new image. The bid process for

winning the Games started in around 1948, the year of the London Olympic Games. After that, two former Lord Mayors of Melbourne, convinced that their city could cope with the demands of staging the world's most famous sporting festival, decided to lobby intensively on behalf of the city they loved. Funding the trips from their own pockets, without even asking for help from local taxpayers, local businesses, or the Olympic Committee, they set off on a long-drawn-out tour that was eventually to take in 15 countries, concentrating particularly on Commonwealth and European countries. When they were lobbying members of the Olympic Committee, who would be voting to decide which city secured the 1956 Games, the main advantages they pushed were the city's planned new international airport, the large amount of space available to stage the Olympics, and the agreeable south hemisphere climate, but it was the latter two factors that really swayed the Olympic Committee voters.

At the Games themselves, Australian athletes achieved extraordinary success, third in the medal table only to the USA and USSR, eclipsing sporting superpowers like East Germany.

The Melbourne Olympic Games were a genuine sporting success and of long-term benefit to the city itself. The event proved to be a magnet for hundreds of thousands of visitors during and after the Games, with the city's already excellent transport infrastructure impressing people from all over the world. The Games were also an exceptional advertisement for Australian goods and services and the tourism industry.

Example 702 - Multiple Choice

Before we finish assembly, just a word about the job-seeker services the school offers. As you know, as students of vocational courses, you have exclusive access to our job-seeker services. You are required to find a part-time job as part of your skills in the Community course, and we provide you with an information service. You have probably already seen the information desk, where you can find the list of jobs, next to room 101, just along the corridor from the careers advisor's office. The job-seeker centre, as we call the desk, is staffed, that is open for business, from 10:00 in the morning till 4:00 in the afternoon.

The job-seeker centre is open almost every weekday of the year. Understandably, on New Year's Day, it will be closed, but otherwise the service is available any time during the school holidays, but we've found there's no point being there during everyone's favourite time of the year, exam time, so we give it a break then.

Unit 6

The information desk has cards with limited information about jobs, but you won't find a list of qualifications or the hourly rates there. Don't forget most of these jobs don't require many qualifications. The cards feature a brief description of what the job involves and the hours the employer wants you to work. The jobs advisor at the desk can give you limited help. Once you've taken a card, though, the ball's in your court. You have to take down the information and call the prospective employer yourself; we can't hold your hand through that. Don't expect to find your dream job immediately. Hollywood acting jobs are pretty thin on the ground, and even the jobs you might expect to be readily available, like hotel work and cleaning jobs, will most likely prove elusive, to say the least. Our experience tells us that you are most likely to secure employment helping to look after children or manual labour, not quite the cushiest of numbers, but they're good experience anyway.

Exercise 6.05 Multiple choice

Last call for passenger Roberts flying to Bangkok on flight BD-221. Please note your 14:35 flight is due to depart in ten minutes. Please go to departure gate 42 immediately.

Starline flight number SL-525S flying to Kiev departing at 14:55 is now boarding at gate 8.

This is an announcement for passengers on Moondance Airlines flying to Chengdu. Flight MA-354 departing at 15:30. Your flight has been delayed and will now be taking off at 16:20. Please go to gate 45 thirty minutes before the rescheduled departure time.

Announcing the departure of Voldavia Airlines flight VD-624 flying to Saint Petersburg. Would passengers please proceed to gate 39? This flight is now boarding for take-off at 16:10. Scheduled arrival is at 20:10. We regret to announce that due to rerouting to avoid inclement weather conditions, the flight is now scheduled to arrive at 20:40.

Airport announcement to all passengers: please make sure you pay your airport tax before going through immigration. This can be paid at the airport tax counters or at machines just to the left of immigration. Airport tax for international flights is 9 dollars and 5 dollars for domestic flights. Thank you.



Exercise 6.04 Multiple choice

In the US, they call it soccer, but in most of the rest of the English speaking world, it is football. It is easily the most popular team sport in the world. In Britain, the top clubs have all-seater stadiums, so even if fans want to stand and watch the game, they have to sit down to watch. The largest stadiums, built to high safety regulations, can hold more than 70,000 spectators, but most are much smaller than this. Out of season, special events like concerts are held in some of the stadiums, and large companies can rent stadium facilities, such as meeting rooms, bars, and restaurants.

Most British football stadiums do not have a running track around the football pitch. Football fans who come along to support their team like the fact that they can sit very close to the action. In some stadiums, when a player takes a corner or throw-in, the player can almost be touched by the spectators who are sitting near the edge of the pitch, ha ha, which is prohibited.

If you want to go to every home game of a top club, you probably need to buy a season ticket, which is a ticket for all the home games of a club, although not the away games. Most home games of top football clubs are nearly always sold out. If you are lucky enough to get a ticket, match days are fantastic. You join the crowds of fans on the way to the stadium and when you go through the turnstiles, you can enjoy the atmosphere, as the reporters take their places in the press stand, the commentators get ready at their microphones, and the fans get ready to cheer their side on, sing a few football songs, and watch the match. At half-time, you might have a drink and a meat pie, and if the queue is not too long, you might be able to go to the toilet.

If you can't get hold of a ticket, you can normally watch the match in a pub. Many pubs show top-flight matches on a big screen or big-screen TV, so you can relax with a pint or two of beer and watch the game.

Exercise 6.05 Multiple choice

Hi there and welcome to Cross Creek Riding School. Before we go over to the horses – I can see you're all itching to get riding, which is great, we need to go over a few ground rules. If you break any of these basic rules, you will either hurt yourself, or if you don't, I will most likely throw you off the course. I realise that sounds a little unfriendly, but I want to impress on you from day one the importance of following these basic rules. If you do, you almost certainly will be safe and enjoy your riding to the full. That's the purpose of the rules, however mean I may sound.

Unit 6

If you don't follow the rules, the chances are you will be injured, or cause an injury, and if I catch you ignoring basic rules, that's the end of your time at my school.

My rule number one is clear and simple. Always respect the horses. They are wonderful creatures and as a rider, you should be looking to form a partnership with your horse. If you want to totally dominate a horse, then you need to go to another riding school. That's not what we teach.

The next rule is really two rules. Always wear a helmet and boots when riding, unless you want to maximise damage to yourself if you fall off, and always wear boots when you are anywhere near a horse, unless you want to lose a few toes. These rules go for all riders.

Rule three is more of an observation. You will fall off. I hope you don't fall off immediately, but some day, some time, probably when you least expect it, you will fall off a horse. Even the greatest riders in the world can tell you painful stories of taking a tumble. You don't make an omelette without breaking a few eggs. It's that simple.

Another rule is that when you are around horses, particularly if they are even slightly agitated or uptight, walk closer to the horses rather than farther away, especially if you are behind them. You may think you are a long way behind a horse, but unless you are more than 3 times the distance of the horse's body away, he or she can still kick you. It is not a pleasant experience. I learned the hard way, unfortunately.

This next rule should be common sense. No screaming, no yelling, no shouting anywhere near the horses or this riding school. Keep your voice down. You do not want to shock the horses, and I do not like shouting, either!

You might think that the most common mistakes people make are technical ones, such as mounting the horse incorrectly, sitting with your weight in the wrong place or whatever. Actually, the mistake you see most from people who are new to horses, or who don't want to learn how to behave with or around horses, is that they just don't pay attention to the horse. Remember, however well you know your horse, he or she can still be unpredictable, so you have to keep an eye on them.

What we are aiming to do is to teach you what you need to have the confidence and ability to get out there and really enjoy that amazing feeling of being in partnership with a horse out in the open air. That's my final rule, and it's probably the most important one overall: enjoy it. Riding is fun.



Exercise 6.06: Multiple choice

Isambard Kingdom Brunel was born in 1806 and died in 1859. His father was a French engineer, who worked on major projects in Britain. Isambard was born in Portsmouth and went to school near Brighton, also on the south coast of England. He spent two years studying in Paris, after which he returned to England to work with his father, notably on the Thames Tunnel, which was finished in 1843. Isambard designed some famous bridges which were at the cutting edge of technology at the time, including the Clifton Suspension Bridge, which was completed posthumously in 1864.

Brunel's genius was not confined to structures going under and over rivers. In his astonishingly productive career, he designed several world-famous ships. At the age of only 31, in 1837, Brunel saw the launch of the Great Western, a steamship which regularly crossed the Atlantic Ocean. As well as ships, he was also involved in redesigning and rebuilding a number of docks in Britain, to cope with the enormous amount of goods transported to and from around the world.

When he was still in his twenties, Brunel became the chief engineer for the Great Western Railway and oversaw the construction of large numbers of technically astounding tunnels, bridges, and viaducts.

Brunel was possibly one of the greatest engineers of all time, and much of his work is still visible, in reality and in old photographs, and many of his projects are still working today, testament to a truly remarkable talent, backed up by seemingly limitless reserves of drive and energy.

Exercise 6.07: Multiple choice

As flying long distances becomes ever more common, long flights with young children are something parents have to cope with more often than perhaps they'd like to. Flights can be unbearable because when kids get bored, they can be simply too much to handle. However, there are some ways of making those long plane journeys at least tolerable, and possibly even fun.

I should just mention I collected all these tips from my friends and fellow passengers, who'd read about the subject in books and magazines, and found the advice useless, and in fact, learnt from their own experience, and after one particularly nightmarish trip to the States which I shall never forget as long as I live.



Unit 6

If you know you are going to be flying long distance with your kids, book early, and let the airline know that you will have young children with you. The chances are they will give you seats in a row all by yourselves, which means that you can get settled in and the kids have a place to play, rest and, you hope, sleep. With your own row, you don't have to keep such a beady eye on the toys as you might otherwise, and the aircrew know exactly where your little terrors belong.

You might be tempted to book yourselves, or try to blag yourselves seats in business class. Comfortable seats, a vast array of film and video game entertainment, and wonderful food, including ice cream and other goodies, should keep your little darlings happy for a long time. Personally, I'd advise against this, even if the peace and quiet might seem like a bargain. Other business class passengers might well be far from delighted at being near your loved ones, and if they make a noise, it is far more noticeable in the posh section.

Should your children lose their cool and you are not coping well with the situation, don't forget the aircrew, the stewards and stewardesses, are far more experienced than you are in terms of dealing with temper tantrums at high altitudes, and not only children's temper tantrums. Do not by any means be too embarrassed to accept their help.

Another tip I strongly recommend ...

Exercise 6.08 Multiple choice

Polygamy refers to the practice of a man being married to more than one woman at the same time. Approximately a quarter of the world's people live in societies where husbands are entitled to have more than one wife. Before the spread of the industrial revolution, marrying several women was not an uncommon way for a man to accumulate a respectable fortune, thanks to the dowries that came with matrimony. Sometimes the wives did retain some financial independence, either by continuing to work or thanks to a share of the dowry. The husband generally had very little to do with the everyday family routine, with the wife or wives taking care of the essential duties required for the successful upkeep of the household.

With the rise of universal education and the progress being made in terms of equal rights for women and men, the economic responsibility of polygamy, the practice of one husband having many wives, and having the associated large number of children, is making the prospect less and less desirable, whether or not it is socially acceptable.



For centuries now, there have been arguments about the pros and cons of men having several wives, but generally in industrialised countries, the practice is socially unacceptable, if not illegal everywhere. There are some societies where women are the ruling sex and they have several husbands. In the animal kingdom, many species are polygamous, and it is thought that this is nature's way of trying to ensure the survival of the particular species.

Exercise 6.09 Multiple choice

Biology is the study of life. It stems from the Greek words bios and logos. Bios means "life", and logos means "word" or "study".

A couple of decades ago, in the public mind, the science of biology was concerned with the study and classification of animals and other living things. It was, and still is by some, known as a "soft science", an option at school that was of general interest but no match for the rigorous academic challenges of physics and chemistry. Those "in the know" knew better, of course, but widespread public opinion is often at variance with the truth.

Recently, however, modern biology has risen to become somewhat of a Hollywood star of the sciences and now garners enormous amounts of publicity in all media, primarily due to its power to affect our everyday lives in the same way physics and chemistry recognisably do. On a different level, advances in the field of biological science are affecting the way we view our very existence in the way that discoveries by astronomers did in Europe many centuries ago. The mapping of the human gene and the cloning of animals, most famously Dolly the sheep, have grabbed headlines and are turning a whole new generation on to what used to be seen as a soft option. Admittedly, genetically modified foods are seen by many as worrying because they may be damaging biodiversity, but solving some of the most significant challenges faced by the planet today is seen as inextricably involving biology and biologists. How to feed a growing global population, coping with worldwide epidemics such as flu, malaria, and AIDS, developing biofuels which may slow the destruction of the ozone layer, and a host of other issues are now very much in the public consciousness. I would also argue that biology, as well as being vitally important, is also astonishingly beautiful and intriguing. Will the mysteries of life ever be solved? Personally, I doubt it since life involves constant and fascinating change.



Exercise 10 - Multiple choice

Towards the end of the last decade, the Philippines, the east Asian country comprising the Philippine Islands, was going through somewhat of a crisis in terms of the declining number of tourists coming to spend their holidays there and, more pertinently, their money. The perceived threat of terrorism was putting off large numbers of tourists from western countries, particularly France, Germany, and the USA. An economic downturn in Germany was partly to blame for the drop in the number of tourists, but it was clear that, whatever the reasons, the Philippines needed to change their marketing strategy for attracting tourists in the large numbers essential to maintain the economic growth the country was aiming at.

The country's Tourist Authority took a conscious decision to change the focus of their marketing strategy. They decided to concentrate more resources on selling the benefits of a holiday trip to the Philippines to countries closer to home than the rich European nations and the USA. They decided to examine the trends in the European and American holiday market. People there were not coming to the Philippines on their holidays because they were staying closer to home, so the Europeans were travelling within Europe, and the Americans were going to neighbouring Mexico and Canada in large numbers. This analysis led to an elementary change in their marketing focus.

On the assumption that the same trend would prevail in Asia, the Tourist Authority started strong marketing campaigns in other Asian countries, in particular in China and Korea. These advertising campaigns were accompanied by a change in tone of their regular TV commercials on global news channels, with the new commercials depicting the Philippines as a haven of peace, tranquillity, and crucially, of safety.

The new commercial strategy paid off very rapidly. In 2002, the number of tourists from South Korea jumped by 39% compared to 2001, whilst the equivalent figure for Chinese visitors was 47%. Whilst wealthy Europeans and Americans were fairly familiar with the concept of relaxing on a beach after a long night of partying hard in a bar, this sort of holiday was relatively new and glamorous for Chinese tourists, who have very much taken to it and continue to flock to the Philippines in huge numbers. The more relaxed atmosphere and lifestyle of the Philippines are a real draw.



Practice Test

SECTION 1

M: Yes? What can I do for you?

W: My friend is in a homestay, and she really enjoys it. So, I'd like to join a family as well.

M: OK. Let me get some details. What's your name?

W: My name is Keiko Yuichini.

M: Could you spell your family name for me, please?

W: Yes. It's Yuichini. That's Y-U-I-C-H-I-N-I.

M: And your first name?

W: It's Keiko. K-E-I-K-O.

M: That's Keiko Yuichini, OK. And you are female, and your nationality?

W: I'm Japanese.

M: Right. And could I see your passport, please?

W: Here it is.

M: OK. Your passport number is (*writing it down*) JO6337. And you are how old?

W: I'm 28 years old.

M: Now you are living in one of the colleges. Which one?

W: Willow College. Rome 21C.

M: Right. 21C, Willow College. And how long are you planning to stay with homestay?

W: About 4 months. Longer if I like it.

M: And what course are you enrolled in?

W: Well, I have enrolled for 20 weeks in the Advanced English Studies because I need help with my writing, and I am nearly at the end of my first 5-week course.

M: Right. So, you've completed 5 weeks, and you have enrolled for another 15 weeks. That's about 4 months altogether.

W: That's right. About 4 months.

M: OK. Do you have a preference for a family, with children or without children?

W: I prefer ... I mean ... I like young children, but I like to be with older people. You know, I like someone of my own age.

M: OK. And do you smoke or drink?

Practice Test

W: No and no.

M: Would you mind being with a family of smokers?

W: Yes, I would. I don't like smoking. I'd rather be with a family of people who do not smoke or drink.

M: OK. And ... What about pets?

W: Oh, I love animals. I am a veterinarian, so that's fine. The more the better.

M: All right. Now, what about you? Are you a vegetarian, or do you have any special food requirements?

W: No. I'm not a vegetarian. But I don't eat a lot of meat. I really like seafood.

M: And what about your hobbies?

W: I like reading and going to the movies.

M: Do you play any sports?

W: Yes. I joined the handball team, but I didn't like that. So I stopped playing. You know, I play tennis on the weekend with my friends.

M: All right. Let's see ... name ... age ... uh ... transport. Are you familiar with the public transport system?

W: No, I'm not really because I've been living on campus. I've been to the city a few times on the bus, but they are always late.

M: What about the trains?

W: I like catching trains. They are much faster.

M: Well. Let's go and check on the computer to see what I've got. Um ... listen. Would it be OK to leave this with me? Could you come back after class this afternoon?

W: Yes, of course.

M: I'll check my records, and I will give you details this afternoon.

W: Thank you for your help.

M: It's a pleasure. I'll see you this afternoon. Bye.

W: Bye.

SECTION 2

Hello, everyone. As you know, this agency has specialised in tours and independent travel to Ezria for over 20 years. It's a magnificent place to visit, but it's not always as easy or as comfortable as it might be. So, this tour is designed to help you handle the



bureaucratic hassles and give you time and energy to enjoy the beauty of this breathtaking country.

The first hassle is visas. Nowadays, Eznian visas are needed by almost all nationalities. A normal visa lasts (for) just 90 days, but a renewal is possible. It is worth leaving yourself plenty of time when applying. Or I suggest, from experience, two months. That should do it. The latest confirmed price is 30 pounds, but it should be noted and a lot of our regular travellers tell us that the price may change without notice and hold up visa processing. So, ring up the Eznian Embassy and check the price before sending out forms.

Now, for those of you who are intending to take Eznia as part of a longer tour and want to wait till you get to another country, do remember that some Eznian consulates in neighbouring countries require you to provide a letter from your own embassy, just to confirm your nationality. You can find a list of major embassies throughout the world in the student handbook on page 13. Oh, and one more thing. Check whether you need a multiple entry visa if you are leaving and re-entering Eznia on your tour.

Now, some miscellaneous general advice. Firstly, if you are rich enough to bring in over \$1,000 in cash or travellers' cheques to Eznia, you need to fill in the currency form. Don't forget this. You could get into trouble if you do.

You must declare all of your items and more expensive items, such as video cameras, on a tourist export form, which you can arrange to carry in advance.

Regarding health regulations, although Eznia is becoming a generally healthier country with every passing year, neighbouring countries remain cautious with regard to health standards there, and therefore, it is worthwhile carrying a health certificate. The one you need is the BM276.

Now, all of you here are students, and there will be plenty of concessions for young people travelling in Eznia. The Eznian Transport Authority, for example, issues a special youth fare card which you can get in any railway station. Just show your international student card. Information about getting this is in the handbook. And give two passport photos. And by the way, because there is so much bureaucracy in Eznia, we advise you to take at least 12 passport photos with you. They are not always easy to get done there.

Finally, a bit more about currency. Pounds won't get you very far in Eznia these days, so they're no good. We advise people to carry either yen or Australian dollars. US

Practice Test

dollars are starting to cause difficulties because of political disputes. Another surprise is that credit cards are virtually useless because of fraud scandals. Do carry travellers' cheques, but we advise medium denominations. Large denominations increase the likelihood of theft, and small ones increase commission charges.

Now, as I mentioned earlier, this student handbook has a wealth of information.

SECTION 3

S: Ah, excuse me. I wonder if you'd mind answering a few questions. You see, I'm doing a project.

L: Fine, what's this on?

S: Well, I'm looking at the people's shopping habits.

L: OK.

S: Can I ask you, first of all, are you a student?

L: Well, I was a student here last year, but since then I've left and I'm working in a bank now as a cashier. I just came to see a friend.

S: Oh, that's OK. So, how often do you go shopping?

L: Oh, I buy a lot of books. Should I exclude books?

S: Oh, if you leave books aside, what about shopping for all of your personal items, study things, and that sort of thing.

L: OK, because I go to the supermarket almost every day, it seems ... the other things ... I'd say ... I tend to do it every other week.

S: And do you spend the same amount each time?

L: I guess so. I only have about a hundred pounds a month spare, so I'd probably spend about 50 pounds each time.

S: What sort of shops do you like best, the department stores or the small retail outlets?

L: Oh, I like big department stores, because everything is in one place. The weather is so bad, so it's a bit miserable trudging from one little shop to another.

S: Great, what do you find most difficult to buy?

L: What do you mean?

S: Well, what do you have to really search for? What takes you a long time to find?

L: Oh, jeans, definitely. You can get hold of a sweater or a CD in a moment, but with jeans, I can spend all afternoon and still not find a pair that fits.



- S: OK. One last question. Who do you usually shop with?
- L: Now? I usually go shopping on my own, but if I want to make it more of a social occasion with friends, to have a coffee and things, I often go with colleagues from work, you know, in our lunch hour.
- S: Well, thank you very much. You've been very helpful.
- L: No problem.
- T: Hello, Dale, how did you get on with your shopping enquiries?
- S: Well, I got 50 people to answer questions, and the results were quite interesting.
- T: OK. Let's have a look.
- S: Well, those were handouts, and here you can see that the majority of people I interviewed said they went shopping once a week. Most often, that was the weekend.
- T: Right.
- S: For those people who spend enormous amounts of money, if you see this chart, you can see that half the people spend 45 pounds a month, and while 15 per cent of people spend more than that, an average of 75 pounds, the rest spend relatively small amounts, even the regular shoppers spend no more than 20 pounds a month.
- T: Window-shoppers?
- S: Yes. I asked them what kind of shops they prefer, and the response was unanimous. Everyone went for department stores. I think that's what young people today want.
- T: That's understandable, and that's a useful statistic, I think.
- S: I also talked to them about the things they found most difficult to buy. I thought the answer was going to be something like books, or study materials, but it's always clothes. They have problems with things related to hobbies. As far as sportswear is concerned, they complain about the lack of shops that sell it. Not many have trouble buying sweaters and things like that, but shoes and trousers are really problematic.
- T: Was that, again, because there just isn't enough variety?
- S: Yes, they say everywhere they just come across the same styles, so they just give up after a while.
- T: Uh ... I know what they mean.
- S: Lastly, I asked them whom they want to shop with.



Practice Test

SECTION 1

Can anybody hear me? Is this microphone working? Good, now, welcome everybody to the second of these lectures on successful study at college. Yesterday, we looked at housekeeping issues, where to find information, how to use the library computer system, and so on. Today, we're going to cover an issue that will be vitally important to you all throughout your time here at college, and that is time management. Hundreds of books have been written about time management, and those of you who are interested in doing some extra reading on the subject are very welcome to see me after the lecture as I have a booklist here and some other useful materials.

Now, time management. In the past, this used to mean making a list, to plan for every hour of the week, and then try to stick to this plan. These days, however, the whole idea of managing time has changed. In fact, if you think about it, you'll find that it's impossible to manage time. It just goes. So, what you really need to manage is yourself. To manage yourself effectively, you need to have a clear idea both of what you want to achieve and how to achieve it. In other words, you need to set goals, and you need to move towards achieving these goals in an efficient and systematic way.

Most coursework at the college is set by mid-semester, and at the end of the semester usually involves two written assignments of between 1,500 and 3,000 words in length. If you look around you at college, you will see that during the first weeks of the term, everyone looks cheerful and focused, followed by a change around week 6, assignment time, when people start to look a bit stressed. The library reports that an increasing number of students become angry when books are not available. So, what has happened? Has everybody become suddenly irritable and angry for no reason? Not quite. The reason is that people have not managed their resources well. They have not set priorities for reaching their goals and, as a result, some of them realise they are going to do badly with their assignments. This will not be because they lack intelligence or love of the subject. They will fail because they did not have a clear idea of what they have to do and how long it should take them.

Let's step back a minute. What do we mean by "establishing goals"? Well, basically, it means deciding what you want to achieve. In other words, deciding on the results that you want to achieve. The students that I have mentioned found themselves very stressed mainly because they had an assignment to do. But they did not fully think through the effect that this would have on their day-to-day life. There's an awful lot of spare time in a day. For example, if you manage to spend some of that time, even



just one hour, on an activity that helps you with your study, that one hour could have a major impact in your course, particularly if you make it a regular habit.

I'd like to ask you now to have a look at the planners in your information kits. You will see that there are three: one term planner, one weekly planner, and one daily planner. The term planner is to help you get an overview of everything that will need to do for the term. The weekly planner is to help you week by week, and the daily planner will help you with the really detailed planning.

Before we go any further, I would like you to make a note in your daily planner right now. I want you to picture how you could make a major difference in your life by spending just one hour a day on some activities for the next term, background reading, for example, or preparing a bibliography. Now, imagine the benefit at the end of the term. The term diary and the weekly diary are the most important ones. However, a week is really the shortest time you have to establish an overview of your time for planning purposes. Now, you need to set priorities for the term. Work out how you could achieve those priorities and the results that you desire. If you can get into the habit of planning like this, you'll soon find that you've actually had more time than before to spend on relaxation and other activities that you enjoy.

Now, let's share some of the ideas that you've come up with. I'll divide you up into groups to share your ideas. OK.

Chapter 4

Answer Key



Unit 1 Warm-up Exercises

Exercise 1.01 Spelling

See page 65

Exercise 1.02 Dictation

See page 65

Exercise 1.03 Times and dates

See page 66

Exercise 1.04 Addresses

See page 66

Exercise 1.05 Numbers

See page 66

Exercise 1.06 Names

See page 66

Exercise 1.07 Geographical names

See page 67

Exercise 1.08 Proper nouns

See page 67

Unit 2 Ticking and Table-filling

Exercise 2.01 Ticking (True or False)

1 F 2 T 3 T 4 F 5 F 6 F 7 F 8 T 9 F

Exercise 2.02 Ticking

Nat: Iced coffee Karlene: Iced coffee
Nat: BBL sandwich Karlene: Danish pastry

Exercise 2.03 Ticking & Correcting

1. \$32/day 5. 1st October - 10th December
2. T 6. 1st February - 31st March / all of February and March
3. \$76/day 7. 11th December - 31st January
4. T

Exercise 2.04 Ticking

1. N 5. on (cycling) holiday / on (cycling) trip
2. N 6. at work / working / working till 4:00 /
3. cleaning her refrigerator at McCuckys
4. N

Exercise 2.05 Ticking & Correcting

1. N 4. N
2. \$35 / 35 dollars 5. (official) finish at midnight
3. 200 guests 6. John Smith's (40th) birthday

Exercise 2.06 Table-filling

1. Fredawney 4. 07741 669861 7. 43.50
2. HF512WJ3 5. topgum@grab.com
3. 31A Moldfield 6. with (a / any) neighbour

Answer Key

Exercise 2.07 Table-filling

- | | | |
|--------------|----------------|-----------|
| 1. Tazenby | 4. red plastic | 7. police |
| 2. Grovel | 5. 3.42 | |
| 3. 8498971PQ | 6. about 4.20 | |

Exercise 2.08 Table-filling

- | | | |
|-------------|----------------|---------------------------|
| 1. 3 shirts | 3. 42 Zinzan | 5. 15 th March |
| 2. Paxman | 4. 0734 852288 | 6. Tuesday |

Exercise 2.09 Table-filling

- | | | |
|----------|----------------------|----------------|
| 1. Stool | 3. 768 Barph | 5. 0340 647906 |
| 2. MS | 4. std@transco.co.uk | 6. 200 |

Exercise 2.10 Table-filling

- | | | |
|--------------|--------------------|-----------|
| 1. Sellers | 3. 5 Mulligan | 5. 3.300 |
| 2. G063870NS | 4. Silver Standard | 6. 100229 |

Exercise 2.11 Table-filling

- | | | |
|---------------------|---------------|----------------------|
| 1. Krasensky | 5. Thursdays | 9. student ID |
| 2. Science Building | 6. Physics | 10. Czech dictionary |
| 3. Biology Room | 7. Wednesdays | 11. mobile phones |
| 4. 9.00–10.00 a.m. | 8. Czech Beer | 12. computers |

Exercise 2.12 Table-filling

- | | | |
|--------------------|--------------------|------------|
| 1. Lager | 5. Gin and tonic | 8. The 56 |
| 2. The Temperance | 6. The Blue Anchor | 9. Whisky |
| 3. Vodka | 7. Orange juice | 10. The 56 |
| 4. Molly O'Holly's | | |

Exercise 2.13 Table-filling

- | | |
|---------|---------|
| 1. 2.38 | 3. 2.16 |
| 2. 19.5 | 4. 3.51 |

Exercise 2.14 Table-filling

- | | | |
|--------------|----------------|---------------|
| 1. London | 4. Electricity | 7. Melbourne |
| 2. Cigarette | 5. 1898 | 8. Shoplifter |
| 3. Shanghai | 6. 1917 | 9. 1986 |

Exercise 2.15 Table-filling

[NB: Answers for questions 2 & 3 are interchangeable.]

- | | |
|--|-----------------------|
| 1. Standard Return | 6. 2 weeks in advance |
| 2. Make both trips on same day/
Return same day | 7. 60% discount |
| 3. Travel after 9.45 am | 8. 4 weeks in advance |
| 4. Advance | 9. the whole network |
| 5. 45% discount / 45% off | 10. a month |

Exercise 2.16 Table-filling

- | | |
|-------------------------------------|------------------|
| 1. paying attention / concentration | 5. pronunciation |
| 2. L2 or | 6. 6a |
| 3. spelling, grammar | 7. effort |
| 4. 5c | 8. basic grammar |

Exercise 2.17 Table-filling

- | | |
|--------------|--------------|
| 1. 7,800 | 4. June 1991 |
| 2. 2 million | 5. May 2004 |
| 3. Steel | |

Exercise 2.18 Table-filling

- | | |
|-----------------------------|-----------------------|
| 1. National Central Library | 5. Reading Room |
| 2. 1753 | 6. scientific reports |
| 3. newspapers | 7. blank |
| 4. music | |

Answer Key

Exercise 2.19 Table-filling

- | | |
|--------------------|---|
| 1. 1 December | 5. selling jokes |
| 2. New York | 6. plays / theatre shows / Broadway shows |
| 3. reading comics | 7. Bananas |
| 4. watching movies | 8. 3 Oscars |

Exercise 2.20 Table-filling

- | | |
|-----------------|-------------------------------|
| 1. double | 6. Wednesday |
| 2. non-smoking | 7. 2.45 p.m. |
| 3. Fresh fruit | 8. broadband Internet |
| 4. table tennis | 9. meeting room / London Room |
| 5. 5.40 p.m. | |

Unit 3 Map-labelling

Exercise 3.01 Map-labelling

G

Exercise 3.02 Map-labelling

A

Exercise 3.03 Map-labelling

1. I 2. F 3. J 4. G 5. C 6. H

Exercise 3.04 Map-labelling

1. F 2. B 3. C 4. A



Unit 4 Short Answers

Exercise 4.01 Short answers

- | | | |
|---|------------------|--------------|
| 1. 4.00 a.m./4.00 in the morning | 4. Playing music | 7. 4.30 p.m. |
| 2. Jimmy's (30 th) birthday | 5. Green Park | |
| 3. coffee | 6. The Red Lion | |

Exercise 4.02 Short answers

- | | |
|---------------------------------|------------------------------------|
| 1. Students' Union | 6. Awareness of (possible) threats |
| 2. Theft/Burglary | 7. Going with a friend |
| 3. Decreasing/Falling/Down | 8. Asking for help |
| 4. Exaggerated reports in media | 9. A knife |
| 5. Physical/Defence techniques | 10. (A little) uneasy |

Exercise 4.03 Short answers

- | | |
|-------------------|---------------|
| 1. 8.00 p.m. | 3. Start work |
| 2. Campsite/Tents | 4. 1.00 p.m. |

Exercise 4.04 Short answers

- | | |
|----------------------|--------------|
| 1. Sunday, 2.00 p.m. | 3. Army |
| 2. 49 | 4. Reference |

Exercise 4.05 Short answers

- | | | |
|-------------------|-------------------------|-------------|
| 1. America | 4. Letter of invitation | 7. Saturday |
| 2. Office manager | 5. 3 hour | |
| 3. Chicago | 6. Coffee | |

Answer Key

Unit 5 Matching

Exercise 5.01 Matching

- | | | |
|--------------|---------------|---------------|
| 1. Sprinter | 4. Saddle | 7. Handlebars |
| 2. Not ready | 5. Thang | |
| 3. Ready | 6. Suspension | |

Exercise 5.02 Matching

1. I 2. D 3. G 4. F 5. B 6. H 7. E

Exercise 5.03 Matching

- | | | |
|--------------|-------------|-------------|
| a. Arrive | d. Teaching | g. Seminars |
| b. Induction | e. Lectures | h. Depart |
| c. Seminars | f. Feedback | |

Exercise 5.04 Matching

- | | |
|-----------------------|---|
| 1. Cultural awareness | F |
| 2. Confrontation | A |
| 3. Challenge | C |
| 4. Reassurance | B |
| 5. Consolidation | D |

Exercise 5.05 Matching

1. A 2. H 3. C 4. H 5. F 6. J 7. J

Exercise 5.06 Matching

1. E 2. H 3. C 4. A 5. F 6. I 7. J 8. K

Exercise 5.07 Matching

1. G 2. G 3. E 4. I 5. J

Exercise 5.08 Matching

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

Exercise 5.09 Matching

1. D 2. E 3. H 4. B 5. G 6. C 7. I

Exercise 5.10 Matching

1. A 2. B, C 3. A, B 4. B 5. B 6. A

Unit 6 Multiple Choice**Exercise 6.01 Multiple choice**

1. D 2. A 3. E 4. B, D 5. A, C 6. A, B

Exercise 6.02 Multiple choice

1. C 2. D 3. C 4. B, D 5. A, D 6. A, C 7. B, D

Exercise 6.03 Multiple choice

1. D 2. C 3. D 4. E 5. B

Exercise 6.04 Multiple choice

1. A 2. A 3. B 4. C 5. E 6. A 7. B 8. A

Exercise 6.05 Multiple choice

1. D 2. E 3. C 4. B 5. A 6. B

Exercise 6.06 Multiple choice

1. B 2. A 3. A 4. A 5. C 6. A



Answer Key

Exercise 6.07 Multiple choice

1. A, B 2. B, D 3. B, D 4. C 5. D

Exercise 6.08 Multiple choice

1. C 2. C 3. A 4. C 5. D

Exercise 6.09 Multiple choice

1. B 2. A 3. D 4. C 5. D

Exercise 6.10 Multiple choice

1. D 2. B 3. D 4. B 5. A 6. C

Practice Test

SECTION 1

- | | |
|-----------------------------|---------------------------------|
| 1. Keiko | 6. B, D |
| 2. JO6337 | 7. seafood |
| 3. Advanced English Studies | 8. tennis |
| 4. 5 months / 20 weeks | 9. take the train / go by train |
| 5. about 4 months | 10. this afternoon |

SECTION 2

- | | |
|--------------------------------|----------------------------------|
| 11. 90 days | 16. tourist export form |
| 12. £30 / 30 pounds | 17. BM276 |
| 13. confirm (your) nationality | 18. international student card |
| 14. page 13 | 19. 12 |
| 15. currency form | 20. a. yen b. Australian dollars |

SECTION 3

- | | |
|---------------------------|-------------------------------|
| 21. cashier | 25. £45/45 pounds |
| 22. £50/50 pounds | 26. £75/75 pounds |
| 23. big department stores | 27. £20/20 pounds |
| 24. jeans | 28-30. D, E, F (in any order) |

SECTION 4

31. B 32. B 33. A 34. C 35. D 36. C 37. D 38. A 39. A 40. A

Intensive IELTS Listening

New Oriental Education & Technology Group
IELTS Research Institute

Chịu trách nhiệm xuất bản
Nguyễn Thị Thanh Hương

Biên tập	Hoàng Phương
Trình bày sách	MINH TÂM Design
Sửa bản in	Minh Đăng

NHÀ XUẤT BẢN TỔNG HỢP THÀNH PHỐ HỒ CHÍ MINH

62 Nguyễn Thị Minh Khai – Quận 1
☎ 38225340 – 38296764 – 38247225 – 38296713 – 38223637
Fax: 38222726
E-mail: tonghop@nxbhcm.com.vn
www.nxbhcm.com.vn

Công ty TNHH Nhân Trí Việt

83^B Trần Đình Xu, P. Nguyễn Cư Trinh, Quận 1
Thành phố Hồ Chí Minh
☎ 38379344 Fax: 39200681
www.nhantriviet.com

In 2.000 cuốn khổ 18,5 x 26cm tại Công ty TNHH MTV ITAXA – 126 Nguyễn Thị Minh Khai – Quận 3
– Tp. Hồ Chí Minh. Số xuất bản 811-13/CXB/120-91/THTPHCM. In xong và nộp lưu chiểu tháng 9-2013.

NTV Nhân Trí Việt®
The biggest choice for books



Phát hành tại Nhà sách **MINH TÂM**

286B An Dương Vương P4 Q5 TP. Hồ Chí Minh ☎ 38353608 - 38354845 Fax 38302417

Email: minhtam@nhantriviet.com

Website: www.nhaseshminhtam.com

Contents

IELTS OVERVIEW	5
Chapter 1 IELTS Listening Task Types	9
Unit 1 Warm-up Exercises	11
Unit 2 Ticking and Table-filling	15
Unit 3 Map-labelling	28
Unit 4 Short Answers	32
Unit 5 Matching	36
Unit 6 Multiple Choice	43
Chapter 2 IELTS Listening Practice Test	55
Chapter 3 Tapescripts	63
Unit 1 Warm-up Exercises	65
Unit 2 Ticking and Table-filling	67
Unit 3 Map-labelling	89
Unit 4 Short Answers	92
Unit 5 Matching	98
Unit 6 Multiple Choice	107
Practice Test	116
Chapter 4 Answer Key	123





IELTS OVERVIEW