

American Empower Upper Intermediate

Digital Workbook Audioscripts

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Unit 1, Lesson C

Listening: Starting a new job

- Sonja:** Hello! Welcome to Simply Fit. I'm Sonja. How can I help you?
- Reggie:** Oh, hi. I'm Reggie Jackson, the new employee. This is my first day.
- Sonja:** Hi, Reggie! My name's Sonja. It's so nice to meet you. I heard you'd be coming today. Have you worked in a gym before?
- Reggie:** No, but I decided to take a chance and apply and, here I am!
- Sonja:** Well, that's OK. When I started here, I'd never worked in a gym before, either.
- Reggie:** Oh, good.
- Sonja:** So, let me show you around. Here is the front desk, where we check people in. The most important thing is to make sure people are gym members before they go into the exercise room.
- Reggie:** OK. How do I do that?
- Sonja:** Ask them for their phone number, and enter it into the computer. Then hit "search." Finally, ask for the client's name, to make sure you have the right account. Is that clear?
- Reggie:** Yes, I think I got it: Enter the phone number into the computer, hit "search," and ask for their name. What do I do if they're not a member?
- Sonja:** Great question. Have them fill out this form – name, phone number, address, and credit card. We have a special offer – people can try out the gym for \$5 for the first month. If they decide to stick with it, the membership fee is \$10 a month. Did you get that?
- Reggie:** I think so. New members need to fill out the form. The membership cost for the first month is \$5, and then \$10 after that.
- Sonja:** That's right! ... So here is the exercise room. When you're working in here, you need to remember to clean the exercise equipment after each person is done using it. There are cleaning supplies at the check-in desk. We also keep some near the machines for the members to use. Members are supposed to clean the machines when they're done, but they don't always do it. Did you get that?

Reggie: Got it.

Sonja: Also, if you see any used towels, put them away – used towels go in the laundry basket. It's over there, next to the bathroom. Members are supposed to do it, but they don't always do that, either. Do you get the idea?

Reggie: Yes, I see.

Sonja: We ask members to make an effort to clean up after themselves, but we're not naive – we know that they won't always do it.

Reggie: Hmm... and the client is always right.

Sonja: You got it! I think you're going to be a great employee!

Unit 2, Lesson C

Listening: Cooking for a friend

Part 1

- Jenny:** Thank you so much for coming over, Alex! I really appreciate it.
- Alex:** Of course, Jenny! What are friends for? So, what do you need?
- Jenny:** Well, my boyfriend Mike wants me to meet his mom next week. And he really wants me to cook for her!
- Alex:** Why does your boyfriend want you to cook?
- Jenny:** Well, I... kind of told him I'm an excellent cook.
- Alex:** But... I've never seen you cook anything.
- Jenny:** Well, I've been watching videos, and some of the things I've made are OK! But I think I kind of exaggerated, and now he wants me to cook for his mom!
- Alex:** Well, I'm sure she'll like whatever you make. It's not like she's a famous chef!
- Jenny:** Um, that's the problem... Mike's mom is a very respected chef. Do you know the restaurant Supper Club downtown?
- Alex:** Yeah?
- Jenny:** That's her restaurant.
- Alex:** Oh. Hmm, that is a problem, isn't it?
- Jenny:** Yes, it is. And the food has to be vegetarian because Mike's mom doesn't eat meat. So, I tried to make something tonight. I'd like you to try it and tell me what you think.
- Alex:** I'm happy to. So, what did you make?
- Jenny:** I made carrots, broccoli, and rice.
- Alex:** Alright, let me try it. Oh, my. That's... You didn't cook the rice before adding it to the carrots and broccoli, did you?
- Jenny:** You're supposed to cook it first?
- Alex:** Um, yes. Did you use any spices?
- Jenny:** No. I was supposed to, wasn't I? This is a disaster!
- Alex:** No, it'll be OK! We can fix this.

Jenny: Do you think so?

Alex: Of course! The most important thing about vegetarian cooking is to use herbs and spices. Unless you use them, the food won't have much flavor.

Jenny: OK. When I go to the store tomorrow, I'll buy some.

Alex: Great. And you have to cook the rice first. I can show you how. It's important to take it out of the pan and stir it as soon as it's done.

Jenny: OK, got it.

Alex: If you want to make great vegetarian food, add many different kinds of vegetables. Just rice, carrots, and broccoli is a little boring.

Jenny: You're right, it's not very interesting, is it?

Alex: No, it's not. But I love how you cooked the vegetables! They're perfect. How about you try again tomorrow?

Jenny: That sounds great.

Alex: Now, let me show you how to make rice. ...

Part 2

Jenny: Hey, Alex! Thanks for helping me yesterday, and coming back today to try the food. I followed your advice. Here, try my improved Asian vegetables and rice!

Alex: Wow, Jenny! This looks excellent! I love that you added so many vegetables. Let me try it. This is really good! You've managed to get the rice just right. That's not easy! And I can really taste the spices!

Jenny: It's OK, I guess.

Alex: This is very good.

Jenny: I'm really pleased you like it. It is much better, isn't it?

Alex: Much. Mike's mother will be very impressed!

Unit 3, Lesson C

Listening: Making party plans

- Marilyn:** Hi, Lucia! Thank you so much for helping me plan my party! I'm so excited that Marco and I got engaged.
- Lucia:** Of course! What are big sisters for? So, Marilyn, have you thought at all about the type of party you'd like to have?
- Marilyn:** Well, I follow a lot of famous people on social media, and I've been looking at posts about their parties at cool clubs and restaurants, so I'd like something like that.
- Lucia:** Hmm... The Grand is a very nice restaurant. You remember it, right? It's where Mom and Dad had their anniversary party. How does it sound if we have it there?
- Marilyn:** That sounds OK. But can we rent the whole restaurant?
- Lucia:** Renting the whole restaurant would be very expensive, Marilyn.
- Marilyn:** All the celebrities rent the whole place when they have parties.
- Lucia:** Well, just getting back to your party, what about food? I'm sure The Grand will be happy to provide it.
- Marilyn:** That sounds good, but for the cake, let's get a professional baker to make an enormous cake. Oh! And I'll need a professional photographer!
- Lucia:** OK. So you want a professional baker to make the cake, and a professional photographer. How many people do you want to invite?
- Marilyn:** Hmm... maybe 200?
- Lucia:** The restaurant is rather small. Do you think it's a good idea to have that many people?
- Marilyn:** Oh! We also need to plan how I'm going to enter the restaurant when I get there. I want it to be very dramatic, and for everyone to see us.
- Lucia:** Hmm... can't you just use the front door?
- Marilyn:** Oh, Lucia, you're so funny. I thought maybe Marco and I could ride up to the restaurant on horses, and everyone would be outside cheering for us.

Lucia: Um, you're having the party in winter, when it's usually very cold. Don't you agree that it would be better for the guests to wait inside, where it's warm?

Marilyn: Oh, yeah, maybe.

Lucia: So, one last question, Marilyn.

Marilyn: Yes?

Lucia: What's your budget?

Marilyn: Oh... the budget. I hadn't thought about that. We don't have that much. Do you think I'm being too ambitious?

Lucia: Well, how does it sound if we ask Aunt Muriel to make the cake? She's a great baker.

Marilyn: Oh, I love that, Lucia! And Marco's cousin has a camera, and he's pretty good at taking pictures. Maybe he'd take pictures for us!

Lucia: How about if we have the party at the community center? I think you can rent it for \$20 an hour, and we could definitely fit 200 people in there.

Marilyn: Actually, I thought maybe we could just have it at your house. That's where Marco and I met, anyway. At your birthday party. He was your friend first, remember?

Lucia: Yes! And I think that's really sweet. But I don't think 200 people will fit in my house.

Marilyn: Why don't we just invite our family and close friends? That would be about 20 people. We could hire students from the local cooking school to cook, so we could still serve everyone a nice meal.

Lucia: I love it. But, just going back to the horses...

Marilyn: Eh, I'm actually kind of afraid of horses. I think maybe I can just use the car.

Unit 4, Lesson C

Listening: Talking about family photos

Francesca: Pete and Riley, thank you for meeting with me. Overall, it looks like our social media did pretty well this week! We got 35 people to sign up for our beach cleanup this weekend, and we raised \$400 for the new trash cans at the park!

Riley: Wow! That's excellent news, Francesca!

Francesca: Yes, it is. So, let's look at the photos in the successful posts.

Riley: People really liked the ones showing volunteers having fun cleaning the beach. Though people gave more money after looking at the posts that made it look like backbreaking work.

Pete: The close-ups of animals with the trash also has a positive effect on donations.

Francesca: So, which one got the most people to sign up, Pete?

Pete: The post that caused the most people to sign up for the next beach cleanup event was this one. It's a wide shot of a group of volunteers playing volleyball after the cleanup is over, with the bags of trash we'd picked up in the foreground.

Francesca: Look at all the trash you cleaned up!

Riley: In the comments, people said that this photo made them feel motivated because they saw that they could help the environment and have fun at the same time.

Francesca: Well, it's a great action shot, Riley. Look at this woman jumping up to hit the ball! And the colors are amazing. This looks much better than the ones from last week. A lot of those were a little out of focus.

Pete: Thank you, Francesca. I used a filter so the light isn't too bright.

Francesca: It's a very nice photo, Pete. So, which posts weren't as successful?

Riley: Interestingly, they're all shots of the volunteers playing volleyball, but from a different angle.

Pete: In the comments, people said that they couldn't really see what was happening in the pictures, and they didn't see how they were related to the beach cleanup.

Riley: You can kind of see the trash bags in the background, but not very well.

Francesca: OK, Riley and Pete, so this week, you must make sure that the trash that's been cleaned up is in the picture. You should get a lot of volunteer shots, both having fun and working hard.

Riley: Oh, I won't be here for this weekend's cleanup. I'm visiting my sister. But Pete doesn't need me to take photos!

Francesca: So, Pete, are you ready to take the photos on your own this weekend?

Pete: To be honest, I'm a little nervous. I've never done this on my own before.

Riley: You'll be fine, Pete! You did great at the last one.

Pete: Really, do you think so, Riley? I thought half the photos I took looked terrible!

Riley: Oh, I don't know. They were a little out of focus, but we were still able to use most of them, and the ones this week were much better.

Pete: Maybe you're right, but I just don't want to mess it up.

Francesca: Pete, the pictures this week are so good. I know you're going to do fine. Just remember, all volunteers must sign a media release form that says we're allowed to post pictures of them on our social media.

Pete: OK, Francesca, I'll make sure to bring the forms and have everyone sign them.

Francesca: Great! Well, good luck, Pete! And, Riley, enjoy your weekend with your sister!

Unit 5, Lesson C

Listening: Money problems

- Ines:** Hey, Rodrigo. How's it going? Long time no see.
- Rodrigo:** Oh, hi, Ines. Sorry, I've been really busy.
- Ines:** Are you OK? You seem like something's got you down.
- Rodrigo:** Yeah, well, I got into a great college...
- Ines:** That's fantastic!
- Rodrigo:** It is! But I don't think I'll have enough money to go.
- Ines:** Why did you apply to the college if you didn't have enough money?
- Rodrigo:** That's the thing! I thought I did, but I didn't remember to include the costs of housing and supplies when I was making sure I had enough money! I have enough to pay for the cost of the classes, and for food. But I just got the list of books and supplies I'll need for class, and the cost for my room. The trouble is, I don't have enough money to pay for them!
- Ines:** Hmm, yeah, that is a problem. Hey! I know. How about you get a job?
- Rodrigo:** But I already have a job.
- Ines:** Not now, when you get to school in the fall! You have to quit your job at the end of the summer to move to college, right?
- Rodrigo:** That's right.
- Ines:** So why not get a job in that town? You could work and go to school.
- Rodrigo:** It's an idea, I suppose. I am planning on getting a job while I'm in college eventually, but I'm not sure about doing it during my first year. I've heard college is really difficult, so I want to make sure I have enough time to study and get all my schoolwork done first.
- Ines:** Well, what about tutoring other students – you know, students who are having trouble with their studies? You're smart, you could do that.
- Rodrigo:** Yeah, that's a possibility. The only drawback is, I think most students want a tutor who's been in college for a few years.
- Ines:** Yes, that makes sense. Hey, I know! What about getting a second job for the summer?

Rodrigo: Hmm, I don't know about that. The job I already have is pretty demanding – I do need to sleep sometimes!

Ines: Well, maybe you could just do tasks people need someone to do, instead of working at a full-time job. Look, there's a website where people list jobs that they need help with. You can answer them, do the job, and get paid!

Rodrigo: Hey, that might be worth a try. How much do the jobs pay?

Ines: Well, it depends on the job. Simple things like walking someone's dog pay about \$15. But bigger jobs, like helping people move, pay more.

Rodrigo: Can we see what tasks are on the website?

Ines: Sure! ... So, here's one for building a bed. It pays \$250!

Rodrigo: That sounds great! But... the only drawback is I've never built anything before in my life.

Ines: Hmm... Ooh, this one looks good: helping someone move this Saturday. It pays \$400!

Rodrigo: Wow! I can do that. I moved into this apartment all by myself!

Ines: Oh...

Rodrigo: What is it?

Ines: You need a van to do the job.

Rodrigo: Well, then I can't do it. I don't have one!

Ines: Wait! My dad has one. He hardly ever drives it. Let me call him to see if you can borrow it.

Rodrigo: What a fantastic idea! Thank you so much.

...

Ines: Hi, Dad? Hi! Listen, you remember my friend Rodrigo, right? Do you mind if he borrows your van on Saturday? ... Great! Thank you so much! Well, I've got to go. I'm at Rodrigo's right now, but I'll call you tonight. I love you! ... OK, Rodrigo, he says you can use the van!

Rodrigo: That's great! Wow! Thank you so much. How can I repay you?

Ines: Well, I'm moving into a new apartment next month. Could you help me?

Rodrigo: Of course!

Unit 6, Lesson C

Listening: Asking for a favor

Part 1

- Martin:** So, Victor, if you pick up the cake at 4 p.m., we should be all set by the time Sabrina arrives at 5 p.m. She's going to be so surprised!
- Victor:** Ah, Martin, I forgot to tell you. I sold my car last week. Do you think you could pick up the cake?
- Martin:** No, my car broke down, so I can't pick up the cake. Hmm... let's ask Zoe.
- Victor:** But isn't Zoe already picking up Sabrina and bringing her to the party?
- Martin:** Yes. Do you think it'll be a problem?
- Victor:** Well, it's asking a lot, Martin.
- Martin:** True. How about we ask her? I'll call her right now ... Hey, Zoe?
- Zoe:** Oh, hi, Martin. What's up?
- Martin:** Do you mind if I ask you a favor?
- Zoe:** Go right ahead.
- Martin:** Well, I know this is asking a lot, but I was wondering if you wouldn't mind picking up the cake for the party?
- Zoe:** Well, I have to pick up Sabrina at 5 p.m. What time would you need me to get the cake?
- Martin:** Around 4 p.m.
- Zoe:** Hmm... So I'd need to get the cake, bring it to the party venue, and then drive over to Sabrina's? I'm sorry, I don't think I'll have enough time to do all that.
- Martin:** Oh, OK.
- Zoe:** Hey, wait! Would it be OK for me to pick up the cake around 3:30 p.m.?
- Martin:** Sure, that would work! We're going to start setting up the party at 3 p.m., so we'll be at the venue already!
- Zoe:** Great! I can do it, then.
- Martin:** Zoe, thank you so much! I'm really grateful.
- Zoe:** Oh, don't worry about it. I'm happy to help.

Part 2

Martin: Oh, no! Zoe just texted. She's at the bakery and the cake isn't done! She says she can't wait much longer. What should we do?

Victor: Don't worry. Let me call my sister. She works right across the street from the bakery. She gets off work in half an hour. Maybe she can pick it up and bring it.

Martin: Great idea!

...

Quiana: Hey, Victor. What's going on?

Victor: Hey, Quiana. I'm really sorry to ask you this, but could you pick up Sabrina's cake after work? And bring it to the party venue?

Quiana: Sure. It's no trouble at all. I was actually going to go over there to get a coffee before heading over to the party.

Victor: Wow! Thank you! I don't know how to thank you.

Quiana: Well, I do need someone to take me to the train station tomorrow.

Victor: Great! I'd love to take you.

Quiana: Thank you! I really appreciate it. Well, I'll see you soon!

Unit 7, Lesson C

Listening: Apartment hunting

Part 1

- Aiden:** Would you mind giving me your opinion on something, Arisha?
- Arisha:** Sure, Aiden. What's up?
- Aiden:** Well, I'm looking at all these apartments on this website...
- Arisha:** Are you moving?
- Aiden:** Oh, no. This is for work. You know that movie I'm working on?
- Arisha:** Yes, it's really exciting!
- Aiden:** Well, the director needs to film all the inside shots in an apartment. With this website, I can rent one for a few days, but the director wants some really specific things.
- Arisha:** Like what?
- Aiden:** Well, one scene takes place on a balcony overlooking the city, so the apartment has to be in the city, and it has to have a balcony.
- Arisha:** And it has to be high enough to have city views.
- Aiden:** Right. But he also wants it to have a fireplace because part of the movie takes place in a cottage. He's hoping that if we keep the windows out of the shot and have it decorated differently, we could make it look like a cottage.
- Arisha:** Can't you just rent an apartment and a cottage, Aiden? Would it cost too much?
- Aiden:** No, the producer gave us a good budget for this. But if we get two places, the crew is going to have to get all the equipment set up, and then after filming, take it down, take it to the other location, and set it up again. It would take too long.
- Arisha:** True. And the traffic congestion downtown is terrible. They'd probably also spend more time sitting in traffic than working!
- Aiden:** Yes. And the cast would also hate having to go to two locations.
- Arisha:** Hmm. Well, this one looks good. It has city views and a balcony.
- Aiden:** And look! It has a fireplace!

Arisha: Yes, but the fireplace is very close to a huge window.
Aiden: Yeah, I don't think that's going to work.
Arisha: What about this one? It's got a balcony. And those views are amazing!
Aiden: The fireplace is gorgeous! It's perfect. I'm going to book it.

Part 2

Tomas: Wow, Aiden. This place is fantastic!
Aiden: Thanks, Tomas! I'm really glad I found something that works for your movie.
Tomas: I think the actors are going to love it. So, the balcony looks pretty good. I don't think we'll have to change it that much – maybe we could put some plants out there or something, to make it look more interesting.
Aiden: OK. That makes sense.
Tomas: And it's big enough that we should add some furniture so it doesn't look so empty – maybe we could have some benches or chairs and things like that.
Aiden: That works. What about for the cottage?
Tomas: That's going to take a bit more work. The fireplace is perfect. There's a small window right next to it, but we could put curtains over it.
Aiden: And we could get a big, warm rug to put on the floor, and maybe a wooden table or something right here.
Tomas: Yes. I love this couch and these chairs, but they're too modern. We could put them over there.
Aiden: Sure. It could be a kind of sitting area for the cast and crew to relax between scenes. I can imagine an old-fashioned couch here, and maybe some paintings of flowers and things like that on the walls.
Tomas: Great. How can we get the furniture?
Aiden: There's a place downtown that rents out furniture for movies and photo shoots. I can call them.
Tomas: Do you have a truck? How are we going to get it here?

Aiden: I can get it delivered.

Tomas: Wow! Thank you, Aiden. You're the best!

Unit 8, Lesson C

Listening: Job hunting

Part 1

- Monica:** Hey, Isaac. How's it going?
- Isaac:** Oh, hi, Monica. It's going OK, I guess.
- Monica:** You seem a bit down.
- Isaac:** Yeah, well, it's just that I keep applying for jobs, and I haven't gotten one call for an interview. I must have sent out 20 résumés! I'm so annoyed.
- Monica:** I know the feeling. It was just like that when I was trying to get a job a couple of years ago.
- Isaac:** What did you do?
- Monica:** I went to the career center at the local college and got some advice about how to improve my résumé. If you're a student or a recent graduate, they'll help you get a job.
- Isaac:** Isn't that where you work now?
- Monica:** Yes, that's actually how I got the job! They had an open position and saw that my work experience fit what they needed, so they asked me to apply.
- Isaac:** Wow. You're so lucky. Ugh. I should have never left my last job! If I'd known how hard it would be to get a new job, I would've stayed.
- Monica:** No. If you'd stayed there, you would've been miserable. You did the right thing by leaving. Listen, why don't I help you with your résumé?
- Isaac:** Wow, that would be great! Thank you!
- Monica:** I'd be happy to help. Just email it to me and I'll take a look. We can talk about it sometime this weekend. Does that work?
- Isaac:** Yes! That's perfect.

Part 2

- Isaac:** Hey, Monica.
- Monica:** Hi, Isaac. Are you ready to get started on your résumé?

Isaac: Absolutely! Thank you again for doing this.

Monica: It's my pleasure. Anyway, I took a look, and you have some really impressive experience! You've had a lot of responsibilities, and you've developed skills that are useful in a lot of jobs.

Isaac: Thank you. But then, why am I not getting any interviews?

Monica: Well, there could be a few reasons. First, you need to order your work experience from most recent to oldest. Sometimes employers only read the first line or two to see if you have the experience for the position; if the first few jobs listed don't show this, they'll stop reading and won't call you in for an interview. The first job you've listed under "experience" is "waiter," but that was five years ago! You need to put your most recent job first on the list.

Isaac: OK, so I'll put the volunteer manager position first, and the waiter position last.

Monica: Honestly, I don't think you should even include the waiter position. That was a long time ago, and it doesn't have anything to do with the positions you're applying for.

Isaac: OK, I'll delete that one because it happened too long ago. Is there anything specific I can do to help my résumé get noticed?

Monica: Well, your résumé lists a lot of the jobs you've done. If you want employers to notice you, you need to talk more about what you've achieved – your successes.

Isaac: What do you mean?

Monica: Look, here you say that you managed volunteers at Homework Helpers Club.

Isaac: What's wrong with that?

Monica: Well, it's great that you have management experience, but did you have any particular successes in the role?

Isaac: In fact, I got about twice the number of people to volunteer with us than when I started.

Monica: Wow! A one hundred percent increase in volunteers! That's amazing! So instead of just "managed volunteers," maybe add something like "Increased the number of volunteers by one hundred percent." What else? What about "asked for donations"?

Isaac: Well, I actually raised more money for the club than anyone else, and I got us awarded several big grants.

Monica: You need to add that, too!

Isaac: Got it. What else?

Monica: The last thing you should do before sending out your résumé is reread it, to make sure there aren't any grammar or spelling errors.

Isaac: I will – thank you so much! I'm going to start on these changes right now. I found a few more jobs I want to apply for.

Monica: Well, you should also practice your interviewing skills – once you send out this improved résumé, I think you're going to need them!

Unit 9, Lesson C

Listening: A misunderstanding

- Annetta:** Where are we going, Jonathan?
- Jonathan:** You'll see, Annetta! It's a surprise.
- Annetta:** Oh, I love surprises! Let's see... hmm... I smell the ocean. Are we going to have a picnic on the beach?
- Jonathan:** No, even better.
- Annetta:** Hmm... it can't be swimming because it's a bit too cold for that...
- Jonathan:** The surprise is much better than swimming.
- Annetta:** Ah! Here we are! The beach! I was right! ... Wait, why aren't we parking?
- Jonathan:** Because we're going where the boats are!
- Annetta:** Um... I don't really like boats.
- Jonathan:** Well, you're going to love this one, because it's taking us whale watching!
- Annetta:** Whale watching?
- Jonathan:** Yes!
- Annetta:** So we're going to take a boat out in the ocean.
- Jonathan:** Yes!
- Annetta:** And try to find whales.
- Jonathan:** Yes! ... Wait. Did I get this wrong? I thought you loved whales!
- Annetta:** I like pictures of them, but... up close, I think they're a bit scary. They're just so big!
- Jonathan:** But you have pictures of them all over your office. And you wear clothes with whales on them all the time! You're wearing a shirt with whales on it right now! I guess I just assumed that you'd love to see whales in person.
- Annetta:** No. I like whales, but I don't want to get close to one.
- Jonathan:** OK. I understand. There are other boat tours we can go on.
- Annetta:** I don't really like boats. They make me feel dizzy and they make my stomach hurt. And I don't really like deep water. I have bathophobia.

Jonathan: What in the world is that?

Annetta: Bathophobia is the fear of deep water.

Jonathan: Well, this is a disaster. I thought you'd really enjoy this.

Annetta: I really appreciate it! But can we do something else?

Jonathan: Of course. Hey! Didn't you mention a picnic on the beach?

Annetta: Yes! That sounds lovely. There's a great seafood place near here. We could order some food and eat it on the beach.

Jonathan: You know, sometimes you can see whales from the beach. Would you be OK with that kind of whale watching?

Annetta: Absolutely! I'd love that kind of whale watching – the kind where I stay on land!

Unit 10, Lesson C

Listening: Celebrating good news

Part 1

- Andre:** Jeff? You wanted to see me?
- Jeff:** Yes, Andre. Please come in. I wanted to talk to you about your presentation today.
- Andre:** Yes, I'm sorry about that. I tested all the technology before the meeting. I have no idea why it didn't work at first.
- Jeff:** Andre, you're not in any trouble – quite the opposite! I was very impressed with your presentation today.
- Andre:** You were? But it took me so long to get the technology working.
- Jeff:** True, but your presentation was well-researched and clear. You stated everything in a way people could understand.
- Andre:** But the slides took forever to load.
- Jeff:** Yes, and you calmly worked on it until you were successful. You didn't give up. It's impossible for everything to go well all the time. Being a good manager isn't about doing things perfectly – it's about quickly and effectively dealing with problems when they come up.
- Andre:** Thank you.
- Jeff:** And you did that today. Andre, I'd like to promote you to manager.
- Andre:** Wow, thank you! I really appreciate it.
- Jeff:** You're welcome!

Part 2

- Yasmin:** Hi, Andre. How did your presentation go?
- Andre:** Oh, it was kind of horrible, Yasmin! I had a lot of problems with the technology.
- Yasmin:** I'm sorry to hear that. Why do you sound so happy about it?
- Andre:** Well, my boss was impressed with how I dealt with the problems in the meeting, and with the information in the presentation, so he promoted me to manager.

Yasmin: Wow, that's great! Congratulations.

Andre: Thanks! We should celebrate. Hey! Let's call Leila and Marcelo and see if they want to get dinner tonight. It's on me!

Yasmin: Well, hold on. There's something else we have to celebrate.

Andre: Oh, yeah? What is it?

Yasmin: I got into cooking school in Paris – I leave next week!

Andre: Wow, that's been your dream since... forever! I'm so happy for you. Hey, why don't we go to a French restaurant tonight?

Yasmin: That sounds great!

Part 3

Marcelo: So tonight we have a lot to celebrate: Andre's promotion...

Andre: Thank you very much, Marcelo!

Marcelo: ... and Yasmin achieving her dream of going to cooking school in Paris!

Yasmin: Thanks, Marcelo.

Marcelo: So, Andre, what was the secret to your success?

Andre: Well, I guess just remaining calm no matter what problems you have to overcome.

Marcelo: Yes, wise words. And Yasmin?

Yasmin: I guess just sticking with my goals and having the confidence to pursue my dream, even if it seemed impossible sometimes.

Marcelo: Excellent advice! Well, let's celebrate big changes in all of our lives!

Andre: Just a minute. What's changing for you and Leila?

Leila: Well... Marcelo and I are engaged!

Andre: Wow! That's great! Congratulations, guys! We need to have a party.

Yasmin: I've got too much to do to plan a party. How about we have a quiet dinner at my place, just the four of us? I can cook dinner for all of you.

Andre: Are you sure it won't be too much trouble? You're leaving for Paris soon. You must have a lot to do...

Leila: Andre, be quiet! Let her cook – I'm going to miss her cooking once she goes to Paris!