



LEAD-IN

Audio L.01

- 1 should, wood
- 2 weight, late
- 3 build, filled
- 4 white, height
- 5 though, show
- 6 were, fur

UNIT 1

Audio 1.01

M = Marta T = Tim

M: I've worn silver rings all my life. I got this ring in a street market when I was living in Italy for a few months. I bought it to replace a similar one that I'd lost. This one belonged to my mother and I inherited it when she died. It's not worth a lot, but it's very special to me.

I borrowed this leather jacket from a friend when I was studying at university and I never gave it back. It's a genuine 1980s leather jacket. When I was wearing it, I always thought it looked really cool. It's a bit damaged now, but I still love it.

I have a beautiful lemon tree that a friend gave me as a birthday present. I'd told her that I'd always wanted to live in a house with a lemon tree, so to make my dream come true, she bought me one. I was having a party to celebrate my thirtieth birthday, and in the middle of the party my friend arrived and gave me the lemon tree in a pot. So, now I grow my own lemons!

T: I bought my Spanish guitar in a famous guitar shop in Madrid. Even when I open the case today, I can still smell the wood of the shop. I remember trying it out in a corner. I was quietly playing my favourite piece of music as I didn't want to draw too much attention to myself. However, to my horror, the shopkeeper had listened to me playing and he asked me, 'Are you a professional?' Naturally, I bought the guitar quite soon after he'd asked that question! Six months later I returned to the shop to buy some new strings and there was someone else trying out a guitar. He was playing a piece of music I knew, but he wasn't playing very well. The same shopkeeper was there and said to the man, 'Wow, you must be a professional!' Suddenly, I understood.

I enjoy doing long-distance walks, preferably with friends. I bought these boots while I was travelling around New Zealand. I was about to head off for the Milford Track, quite a challenging four-day walk, and my old boots fell to pieces. I had one day to find a new pair. Years later, I still have those boots. They're not in very good condition and they're heavy, old, leather boots, but they're still comfortable and they're like old friends. I've had such great times with friends and family walking, talking and exploring.

And this? It's an Italian moka coffee pot. A friend gave it to me at university because he had watched me making instant coffee without much care or thought. He said, 'The small ritual of a good coffee is too important to give up.' We used to laugh at him for being so serious about things we thought were unimportant, but now every time I use the pot I realise that he was right. If you can't enjoy little things, then you will never be happy.

Audio 1.02

- 1 I was travelling around Australia.
- 2 We were living in China.
- 3 He was studying at university.
- 4 I bought a new leather jacket to replace the one I had lost.
- 5 My mother had given the ring to me
- 6 He had seen me making coffee.

Audio 1.03

- 1 I believe in living a simple life.
- 2 He succeeded in finding his dream job.
- 3 You should think about tidying your stuff.
- 4 Concentrate on appreciating the simple things.

Audio 1.04

1

- A:** You've reached Café Roma. I'm afraid we're busy at the moment. Please leave a message and we'll get back to you.
- B:** Hello. This is Marcelo Fagundes. I'm calling about my jacket. I was having dinner in your restaurant an hour ago and I left my jacket. Do you think you could have a look for it for me? It's the leather jacket hanging on the hook by the stairs. Can you call me back? You can reach me on this number – 0779542867.

2

- A:** You've reached Sam's mobile. Please leave a message.
- B:** Hi Sam. It's Mum. Could you check that the garage door is locked? I think I might have left it open. The key's in the kitchen. You'll find it on the table next to the window. Also, before you leave, will you take out the rubbish please, and make sure you turn the heating off? Thanks. See you later.

3

- A:** I'm sorry I can't take your call at the moment. Please leave a message
- B:** Hi Riccardo. It's Gemma. I've got a guest coming to stay in the apartment later. Would you explain the alarm system to her? You'll need to unlock the box and show her how it works. That would be really helpful. Thanks.

4

- A:** Hi, you're through to Jacob. I can't take your call right now, but if you leave a message with your name and number, I'll get back to you as soon as I can.
- B:** Hi Jacob, it's Patricia here. I wonder if you could bring my folder to the meeting? You'll find it on my desk in the office. The meeting starts at 4 p.m., so we'll need to be there at least fifteen minutes earlier. Could you please let me know that you've got this message? Thanks.

5

- A:** Noelle, it's Pete. Listen, I was going to cook, but there's no food in the house. Do you think you'll be able to pick up some pizzas on the way home? There's a great place just on the corner by the station. You choose the toppings. That would be great. Bye.

6

- A:** Thank you for calling Smiths and Co. Our office hours are 8 a.m. to 6 p.m. If it's urgent, please leave a message with your name and number and we'll contact you as soon as possible.
- B:** Hello. This is Natalie Ivanov. I'm calling because we have a broken pipe in our house and the water is going everywhere! I need someone to come and fix it, please. Will you please call me back as soon as possible? It's urgent. You can reach me on this number.

7

- A:** Hi, you're through to Teresa. Please leave me a message and I'll call you right back.
- B:** Hi Teresa, it's Yumi. I'm calling to ask a favour. I'm going away in a couple of weeks. I wonder if you'd mind watering the plants for me, like you did last time. I can leave the key with my neighbour. That would be so kind. Let me know. Bye.

Audio 1.05

- 1 You've reached Café Roma.
- 2 Please leave a message and we'll get back to you.
- 3 Thank you for calling Smiths and Co. Our office hours are 8 a.m. to 6 p.m.
- 4 I can't take your call right now, but if you leave a message with your name and number, I'll get back to you as soon as I can.
- 5 This is Marcelo Fagundes calling about ...
- 6 It's Patricia here ...
- 7 You'll need to unlock the ...
- 8 You'll find it on the table next to the ...
- 9 Can you call me back?
- 10 You can reach me on this number.

Audio 1.06

- 1 Would you explain the alarm system to her?
- 2 I wonder if you could bring my folder to the meeting?
- 3 Could you please let me know that you've got this message?
- 4 Do you think you'll be able to pick up some pizzas on the way home?
- 5 I wonder if you'd mind watering the plants for me.

Audio 1.07

- 1 I wonder if you could bring my folder, please?
- 2 Would you walk the dog, please?
- 3 Do you think you'll be able to come today?
- 4 Will you pick up some food on the way home?

UNIT 1 VOCABULARY BANK

Audio VB1.01

- A They're made of glass.
- B It's made of wood.
- C It's made of a diamond.
- D It's made of plastic.
- E They're made of cotton.
- F It's made of silver.
- G It's made of denim.
- H It's made of rubber.
- I It's made of steel.
- J They're made of iron.
- K It's made of gold.
- L It's made of stone.

UNIT 1 REVIEW

Audio R1.01

The House that Jock Built

When Elizabeth finally saw the house, it had been part of her family legend for 200 years. It had been built by Jock Phillip, her distant ancestor who had left Scotland for America aged sixteen, with nothing but the clothes on his back. Five years after arriving, he discovered a hidden treasure in California: a seam of gold, which he later mined. He had succeeded in changing his fortunes, and with his earnings he built his dream home.

It was the ideal house, large and beautiful, a house to pass down from generation to generation. It belonged to his children, then his grandchildren, and so on. When Elizabeth was young, she remembered hearing stories about it. For this reason she had always dreamed about visiting the house. Finally, her chance came.

While she was driving there, she suddenly felt a sense of sadness. She arrived and saw immediately that the house was badly damaged. The walls, made of stone, were falling down, and the windows were long gone. Birds had made their homes in the roof.

UNIT 1 MEDIATION BANK

Audio MB1.01

You've got through to Well Gym. Press 1 to book a personal trainer. Press 2 to book the pool. Press 3 to speak to someone. We're really busy right now. Continue to wait or maybe call back later. While you're waiting, why don't you leave us a five-star review online?

We're really busy right now. Continue to wait or maybe call back later. While you're waiting, why don't you leave us a five-star review online?

Audio MB1.02

J = Janel R = Rich L = Lesley

- J: So, everyone hates our automated message. Can we share one idea each about how we can change this?
- R: I think it's the music. It's so stupid. It's just the same thing again and again and again ...
- J: OK, Lesley, what are your thoughts on it? Does the music need changing?
- L: Yes, Rich is right, it's so annoying and it doesn't help people relax while they're waiting.
- J: Agreed. Also, I think the guy's voice is a bit boring. What does everyone else think?
- R: I like his voice.
- L: I agree with Janel, and he speaks reeeally slooowly, too.
- J: OK, so that's the music and the guy's voice, now let's talk about the actual messages. How does everyone feel about ...

UNIT 2

Audio 2.01 and 2.02

- 1 How long have you been studying English?
- 2 I've been studying since I was ten.
- 3 Have you been living in the same place for a long time?
- 4 I've been living there for five years.

Audio 2.03

- 1 A: Help you with your work? Well, I'm a bit busy but ... sure, I can help.
B: He's ...
- 2 A: Can I say something? Erm, well, your hair looks great, but the jacket is horrible.
B: She's ...
- 3 A: My phone ... Where is it ... ? I can't find it! Oh no, what am I going to do without my phone?
B: He's ...
- 4 A: I'm having a bad day. Go away! Leave me alone!
B: She's ...
- 5 A: Oh, I really want to go dancing. Come on, let's go dancing!
B: He ...
- 6 A: I'm so sorry. It's my mistake. I feel so bad that I've hurt you.
B: She's ...
- 7 A: No, no, no, I agree with you, really! Really, no need to discuss it, you're right!
B: He's ...
- 8 A: It's so easy to talk to you. I'm totally relaxed whenever we have a conversation.
B: She ...

Audio 2.04

G = Greta C = Colin A = Anna

- G: Am I a people pleaser? Well, when someone asks me to do them a favour, I almost always say yes. For instance, last week when my manager asked me to stay and work late, I just said yes without thinking. And I do that all the time. I'm always the person who stays late or does extra work.

I think the problem is that I care too much about what other people think of me. Like when I buy a new dress and wear it for the first time. I know it's crazy, but I don't really feel comfortable until someone says something nice about it. And it's even better if I don't know the person saying it. And if someone makes a negative comment, I get really upset and I might never wear that dress again.

- C: I'll do anything to avoid an argument. I just listen to other people's opinions or what they want and agree with them. It's just easier that way. Like when my friend says, 'Let's go and get a pizza' and I feel like having sushi. I just do what he wants. We always have pizza.

One of my friends recently said I don't seem to have my own opinions. He isn't the first person to tell me that. It's true, when I'm in a group of classmates at college and we're discussing something, I don't say very much. I listen, and then I basically agree with the majority. For example, last weekend I was out with some friends. We were talking about a film we'd just seen and my friends really liked it. I thought it was boring, but I didn't say so. I don't know why. It makes life easier, I suppose.

- A: It's important to me that people like me. But I think people who care too much about other people's opinions are wasting their time. For example, on social media I don't pay attention to comments that are negative. I don't get upset. It's not my problem. Maybe the person is just in a bad mood.
Yeah, basically, I'm a very positive person, but I don't go with the crowd. Like at work in a meeting. If someone has an idea and I think it's terrible, I'm the first person to say, 'I really don't think that will work', even if everyone else thinks it's a good idea.

Audio 2.05

- 1 & 2 I try to avoid people who lie.



Audio 2.06

- 1 I'm someone who feels comfortable talking to big groups.
- 2 The person I always ask to help me with problems is my brother.
- 3 One situation I really hate is when I forget someone's name.
- 4 I'm usually the first person to give my opinion.
- 5 The thing I love most about my country is the weather.
- 6 I think people living in foreign countries should learn the language.

Audio 2.07

- A: Sorry I'm late. I had a really bad journey.
 B: Why? Were there a lot of people on the train?
 A: No, not many, but it's just the way some people behave. I can't stand it.
 B: Why, what happened?
 A: Everything. First I had to queue to buy a ticket because the ticket machines were broken.
 B: I hate it when that happens.
 A: And of course people were jumping the queue, saying they were in a hurry and could they please go in front of me.
 B: Maybe they **were** in a hurry.
 A: Right. Like I wasn't?
 B: All right.
 A: Then I got on the train, sat down – there were lots of empty seats – and this guy sat down next to me, took out a burger and started to eat it.
 B: Yuk! People are always doing that on trains! I expect it smelled bad.
 A: Yeah, the smell was terrible! It really got on my nerves. I kept looking at him, you know like this, but he didn't react. **So** annoying.
 B: Sometimes it's better if you don't react.
 A: You mean do nothing? Maybe. Anyway, after two stops he got off ... but then three teenagers got on and they were watching a football match. Really loud.
 B: You really did have a bad time.
 A: And then one of them opened some windows and it was like a tornado. It blew my hair all over the place.
 B: I know what you mean, without asking anyone?
 A: Yeah, it really annoys me when they do that.
 B: You're always getting so upset about things. And you're here now.
 A: But that sort of behaviour really bugs me. And I'm not finished.
 B: There's more?
 A: I was so annoyed that I didn't pay attention to where we were, and I missed my stop.
 B: It really doesn't matter. Look, let's get something to eat.
 A: OK, sorry ...

Audio 2.08

- 1 B: Were there a lot of people on the train?
 A: No, not many, but it's just the way some people behave. I can't stand it.
- 2 A: First I had to queue to buy a ticket because the ticket machines were broken.
 B: I hate it when that happens.
- 3 B: People are always doing that on trains. I expect it smelled bad.
 A: Yeah, the smell was terrible! It really got on my nerves.
- 4 B: I know what you mean, without asking anyone?
 A: Yeah, it really annoys me when they do that.
- 5 B: You're always getting so upset about things. And you're here now.
 A: But that sort of behaviour really bugs me.

Audio 2.09

- 1 I can't stand it when people take a long time to pay.
- 2 It annoys me when they try to sell me something I don't want.
- 3 It drives me crazy when people eat food while shopping.
- 4 I hate it when I can't reach something on the top shelf.
- 5 I can't bear it when food is packaged in too much plastic.
- 6 People are always jumping the queue.

Audio 2.10

- A: These are really interesting questions.
 B: Yes, I thought so, too.
 A: But in some of these situations you could just run away.
 B: So, in which situations would you run away?
 A: If I saw a snake in my bedroom. I would ... I'd freeze actually.
 B: And then what?
 A: Then I'd move very slowly to get to the door and then run away, as fast as I could. You?
 B: It depends how big the snake is.
 A: Here's another question. You're alone at a friend's house and it's winter. Someone knocks on the door. It's ten o'clock at night.
 B: Well, do I have a choice of answering or not?
 A: How do you mean?
 B: I could just ignore it.
 A: Is that what you'd do?
 B: Yes, I suppose so. How about this one? You're on a train and the person opposite you drops their empty drink can on the floor.
 A: That's a tricky one. I'm the kind of person who ... well, I'd like to say that I'd immediately say something, but ... You know ...
 B: I don't quite get what you mean.
 A: I mean that I could say that I'd ask them to pick up their rubbish, but I think that in real life I'd hesitate.
 B: Why's that?
 A: Maybe the person would get angry. And it depends on whether they're with their friends or if they're bigger than me.
 B: Do you mean that it might be better not to say anything?
 A: That's what I mean I guess. I'd probably get up and walk away. I might give them a hard look! Like this. What would you do?
 B: Oh, no question in my mind. I would definitely ...

UNIT 2 REVIEW

Audio R2.01

Taking the pain out of the wait
 Waiting in a queue drives most people crazy, and that's bad for business. So businesses make a lot of effort to solve this. When high-rise buildings became common, waiting for the lift was frustrating for anyone who was in a hurry and there were lots of complaints. So mirrors were put next to the lifts, and complaints dropped because it gave people something to look at while waiting. An airport was constantly getting complaints about the long wait for baggage. When they moved the arrival gates further away, complaints stopped, and no one got upset about the longer walk. When a new electronic product comes out, there can be long queues, and people camping outside a shop can be a real problem. Danish researchers found a solution: serve the last people to arrive first. That way there's no reason to show up early. As far as we know, no other countries are planning to try out the Danish solution – we can guess how people might react to it. Most people would probably stick to their belief that first-come, first-served is fair, and anyone jumping the queue is just behaving rudely.

UNIT 3

Audio 3.01

- 1 A: How was your day?
 B: Great, I got a lot done. I finished my essay, had lunch with a friend, went to an online seminar and then played tennis.
- 2 A: This homework is really difficult. I'll do it later.
 B: No, do it now. You should get it out of the way.
- 3 A: What time will lunch be? I need to tell the people in the café.
 B: Sorry, we're a bit late. We've fallen behind schedule by about fifteen minutes. So I think it'll be at quarter past one.
- 4 A: Is your new job hard?
 B: Yes, but I enjoy dealing with a challenge.
- 5 A: You look good. Where have you been?
 B: For a swim. I always keep to a routine: 6 o'clock get up, 6.30 go for a swim.
- 6 A: Is it OK if I turn the TV on?
 B: Well, not really. I'm trying to avoid distractions. The sound of the TV would bother me.

- 7 A: What's wrong?
B: It's that music from next door. It's making me lose concentration. I can't think!
- 8 A: We've only got two days to finish the report!
B: Yes, do you think we'll meet the deadline?

Audio 3.02

- 1 got a lot done.
- 2 get it out of the way.
- 3 fallen behind schedule.
- 4 dealing with a challenge.
- 5 keep to a routine.
- 6 to avoid distractions.
- 7 lose concentration.
- 8 meet the deadline.

Audio 3.03

A = Andrea P = Paul C = Cybil

A: ... and that's one of the dangers. It's not true of all gig work, but with some jobs, where you're working for a big company, you still have a boss, and there's a possibility that they will exploit you – get you to work extra hours and for low pay. Gig workers aren't very well protected, and many of us involved in the industry feel that something needs to be done about the rights of gig workers.

And now we're going to hear from two of our special guests, Paul and Cybil, both of whom have been doing gig work for some years now, but with very different stories. Paul, give us a quick summary of how you ended up doing gig work, and what it is that you actually do.

P: So, two years ago I lost my job at a marketing company, couldn't find another one, so I started delivering online orders for a supermarket. I was surprised, it was actually fun at first. I enjoyed driving, and I learnt to deal with a lot of different people and handle different problems! The money wasn't great – I couldn't rent a flat so I had to move back in with my parents for a while.

A: So the money side isn't so good?

P: Not for me, no. I've picked up a few more gigs – I drive for a ride-hailing company, and I deliver furniture for a big store. I like it because you're allowed to choose when you work, but you have to work long hours to earn enough money. And you feel pressure to do all the work they offer you. I feel as if I've got to say yes to every offer that comes along ... so I do.

A: So if you were offered a permanent job, would you take it now?

P: I really don't know. It would depend, probably on the money!

A: Thanks Paul. A lot of people end up doing gig work because it's the only option they have. Other people choose gig work as a sort of lifestyle choice. You're one of those people, aren't you Cybil?

C: Yes, I've always had three or four jobs, so gig work is normal for me. I don't even call it gig work, it's just work. When people ask me what I do, I'm not sure where to start, so I say 'This and that'. Then they always want to know more, so I give the list – I'm a dog walker, a babysitter ... I love working with kids so I do children's parties, you know face painting, organising games ... Sometimes I teach art in schools, but as a one-off, not a steady thing. A friend of mine has a catering business, and she hires me for day jobs now and then. I don't love all of the work, but I do enjoy some of it.

A: So it's necessary to find a balance, to do enough work that you actually like doing.

C: Yes, you've got to make sure that at least some of the jobs really suit you. And still leave yourself time for what you really love doing outside of work.

A: Let me guess. Is that art?

C: Yes! My real passion is painting, so I do that when I get time.

A: And what's a typical day or week like for you?

C: My days are completely unpredictable. I have weeks when I work seven days, and very long days, then weeks with nothing. That's when I paint! The regular work, the dog walking and babysitting, doesn't bring enough money to pay for all the basic things, and that can be a problem. After a few weeks I get stressed if other work isn't coming through. I can't get sick – no work, no pay – and I don't get paid holidays. It's essential to have savings for times like this, for going on holiday or if I get ill. I try and organise things so that I always have some savings.

A: Where do you see yourself in, say, five years?

C: You know, some of my friends ask me that question and my parents ask it a lot. People act like you're supposed to have a big goal in life, a work-related goal, to earn so much money and climb to the top of the ladder. That's not for me, I'm OK with what I do. I just need enough to live on and to give me time for my painting.

A: I completely agree with you Cybil, thank you for making that point. So now we'll open the webinar to questions. Please type your questions – for me, Paul or Cybil, in the comments box, and we'll answer them as best we can.

Audio 3.04

- 1 Something needs to be done about the rights of gig workers.
- 2 I like it because you're allowed to choose when you work.
- 3 I feel as if I've got to say yes to every offer that comes along.
- 4 It's necessary to find a balance, to do enough work that you actually like doing.
- 5 It's essential to have savings for times like this for going on holiday or if I get ill.
- 6 People act like you're supposed to have a big goal in life.

Audio 3.05

- 2 I like it because you're allowed to choose when you work.
- 3 I feel as if I've got to say yes to every offer that comes along.
- 6 People act like you're supposed to have a big goal in life.

Audio 3.06

- 1 confident
- 2 enthusiastic
- 3 flexible
- 4 independent
- 5 professional
- 6 responsible
- 7 sensitive
- 8 willing

Audio 3.07

A: Hi, how are you today?

B: Very well, thank you.

A: Have a seat.

B: Thank you.

A: So, tell me a bit about yourself.

B: Oh, erm, where should I start?

A: Let's keep it work-related.

B: All right. I've always loved working with computers, and doing coding. I get an idea for a new app, and I sit and create it. I'd love to show you some of my work.

A: So you like to work alone.

B: Not really, and this is what I wanted to say, that I think I'm not a typical IT person in that I like being with people, working as part of a team. It's important to me to have personal contact, even if the work itself is sort of ... solo work.

A: So why are you here today?

B: How do you mean?

A: Why do you want **this** job?

B: I've done some research about the company and I think it's doing the best work in app development. I want to be part of that, and I think I have a lot to offer.

A: OK, so what will you bring to the company?

B: I think one of my main strengths is that I have a problem-solving mind, and I bring in a lot of creativity in solving problems. And I'm a fast learner. I've learnt most of what I know just by doing. And as I said, I like working in a team.

A: Tell me about a time you had a problem with a co-worker. How did you handle that?

B: Hmmm ... Can I use an example from university?

A: Sure.

B: At the end of my last year, we were doing a team project that was basically my thesis. There were four of us. Developing a prototype scheduling app. And the other three people kind of let me do all the work. That made me angry.

A: And how did you deal with that?



- B: I don't think I dealt with it very well. I didn't confront them. I just did the work, and they took part of the credit.
- A: How do you think those three classmates would describe you?
- B: Oh, good question.
- A: So ... ?
- B: You know, in the end I think they respected me. I think they would say I'm professional and responsible, that I get the job done and do it well. They would definitely call me independent. That can be a good thing, I think.
- A: Is that all they would say?
- B: Are you asking what criticisms they might have?
- A: You could put it that way.
- B: I suppose they would say I'm not very flexible. In that situation, I had a clear idea of how the work should go. I wanted everyone to follow that.
- A: And is it true?
- B: Is it true that I'm not very flexible?
- A: Yes, that's what I'm asking.
- B: Well, I think I've grown up a lot since then. I think people would say that I've become more open to others' ideas.
- A: OK. I have more questions, but let's turn things around for a bit. What questions do you have for me?
- B: About the job?
- A: About the position, the company, anything.
- B: Well, first of all I'd like to ask ...

Audio 3.08

- A: So, tell me a bit about yourself.
B: Oh, erm, where should I start?
A: Let's keep it work-related.
B: All right.
- A: So why are you here today?
B: How do you mean?
A: Why do you want **this** job?
B: I've done some research about the company and I think it's ...
- B: I want to be part of that, and I think I have a lot to offer.
A: OK, so what will you bring to the company?
B: I think one of my main strengths is that I have a problem-solving mind ...
- A: I have more questions, but let's turn things around for a bit. What questions do you have for me?
B: About the job?
A: About the position, the company, anything.

UNIT 3 VOCABULARY BANK

Audio VB3.01

- | | |
|------------------|-------------------|
| 1 inappropriate | 11 informal |
| 2 uncertain | 12 unhealthy |
| 3 unclear | 13 unlucky |
| 4 unconfident | 14 unnecessary |
| 5 independent | 15 unpopular |
| 6 unemployed | 16 unprofessional |
| 7 unenthusiastic | 17 irregular |
| 8 inexpensive | 18 irresponsible |
| 9 unfair | 19 insensitive |
| 10 inflexible | 20 unwilling |

UNIT 3 REVIEW

Audio R3.01

Remote working on the rise

Working from home is no longer only for the self-employed. Based on the experience of recent years, companies have discovered that some employees are happier when working remotely. The employee works from home, a favourite café, wherever they want, but it's essential that they're connected all the time, in case a colleague wants to reach them. They take responsibility for keeping to a routine so that they meet their deadlines and don't fall behind schedule in their work. The company saves on the costs of renting office space, and the employee saves the cost of commuting. There are downsides

too, of course. Remote workers can feel isolated, unless they have regular contact with someone. And they have to find ways to avoid distractions. A person who isn't independent might prefer working in an office, but if a person is flexible and willing to deal with the challenge of turning their home into their workplace, it's ideal.

UNIT 3 MEDIATION BANK

Audio MB3.01

- A: OK, so you chose Laura, right?
B: That's right.
A: And what were your reasons for choosing Laura?
B: She just seems like a nice person.
A: Bella has more experience. Why not Bella?
B: Because she wants to get paid and none of the other volunteers do.
- A: So, who did you prefer?
C: OK, so I think Bella is the best person for the role.
A: Ah, I see. Why exactly do you think that?
C: It's obvious, she has the most experience.
A: But she wants to be paid. Laura and Trent don't want that.
C: Yes, I know, but I think she's worth it.
- A: Any thoughts?
D: Well, I would choose Trent.
A: OK, he's an interesting choice. Can you explain why you picked him?
D: I thought he was a very positive person, that's important.
A: What about Laura?
D: Hmm, not for me.
A: Can you explain your thinking?
D: She seemed a little nervous. Maybe it would be hard for her to talk to strangers.

UNIT 4

Audio 4.01

- | | |
|----------|----------|
| 1 scheme | 4 answer |
| 2 doubt | 5 would |
| 3 sign | 6 listen |

Audio 4.02

- Can I ask what you think of this documentary?
- Could you tell me when the film starts?
- Do you know where I can see it?
- Isn't that the documentary you were telling me about?
- Didn't you watch it?

Audio 4.03

P = Presenter A = Amy D = Dave

P: Hello and welcome to the Documentary Podcast, where today we're looking at the power of a documentary to change the way we think about the world. We have two guests with us in the studio and they're going to tell us about some of their favourite documentaries. Let's start with you, Amy.

A: Hello.

P: First of all, Amy could you tell us what your documentary is called?

A: Yes, I'm going to talk about *My Octopus Teacher*.

P: OK, so what's it about?

A: It's the extraordinary story of a diver who makes friends with a wild octopus over the period of a year.

P: That sounds unusual. And can you explain what you found so interesting about it? What did you learn?

A: Well, the film-maker, Craig Foster, was basically suffering from stress at work, so he decided to spend some time freediving to get close to nature. And he spotted this wild octopus and then decided to go back to the same spot and film every day for a year. The underwater filming is very dramatic. I'd never seen anything so beautiful on screen. But it also gives us these amazing insights into the life of an octopus. I learnt a lot about how these creatures live.

P: Aren't octopuses supposed to be really intelligent?

A: Yes, they are. And that's the point. As we watch, we see how Foster gets to know this one octopus really well. And the octopus starts to recognise him, to get to know him. When he arrives, the octopus comes out to play. As the year progresses, Foster starts to learn about himself from his relationship with the octopus. He starts to think about his relationships with people and how he could improve them.

P: Hence the name *My Octopus Teacher*.

A: Exactly. He starts to look at the world differently because of the time he spends underwater. It's a very intelligent film in that it makes you realise just how important our oceans are and how we need to protect them. And the whole film is really enjoyable. My family loved it.

P: That sounds great. Definitely one to watch.

D: I don't know if I should say this, but I saw *My Octopus Teacher*, and I found it a bit disappointing.

A: Oh no!

P: Really? Didn't you like it? Why not?

D: It was really slow. A lot of the film just shows footage of the octopus. I found it a bit boring.

A: Didn't you think that was amazing to watch? I thought it was beautiful ...

D: No, I just didn't find it very exciting. Maybe it's not my kind of thing.

P: Right, isn't it interesting how we can have different reactions to the same documentary, Dave? So, can you tell us about one you did enjoy? Isn't your documentary also about nature?

D: Yes, I'm going to talk about *The Salt of the Earth*.

A: Oh, wasn't that the one about the photographer? Um ... Salgado?

D: That's right, yes.

P: Excellent. Could you tell us about it?

D: Well, it's a really powerful documentary about the life and work of photographer Sebastião Salgado. Salgado travelled the world taking photographs and documenting the different natural environments and also the people who live in them.

P: So wouldn't you say it's more about people than about nature?

D: Well, I think it's both. With his beautiful photography he encourages us to think about some of the biggest problems facing humanity. He tells the story of the shocking conditions that many people around the world often have to live in. So, it forces us to examine human nature and try and learn from our mistakes instead of repeating them again and again.

P: That sounds fascinating. And it's obviously such an important topic.

D: Yes, absolutely. I thought it was a wonderful documentary that really makes you think about the world.

A: That's exactly what I thought about *My Octopus Teacher*. I loved *The Salt of the Earth* too, though. I thought it was stunning, very powerful. You can't watch something like that and not come away with a different viewpoint. The way it ...

Audio 4.04

Conversation 1

A: Have you seen that story about the kid in the zoo?

B: No, what happened?

A: Haven't you seen it? It went viral. Look, I'll show you. Oh, my battery's dead. So there was this little kid in the zoo with his parents, right?

B: Yeah.

A: So, basically, what happened was that he was feeding the giraffe and the mother was filming him. So he holds up a big leaf to feed the giraffe. And the giraffe takes the leaf and pulls his head upwards, really high, and the kid is still holding onto the branch with the leaf, so the giraffe lifts the boy up into the air, really high. It's hilarious!

B: Oh no! That sounds scary.

A: No, the kid was fine – the dad pulls him down. It's just really funny ...

Conversation 2

A: Have you heard about the fire?

B: What fire?

A: In town. Didn't you see the smoke?

B: No, what happened?

A: The supermarket caught fire. It's all over the news.

B: Really?! I had no idea. How did that happen?

A: I don't know. It seems there might have been an electrical fault or something.

B: Was anyone hurt?

B: No, everyone's fine. Luckily, the supermarket was closed, so it was empty at the time.

A: Oh, that's a relief!

B: But the whole building pretty much burned down.

Conversation 3

A: Did you hear the news about Sean Davies?

B: No. What happened?

A: He's quit his job as manager.

B: Really? I had no idea!

A: Yes. I saw it on the news. He was less than two months into his contract. I can't remember the details, but basically, it seems like he's going to manage a different team.

B: Wow, that's quite a scandal, after all that money he was paid!

Conversation 4

A: Have you seen what's happening at the airports?

B: No, what do you mean?

A: Loads of flights have been cancelled because of the weather. Apparently, thousands of people are stuck at the airport. It's on all the news channels.

B: That reminds me of that time we got stuck in Athens. Do you remember?

A: Yes, we had to wait all night in the airport. It was awful ...

Conversation 5

A: Are you following the news about the protests?

B: Yes, it's received a lot of coverage. It's terrible. Apparently, the protesters have taken over the university buildings and they're refusing to leave.

A: I know. It all happened so quickly. I can hardly believe it.

B: Yes, there was an announcement that if they didn't leave, they would all be arrested.

A: That's unbelievable!

Audio 4.05

- 1 So, basically, what happened was ...
- 2 Apparently, thousands of people are stuck at the airport.
- 3 Basically, it seems like he's going to manage a different team.
- 4 Apparently, now the protesters have taken over the university buildings.

Audio 4.06

N = Nikolas J = Jade

N: Hi, Jade – is that you?

J: Wow, Nikolas! How amazing to see you!

N: This is crazy ... How long is it since we've seen each other?

J: Oh, I don't know ... about ... um ...

N: Maybe five years or so.

J: Yeah, probably. I thought you were living in New Zealand.

N: That's right, but I moved back a while ago.

J: OK. Are you still working for that film company?

N: Ah ... no, actually, I'm freelance now. I'm still a director, but I work for myself.

J: Wow, that's amazing.

N: Yeah, I can't complain. How about you?

J: I'm still in the bakery.

N: Really?!

J: Yes, I love it there. It's such a nice team of people to work with.

N: So do you still see Rob at all?

J: Yes, he lives around here. I see him all the time. You know he's married now.

N: No! Is he really? Wow.

J: Yeah, he's got two small kids.



N: Really?! I can't believe it!
 J: I know! How about you? Are you married, in a relationship?
 N: Uh, no. No, I'm ... you know ... it's just me.
 J: And do you still ski?
 N: Yes, whenever I can. You know I passed my exams to be a ski instructor?
 J: Really?! That's great. You always said you wanted to do that.
 N: Well remembered. Yes, I did. I took the course last year, so now I can teach during the ski season.
 J: That's brilliant. I'm so pleased to hear that. It's amazing bumping into you. We should maybe get together sometime, and catch up properly.
 N: Yes, I'd really like that. Perhaps we can get Rob to come, too.
 J: Great idea. I'll send him a message telling him I saw you. Have you still got the same number?
 N: Yeah, I have ... you should have it.
 J: Ah yes, here it is. I'll send you mine. It's really great to see you again.
 N: Yes, you too.
 J: Stay in touch.
 N: I will. See you soon.

UNIT 4 REVIEW

Audio R4.01

Facts and fiction: when Hollywood gets it wrong
 The film industry exists to tell us stories and sell us dreams. But are films supposed to tell the truth? Aren't they a mixture of fact and fiction? Read these examples of Hollywood getting the details wrong and judge for yourself.

A scene from *Apollo 13* is set in April, 1970. Astronaut Jim Lovell's daughter holds The Beatles' album *Let It Be*. It's a good scene, but can anyone explain how she had this album, which didn't come out until May, a month later?

In *Raiders of the Lost Ark*, set in 1936, a map appears on screen, showing Indiana Jones's journey. We read the name Thailand. You might ask, 'Is this a problem? Wasn't this possible?' The journey certainly was, but Thailand wasn't named 'Thailand' until 1939. It was Siam before that.

Occasionally, the director makes deliberate mistakes. Sofia Coppola's *Marie Antoinette* is all about the queen of the same name, who was born in 1755. In one scene, there's a pair of Converse trainers. (The shoe company was founded in 1908.) Coppola thought this would be a way to show how young Marie Antoinette was.

UNIT 5

Audio 5.01

- 1 calm, shy
- 2 patient, pleasant
- 3 direct
- 4 confident, sensible
- 5 aggressive

Audio 5.02

Conversation 1

A: Good morning. How can I help you?
 B: Good morning. I'm here to make a complaint about a chair I bought from you.
 A: OK. I'll need some details. Can I have your name?
 B: Yes, it's Elinor McDonnell. That's M-c-D-o-n-n-e-l-l. Capital D.
 A: Ms or Mrs?
 B: Mrs.
 A: So Mrs McDonnell, can you explain exactly what happened?
 B: Yes, I bought one of your office chairs for my son's work desk, and yesterday he was sitting in the chair ... He leant back and it broke. The metal piece holding the seat just snapped, and the whole seat fell off. He almost broke his arm!
 A: I'm sorry to hear that. When exactly did you buy it?
 B: It was about three years ago.
 A: Three years. Could you give me the exact date?

B: I don't know the exact date. But that's not the point. The design's obviously faulty. It's not normal for a chair to break.
 A: We *will* need the receipt so as to check the date when you bought the chair. If it's over three years ago, we won't be able to help.
 B: But that's outrageous! My son could have been seriously hurt. This shouldn't happen even if the chair's not brand new.
 A: I'm sorry, but there's nothing I can do about it. The warranty is for three years.
 B: This isn't good enough. I want to speak to your manager.
 A: My line manager isn't here at the moment. He should be back in an hour. If you give me your number, he can give you a ca-
 B: What do I have to do in order to get someone to help me? Listen, get me your supervisor right here, right now or I'm going public with this. On social media.
 A: Just a moment. I'll give him a call.

Conversation 2

C: Good morning. Customer Service. Francisca speaking.
 D: Hi Francisca. My name's Filip. Look, I'm really not happy with the situation with my luggage. I was wondering if you could help.
 C: Can you give me your full name?
 D: Of course. My name's Matas, that's M-A-T-A-S, Filip Matas.
 C: And the nature of your complaint?
 D: Well, my luggage got lost two days ago. I flew in from Lima and had a stopover in Madrid, but my suitcase never arrived here. I spoke to one of your colleagues yesterday and he assured me it would be here today, but it hasn't arrived.
 C: I'll need to take the flight number so that I can check what has happened.
 D: Of course. It was ESE1472.
 C: Let me check the record on this ... Oh yes. It says the suitcase was delivered to your address this morning.
 D: Well, then we have a huge problem here, because it wasn't delivered. I've been here all day. Look, I know it's not your fault, but this really isn't good enough. Do you think you could find out exactly what's happening?
 C: Yes, it does sound wrong. I'll phone the delivery company this morning.
 D: Is it possible to do it now? I can hold on so as not to waste time. I really need to know what's happening.
 C: Just a minute, I'll put you on hold.
 D: Thank you so much. I really appreciate your help.

Audio 5.03

- 1 snapped – He leant back and it broke. The metal piece holding the seat just snapped, and the whole seat fell off.
- 2 faulty – The design's obviously faulty. It's not normal for a chair to break.
- 3 outrageous – But that's outrageous! My son could have been seriously hurt.
- 4 brand new – This shouldn't happen even if the chair's not brand new.
- 5 warranty – I'm sorry, but there's nothing I can do about it. The warranty is for three years.
- 6 assured – I spoke to one of your colleagues yesterday and he assured me the suitcase would be here today.

Audio 5.04

- 1 The best ever advert I've seen was one for jeans.
- 2 TV ads are becoming more and more like mini films.
- 3 Phones are getting cheaper and cheaper.
- 4 The more I buy the better I feel.

Audio 5.05

A: So have you made up your mind?
 B: Well, yes and no. I messaged Sam and he had some good advice. And I've read a lot about e-bikes, you know, reviews and websites, everything.
 A: So, what did Sam say?
 B: Well he was really helpful. From what he says, it depends on what you want to use it for. I just want a bike to get to work and do the shopping, so I thought a commuter bike would be perfect.

- A: But?
- B: But Sam made a good point, that if I ever want to use the bike outside the city, go into the forest or something, I'd be better off with a commuter bike that's also good off-road.
- A: What about a mountain bike then?
- B: The only thing is that a mountain bike is no good for carrying things like shopping, and according to Sam, it's quite heavy. So anyway, he recommended two models that would be good for both things and I'm trying to decide which one.
- A: Let me see. They both **look** nice. Wow, they're not cheap. Which one's better, do you think?
- B: Not sure. There are a few things I need to think about. Like how much power the bike has, how much range ...
- A: How much range?
- B: Yeah, how far it goes before it runs out of electricity. I hadn't thought of that before I started looking. Anyway, the Dorith has a better range, and it also has more power going uphill. Long story short, it's a better bike.
- A: So it's a matter of whether you want to pay more for more range and a better uphill ride?
- B: Yes, in the end, it's a question of how much I want to pay.
- A: Have you read any reviews?
- B: Yes, tons. All in all, reviewers of both models were happy with their bikes, though one said the Wells Rider didn't have the range he expected.
- A: So they didn't help.
- B: They did, I guess. They made me think about things like range and power, but I don't really need those to be amazing. It all comes down to the price, really, if I'm deciding between these two models. I don't mind spending more, but is it worth it?
- A: Well, just because something's less expensive, it doesn't mean it's not good.
- B: Yes, taking everything into account, I think the Wells Rider is good enough for me.
- A: Well, let's go get it then!

Audio 5.06

- From what he says, it depends on what you want to use it for.
- The only thing is that a mountain bike is no good for carrying things like shopping.
- According to Sam, it's quite heavy.
- Long story short, it's a better bike.
- So it's a matter of whether you want to pay more for more range and a better uphill ride?
- Yes, in the end it's a question of how much I want to pay.
- All in all, reviewers of both models were happy with their bikes.
- It all comes down to the price.
- Well, just because something's less expensive, it doesn't mean it's not good.
- Yes, taking everything into account I think the Wells Rider is good enough for me.

Audio 5.07

- From what he says, it depends on what you want to use it for.
- According to Sam, it's quite heavy.
- Long story short, it's a better bike.
- In the end, it's a question of how much I want to pay.
- All in all, reviewers of both models were happy with their bikes.
- Taking everything into account, I think the Wells Rider is good enough for me.

UNIT 5 VOCABULARY BANK

Audio VB5.01

- charge, fare, fee, loss
- bargain, discount, refund, profit
- receipt
- donation

UNIT 5 REVIEW

Audio R5.01

Shoppers beware!

Every consumer knows about pricing tricks like putting 99 at the end of the price, but what about other things a shop does to get you to make a purchase? One example is the location of products. Even if you don't have a particular brand loyalty, you're more likely to buy things because shops put them at eye-level so that you see them first. In supermarkets, the essential things (milk, bread, etc.) are at the back of the shop so as to make you pass everything else on the way.

And shops also pay attention to your senses to influence you. Take music, for example. The slower the music, the calmer you feel and the more time you spend shopping.

And in the end, shops know that price is king and everyone's a bargain hunter at heart, so you'll find products on offer in almost every part of a shop. After all, who can say no to a good deal?

UNIT 5 MEDIATION BANK

Audio MB5.01

So, it's frustrating when you don't know what you can recycle, isn't it? It feels like a lottery – maybe this can go in the recycling bin, maybe not ... You put things in, then you take them out again, you do this for hours. Well, you can stop this situation from happening with our new product which tells you if the things you put in the bin can be recycled or not. The bin is a bit like those checkout machines in the supermarket that can recognise products – it has a camera which can 'see' the products and decide if they're OK. It's also similar to the supermarket machine because it speaks. It will say something like 'I'm sorry, you can't recycle this'. Your life will never be the same again when you have this product in your home – you'll help the planet and feel good about yourself.

UNIT 6

Audio 6.01

L = Logan C = Cecilia A = Amy

- L: There are so many diverse neighbourhoods in Toronto. However, I'll go with the one that's just nearby my house because I go there so often. It's Rosedale. It's a very wealthy neighbourhood just to the northeast of the city centre (it's about a ten-minute walk). It has these huge tree-lined avenues, with these historic century-old houses, each one different to the next, so the architecture is really interesting and unique. The streets wind around, with different street lamps and sidewalk styles. And the tall trees offer shade, so it's a lovely spot for walking. One thing I love about this area is that there are no restaurants or stores or high-rise buildings; there are plenty of them back in the centre. The east side is entirely surrounded by a deep valley, where Torontonians jog, walk their dogs, or just stroll by the river. There's a really relaxed atmosphere. It's so peaceful that you hardly realise you're still in the city.
- C: The Barranco district is one neighbourhood I always try to visit when I travel to Lima. It was an area where wealthy residents used to enjoy the beach. So it has these historic old summer houses, but the area became very run-down, and then lots of artists moved in, so now the whole district is covered with these amazing colourful murals and street art. It's so beautiful to walk around. The houses are painted in different colours and there are lots of little bars and coffee shops to enjoy. There's a busy market where local artists sell their work, and you can buy jewellery or hand-made Peruvian arts and crafts. The area has become so popular that it's quite a tourist spot now, but it is still a great place to wander around. It has such a friendly, welcoming atmosphere and there are lots of things you can do, like maybe visit an art gallery, or enjoy a delicious meal with a fantastic view of the ocean. Or you can visit in the evening because it has such lively nightlife, too.



A: One of my favourite neighbourhoods has to be Yarraville, in Melbourne, Australia. In fact, it was named as one of the coolest neighbourhoods in the world. It's a wonderful place to live because it has such a great sense of community. There's so much to do in Yarraville. There's an amazing Art Deco cinema and there are lots of lively music venues and fun places to shop. There's an amazing bookshop called the Sun Bookshop, and there are organic food shops, bakeries, things for your house, plant shops. It has a busy farmer's market where you can find lots of local produce or get a great coffee in one of the coffee shops. Yarraville is also a fantastic place to eat and drink. You can get Mexican burritos or Japanese noodles. You can enjoy restaurants with delicious food from all over the world. Or you can listen to live music or enjoy a bit of culture. Basically, Yarraville has everything you need – you don't need to go anywhere else. I love it.

Audio 6.02

- 1 It was so interesting to learn about the history of the place.
- 2 It was such a lovely place to visit.
- 3 The food was so delicious that we decided to go back the next day.
- 4 The neighbourhood had such a welcoming atmosphere that we didn't want to leave.

Audio 6.03

- 1 I'm used to travelling alone.
- 2 We're used to the ocean.
- 3 I got used to the cold.
- 4 We're getting used to living on a boat.

Audio 6.04

B = Boris T = Tonya

- B: OK, so Tonya, could you tell us the best way to see the London sights using public transport? What do you think is our best option?
- T: Yes, absolutely. As I was telling you earlier, I'd recommend you take the Thames Clipper river boats. I mean, there are lots of different river boats, but the cruises designed for tourists are much more expensive. The Thames Clipper is really good because basically it's public transport.
- B: So what you're saying is the Thames Clipper is cheaper, right?
- T: Cheaper than a cruise, yes, that's right. And the great thing about it is that you don't need to buy a special ticket as it's part of London's public transport system. You don't need to book in advance, you can just use your travel card to tap in and tap out. And it's easy to get on a boat. You just go to the nearest tube station.
- B: Sorry I didn't catch what you said about 'tap in and tap out'.
- T: Oh, yes of course. You can use your travel card or your bank card and just tap the ticket machine and it automatically takes the fare for your journey. You also have to tap out at the end of the journey.
- B: I see. So we don't have to book in advance or buy a special ticket that is valid just for the boat?
- T: That's right.
- B: OK, that's great. And where would you suggest we get the boat?
- T: Well, there are two different routes – one which goes up the river and one which goes down. You can hop on and hop off at any point, just like you do with the bus or a train. But a very popular option with visitors is to get the boat from Westminster Pier. You take the tube to Westminster and it's signposted from there.
- B: Sorry, can you just say that last bit again? Where do we take the tube?
- T: To Westminster. You can walk to Westminster Pier from there.
- B: OK.
- T: And you take the boat right along the river all the way to Greenwich.
- B: So let me just check I've got this right. So, we can take the boat from Westminster Pier to Greenwich.
- T: Yes. And on the way, the boat passes many of London's famous landmarks – you see the Houses of Parliament, London Bridge, Tower Bridge, you go past the Globe Theatre and the South Bank.
- B: Oh, in other words, we see nearly everything. That sounds great. And what's the boat like?

- T: The boat itself is quite big, and you can sit inside. You can sit outside, too, but it gets a bit crowded and it can be windy. So if you go inside, there's a café and toilets. It's very comfortable. And there's no tour guide explaining everything, you can just get hold of a tourist map with information about all the landmarks and learn about them as you go along.
- B: So, have I got this right? There isn't a guided tour.
- T: That's right, but you can find out all the information and have it on your phone.
- B: Yes, I think we prefer that.
- T: It's a really fantastic day out. I'd thoroughly recommend it if the weather is good.

Audio 6.05

- 1 So what you're saying is the Thames Clipper is cheaper.
- 2 I didn't catch what you said about ...
- 3 Sorry, can you just say that last bit again?
- 4 So let me just check I've got this right.
- 5 In other words, we see nearly everything.
- 6 Have I got this right? There isn't a guided tour.

Audio 6.06

- 1 Could you just go over those options again, please?
- 2 So let me just check, ...
- 3 Can you just say that last bit again, please?

Audio 6.07

I'm going to talk about my adopted city of Oviedo in the north of Spain. It has wonderful cultural traditions – its music, language and food – and these traditions have stayed the same for many generations.

An example of the culture is Oviedo's architecture and public art. The old town is famous for its medieval buildings and structures such as the archaeology museum and La Foncalada Fountain. There are also many sculptures in public places – in the parks and streets. One of the best-known is a sculpture of a mother and child by the Colombian artist Fernando Botero. But really, as I said, anywhere you go in the centre you'll find sculptures and statues. Oviedo is also famous for its traditional food. So, for example, let's take fabada. Fabada is a dish made of beans and meat, like a type of stew. It's absolutely delicious. Another speciality of the region is rice. There are some amazing rice dishes, such as rice with octopus or with shrimps. So I'd say fabada and the rice dishes are the best specialities to try in Oviedo.

The city also has its own culture and language. Many people in Oviedo still speak Asturian, which is similar to Spanish. And when it comes to music, the region even has its own musical instruments. There's one that is similar to a Scottish bagpipe. You can hear it at the many festivals that celebrate the regional culture and history.

UNIT 6 REVIEW

Audio R6.01

Astronaut

They drive the crew to the launchpad. You stand and look up at this spaceship seventeen storeys high, with its huge rocket boosters on each side. You feel fear and excitement. Before, you were so busy training that you didn't have time to feel scared. You didn't think you were risking your life. Now it becomes real. You take a lift to the launch platform thirty metres in the sky. You go into a white room and put on your equipment. Next, you look into a camera and say goodbye to your family. The other astronauts become your new family. You're used to them and their habits; you've been training together for months. You enter the shuttle. Inside it's tiny. It's one of many things you have to get used to. You are strapped in and you check your equipment one last time. Space is silent, but the rocket isn't. The engines make such a loud noise you can't hear yourself think. Soon you're travelling at 17,500 miles per hour. After eight and a half minutes, you've left the Earth's atmosphere. Suddenly, the noise stops. You remove your helmet, let it go, and watch it float. You trained for these conditions. Everything is familiar. Yet nothing will ever be the same after you've been in space.

UNIT 6 MEDIATION BANK

Audio MB6.01

A = Art M = Melinda G = Georgina

- A: Well, obviously it needs to be the smart roads idea, really. There are so many traffic accidents at the moment, and anything we can do to reduce that number is good.
- M: Yes, good point, and smart roads would definitely help with the problem, especially with the heavy snow in winter, but another way to fix the problem is to have fewer people in cars in our city. Does everyone agree with that?
- A: It's a nice idea Melinda, but I feel it's going to be very difficult to make people leave their cars at home.
- M: OK, let's bring in a new voice to this discussion. Georgina.
- G: Hey there, Melinda
- M: Georgina, what do you think? Do you see it the same way as I do? Fewer cars? Maybe we should charge people for driving into the city centre?
- G: Well, yes, Melinda, we need fewer cars on the road, but I'm not sure about charging people. Another possibility is to make it cheaper to travel on public transport. The self-driving buses would help us with that.
- A: But maybe people just prefer their cars. They feel more comfortable in their own space, not sitting on a crowded bus ...
- M: But it's not a question of if they are comfortable, Art. People need to be taught to use a new system, and we shouldn't worry if they get a little upset about changing how they behave. That's normal. Don't you think that people need to grow up and stop doing things which hurt our city, hurt the planet?
- A: I understand how you feel, but I think you don't understand how people's minds work. They're not going to change their behaviour just because you get angry with them, they need to choose to do the right thing.
- M: OK, let's bring in Roger, now. Roger, what ...

UNIT 7

Audio 7.01

H = Host L = Luisa R = Rich J = Josh E = Ela

- H: What's in a word? Well, it depends on who says it, and what they mean. Many of us believe that most conflicts in relationships are the result of miscommunication, and so often this comes down to language. Sometimes just one word. Take the word 'invite' for instance.
- L: A few days before my friend's birthday, she sent me a message saying that she wanted to invite me to her birthday party. It was in a private room at an expensive restaurant. I knew the place, but only from the outside. But I messaged her back and replied that I'd be there. I bought her a present, and when the day came, I went. At the end of the meal, when the bill came, it was clear all of the guests were expected to pay our part of the bill. I was really upset. She should have been clearer. It cost me a whole week's salary. It was such an expensive place.
- H: Well that can't have been good for your friendship. And what about other types of relationship? Maybe workplace ones?
- R: Rich has a story from his workplace.
- R: I was in my first month on the job and my manager said she wanted to talk to me and could I come to her office. I felt really nervous. She had a very serious style, kind of scary. I walked into her office, and sat down. She was actually really nice. She wanted to know if I liked the job. Then she asked whether I'd had any problems with colleagues or anything. I answered her and we had a good conversation. Then she started checking her computer and she said, 'OK, could you close the door?' I got up, closed the door – on the inside – and stood there. My manager kept looking at something on her computer, and there was dead silence. Finally, she looked up and said, 'Oh, are you still here?' I was so embarrassed.
- H: That **is** embarrassing! At least next time you'll know what to do. If there is a next time. And speaking of next time, when is next weekend? Sometimes it's not so clear, like in Josh's story.
- J: Not long ago my friend Endre called me on a Wednesday night and asked me if I was doing anything the following Saturday – he said, 'Are you doing anything next Saturday?' and I said no.

He said he was giving a surprise party for his wife, Moni, and asked me if I could come. I said yes. Endre told me that I'd be in trouble if I told her! I promised that I'd keep it a secret. Anyway, it was at their house, and the plan was for me to go there at 7 p.m. on Saturday and set things up, then the other guests would arrive at 8 p.m., and Endre and Moni would come back from a restaurant at nine. So three days later, on Saturday at 7 p.m., I drove over to their house and knocked on the door. Moni answered the door, and said 'Josh, what are you doing here?' I just said, 'What happened to the party?' Endre walked up behind her and looked at me with an angry expression and said, 'I told you, it's **next** Saturday.' I basically ruined the whole thing.

- H: Very awkward. I would have been pretty angry with you, too. Meanwhile, we have time for one more, and this one's a reminder to all of you learning a foreign language to pay close attention to your grammar. Here's Ela.
- E: So, I was having a coffee with a Scottish woman who I met at the college, and at the time my English wasn't as good as it is now. We were sitting chatting, getting to know each other, and at one point the conversation went a bit quiet. So I said, 'I'm sorry, I've been talking too much. Are you boring? Shall we leave?' A very simple mistake, I know, but as I said at the time my English wasn't great, and I didn't even realise my mistake. She said OK, asked the waiter for the bill, and when we said goodbye I noticed she looked a bit uncomfortable. After that we didn't meet again. I didn't realise what I had said until much later, during an English lesson about adjective endings. I still feel really bad when I remember that.
- H: Well, maybe she **was** boring. We'll never find out! We'd love to hear more of your experiences though, so write in the comments or send me an audio message with your story of how a misunderstanding affected one of your relationships. Thanks for listening and we'll be back with more next time!

Audio 7.02

- 1 I messaged her back and replied that I'd be there.
- 2 She wanted to know if I liked the job.
- 3 She asked whether I'd had any problems with colleagues.
- 4 My friend Endre asked me if I was doing anything the following Saturday.
- 5 He said he was giving a surprise party for his wife Moni.
- 6 He asked me if I could come.
- 7 He said I'd be in trouble if I told her
- 8 I promised that I'd keep it a secret.

Audio 7.03

- 1 Are you going out tonight?
- 2 I can't do it.
- 3 You'll all get wet.
- 4 I'm leaving tomorrow.
- 5 Did you stay at home yesterday?
- 6 Do we have to speak English?

Audio 7.04

- 1 answer, argue, mention, promise, wonder
- 2 agree, complain, confirm, convince, enquire, explain, reply

Audio 7.05

- 1 I've just been tagged in a photo.
- 2 I haven't been messaged yet.
- 3 I was given my phone case by a friend.
- 4 My phone got damaged recently.
- 5 I'm being sent a lot of spam at the moment.

Audio 7.06

P = Paul D = Denise

- P: Hi. Nice party.
- D: Yes, yes, very nice.
- P: I'm Paul.
- D: I'm Denise.
- P: So, do you know Celia?
- D: Yes, I do. We went to college together.
- P: Sorry, I just saw someone I know. So, from college?



D: Yes, that's right.
 P: Oh ... erm, this is a nice party.
 D: Yes, I think so, too. It's my first time...
 P: Hey Sharon! Hi Jez! Sorry. So, nice weather, isn't it?
 D: Yes, very.
 P: Very. Erm ...
 D: Oh, I've just seen someone I know. Nice to meet you.

Audio 7.07

P: Hi. Nice party.
 D: Yes, yes, very nice.
 P: I'm Paul.
 D: I'm Denise. Nice to meet you.
 P: And you. How do you know Celia?
 D: We went to college together.
 P: Oh yes, were you on the same course as her?
 D: Yes, we both did food technology.
 P: How did you get into that?
 D: My mother was a chef, so I suppose I just thought it was a good idea.
 P: You know, I've always wondered, what exactly is 'food technology'?
 D: Well, obviously you learn a lot about cooking, but it covers all sorts of other things.
 P: Such as?
 D: Well, how food is produced, erm, researching new flavours.
 P: That sounds interesting. What do you mean by 'researching new flavours'?
 D: Well, different ice cream flavours or crisp flavours.
 P: Crisp flavours! That's unusual. So, for instance?
 D: Well, I once developed a banana-flavoured crisp.
 P: Sounds terrible. What was it like?
 D: My tutor said it was the most disgusting thing she'd ever tasted.
 P: I'm not surprised! It sounds awful.
 D: It was! What about you? How do you know Celia?
 P: I used to work with her, at the café. I was a waiter there, but I left.
 D: Really? Why's that?
 P: I liked the people I was working with, but I didn't like some of the customers.
 D: How come?
 P: Well some of them were quite rude to the waiters. They got very impatient if we didn't serve them immediately. They were always complaining.
 D: How did that make you feel?
 P: Pretty angry, actually. But you can't lose your temper with customers.
 D: Yeah, I can imagine. But you like food?
 P: Yeah. I love food. This food's extremely good.
 D: Yes, isn't it? This salad's particularly nice. How about you? Are you at all interested in cooking?
 P: I love cooking, but I'm a terrible cook! I'm more of a restaurant person.
 D: Oh, so am I, but I'm fairly new to this area. Can you recommend any good restaurants near here?
 P: What sort of food do you like?
 D: Indian, Mexican, and I quite like ...

Audio 7.08

D = Denise P = Paul

D: I'm Denise. Nice to meet you.
 P: And you. How do you know Celia?
 D: We went to college together.

D: Yes, we both did food technology.
 P: Oh. How did you get into that?

D: Well, obviously you learn a lot about cooking, but it covers all sorts of other things,
 P: Such as?

P: That sounds interesting! What do you mean by 'researching new flavours'?
 D: Well, I once developed a banana-flavoured crisp.
 P: Sounds terrible! What was it like?

P: I was a waiter there, but I left.
 D: Really? Why's that?
 P: I liked the people I was working with, but I didn't like some of the customers.
 D: How come?

P: They were always complaining.
 D: How did that make you feel?

Audio 7.09

P = Paul D = Denise

1
 P: It covers all sorts of other things.
 D: Such as?

2
 P: I used to work with her, at the café. I was a waiter there, but I left.
 D: Really? Why's that?

Audio 7.10

1 Because?
 2 What's it like?
 3 How come?
 4 For instance?

UNIT 7 VOCABULARY BANK

Audio VB7.01

A scroll down, scroll up
 B tap
 C swipe
 D download
 E folder
 F refresh
 G network
 H icon
 I upload
 J inbox

UNIT 7 REVIEW

Audio R7.01

Imperfect inventions

They say that necessity is the mother of invention – if there's a need, then the solution will be found. But there seem to be some needs for which the perfect solution hasn't been developed yet. Here are some of your ideas.

Earplugs that work

More and more people live in noisy environments, and many said they had been waiting for years for the perfect ear plug. 'I'm often woken up by the neighbours, and nothing I've tried has worked.'

No-jam printer

Many of you asked if it was possible to invent a printer that never jammed. 'It's particularly annoying when I'm in a hurry and I get a pop-up with a jammed icon.'

Scratch-proof sunglasses

What can make you angrier than when you drop your expensive sunglasses and they get damaged? 'When I spend a lot of money on sunglasses, I expect no scratches – zero.'

Self-labelling computer filing system

'It shouldn't be too hard – the program could scan the documents in a folder and choose a label that fits.'

UNIT 8

Audio 8.01

- 1 I should've been nicer.
- 2 You shouldn't've paid any attention to him.
- 3 If I'd known, I'd've done things differently.
- 4 If we'd known, we wouldn't've been so worried.

Audio 8.02

When my father came home from work in the evening, he always smelled of coffee. He worked in a roasting shed at Lindvalls Kaffe in Uppsala. That's how I came to love the scent of coffee long before I began to drink it. I watched out for him cycling along the street and I'd ask the same question every time: 'Did you find anything today?'

When the sacks of green coffee beans arrived for roasting, they were tipped onto a conveyor belt and screened by a powerful magnet. The idea was to remove any metal objects that might have ended up in the sack during the drying and packing. Pappa would bring these things home and tell me a story about every one of them.

Sometimes he brought a coin. 'Look, this is from Brazil,' he'd say. 'Brazil produces more coffee than anywhere else.'

He'd let me sit on his lap, open up the world atlas in front of us and tell the story: 'It's a large country and very hot. This coin turned up inside a sack from Santos,' he'd explain, pointing at the Brazilian port city.

He'd describe the working men and women, links in the chain that ended with people in Sweden sipping their coffee. Early on, I realised the coffee pickers got the poorest pay.

My powerful longing to understand the world began with Pappa telling me about the coins in the coffee sacks and showing me all those countries in the atlas. This longing grew into a lifelong passion.

Audio 8.03

- 1 I watched out for him cycling along the street and I'd ask the same question every time: 'Did you find anything today?'
- 2 Pappa would bring these things home and tell me a story about every one of them.
- 3 He'd let me sit on his lap, open up the world atlas in front of us and tell the story: 'It's a large country and very hot.'
- 4 'This coin turned up inside a sack from Santos,' he'd explain, pointing at the Brazilian port city.
- 5 He'd describe the working men and women ...

Audio 8.04

- 1 I'd wait for him every evening.
- 2 He'd always answer my questions.
- 3 He'd explain where Santos was on the map.
- 4 He'd point to the Brazilian city.

Audio 8.05

P = Presenter AM = Audience Member

P: Today I'm going to talk about five things that you need to know about people if you want to give a good presentation. When a speaker gives a presentation, they need to understand their audience. The more the presenter knows about how people think and listen, the easier it is for them to give a presentation which informs, inspires and motivates the audience.

So, to begin with, can I just get a show of hands for all the people here who have had to listen to a long presentation with lots of facts and figures and they've found it difficult to stay focused? Right. Lots of you. This brings me to my first point. People learn best in twenty-minute chunks. After that time, it becomes difficult to keep your concentration. So, if you're giving a presentation, it's best to keep it short. Think about TED Talks. Most of them are twenty minutes long. If your talk is longer, maybe an hour, then divide the talk into three sections, each of twenty minutes. In between the sections try to have a short break or activity.

Next, my second point. People can listen and watch at the same time, but only if the visual information is easy to read and helps us to understand what is being said. If the visual

information is too complicated, people will start trying to read and they'll stop listening to the speaker. So it's important not to put too much text on your slides. Only use a visual where it clearly illustrates your idea and helps the listener to understand.

Moving on to the next point, it's important to remember that what you say is only part of your message. The audience will be looking at your delivery. How are you standing? Do you look confident? Do you look like you know what you're talking about? We get a lot of information from just looking and listening to **how** the speaker talks, before we listen to the actual words they say.

Turning now to what you want people to do when they listen to your presentation. Do you want them to buy a product, or sign up to your website? If you want people to do something, it's important that you tell people exactly what to do at the end of the presentation. This is called a 'call to action'.

As a final point, think about your emotions. People will copy your emotions and your feelings, so be enthusiastic about your subject, be passionate about what you're saying and then your audience will feel the same.

So, just to recap. 1 Keep your presentation short – less than twenty minutes. 2 Keep the visuals very clear. 3 Think about your delivery. 4 Include a call to action. And finally, number 5, be enthusiastic. I think that's it.

Does anyone have any comments or questions? Yes, thank you.

AM: What do you do if the technology doesn't work and you can't show your presentation? Do you have any advice?

P: That's a very good question. I'm not sure I can answer that now. Obviously, it depends on the presentation, but one thing I suggest is that ...

Audio 8.06

- 1 To begin with, ...
- 2 The first point ...
- 3 Moving on to ...
- 4 As a final point, ...
- 5 To sum up...
- 6 Just to recap ..

Audio 8.07

D = Dan M = Melissa J = Jack

D: Hello. My name is Dan Barnett.

M: And I'm Melissa Barnett.

D: We are entrepreneurs and together we run a business called Live Your Life Adventure Holidays.

M: Years ago we realised we didn't like spending our holidays just lying on a beach doing nothing. We're both very active and like to be out of our comfort zone, so we started organising adventure holidays for ourselves.

D: And then our friends asked us to do the same for them. Pretty soon we were arranging ten to fifteen holidays a year, so we realised it was a business opportunity.

M: We organise holidays in various locations around the world. Our holidays are a mixture of physical activity, stunning natural environment and cultural experiences. For example, you can stay on a farm in Romania, climb mountains in Turkey, or walk along the Italian coastline and then learn to make fresh pasta with an Italian chef. We also offer riskier activities where you need some training. Examples include caving, rock climbing and trekking.

D: What's special about Live Your Life is that we work very closely with our clients to arrange the perfect holiday for them, and also we've personally tried out every trip that we offer.

M: Adventure tourism is a very large tourism sector. The market for global adventure tourism is worth nearly \$500 million and it's forecast to grow steadily over the coming years, so this is a huge market. Our turnover figures for the last three years have been €70,000, €100,000 and €150,000.

D: We'd like to expand our business to cover more countries in Asia and South America and to reach new clients in these parts of the world. We're hoping that an investor will have business experience in these areas and useful contacts that can open doors for us.



- M: And we're asking for €100,000 for a ten percent share of the business.
- J: The idea's great, but I have a couple of questions. Who is the target market for these adventure holidays? Is it mostly families, couples, individuals?
- M: All of the above. We tailor the holiday to the client's needs.
- J: OK. So can you tell me about your social media strategy?
- M: Yes, of course. We have several social media channels so we try to make sure that there's a constant stream of photos and videos of people enjoying their adventures on social media and then ...

UNIT 8 VOCABULARY BANK

Audio VB8.01

- 1 When you understand something or solve a problem, you figure out how to do it.
- 2 When you test a new idea, you try it out.
- 3 When you use your imagination to invent a new idea, you dream it up.
- 4 If you meet together with other people as a group, you get together.
- 5 When you note something on a piece of paper you write it down.
- 6 If you take a big idea and split it into smaller sections, you break it down.
- 7 When you consider the facts about something in a carefully organised way, you think it through.
- 8 When you investigate something further to find out more information, you follow it up.

UNIT 8 REVIEW

Audio R8.01

Inventing a Better World

Ann Makosinski grew up in Canada, but she didn't have a lot of toys as a child. Her first toy was a box of electronic parts. Later her parents bought her a hot glue gun. Should her parents have bought her more toys? She doesn't think so. Having these 'toys' encouraged her to collect things around the house and piece them together to make new 'inventions'. These inventions rarely worked, but she was never afraid to do something new. She had discovered her love for dreaming up new ideas and inventing things, and this became her lifelong passion. Motivated by the story of a friend in the Philippines who had failed her school exams because she had no electricity, Ann took time to work on inventing a light source that didn't need batteries. At fifteen, she won the Google Science Fair with a torch powered using only the heat in your hand. Two years later, she invented her eDrink coffee mug, which uses the heat from a drink to charge your phone. Ann pays attention to the world around her, so is always inspired and never runs out of ideas. It's possible that if she'd had more toys as a child, she wouldn't have been so creative in her free time, and she might never have become an inventor. She also didn't own a mobile phone when she was a teenager, but she doesn't think her parents should have let her have one. She enjoyed being different to the other kids and it gave her a chance to deepen her interest in her inventions.

UNIT 8 MEDIATION BANK

Audio MB8.01

I was studying medicine, in my second year at university, and everyone was so happy, so proud of me, our son is going to be a doctor type of thing. Except, I had a different feeling. I didn't share the excitement about being a doctor, in fact I couldn't imagine myself as a doctor. Not a good one anyway. I tried to ignore the feeling, but it just didn't work. In the end, I left the course, and obviously everyone was disappointed, and I was the most disappointed person of all – I was going to be the one in the family that everyone was proud of, and I'd let everyone down. For a few months I thought about what I really wanted to do with my life and decided on a new direction, and here I am ten years later and I'm a very successful accountant. And a happy one, too. Some people are born doctors, and I'm a born accountant.