

## UNIT 1

### Audio 1.01

- 1 They were working in Argentina.
- 2 I realised I had lost my passport.
- 3 Eunho was travelling around the USA.
- 4 They had seen the film already.
- 5 We were living in a small flat.
- 6 My sister had given me the camera.
- 7 She was studying Spanish at university.
- 8 He had been to Paris three times before.

### Audio 1.02 and 1.03

Presenter: Have you got too much stuff? Lots of us have homes full of things we've collected and don't want to throw away. It's sometimes difficult to let go of possessions – perhaps they remind us of someone we love, or we feel guilty about throwing away a present. Today, we're speaking to people who are giving things away and asking them what the most difficult thing has been.

So, straight to Caller one.

Caller 1: I've found it hard to throw away a T-shirt with my favourite band on it. Actually, they were my favourite band when I was a teenager – I can't stand their music now. Anyway, I bought it thirty years ago at a music festival – the first festival I'd been to! I bought it the day I arrived and wore it all weekend. It's full of holes now and it doesn't fit me, so there's no point keeping it. It's difficult to say goodbye to it because it reminds me of being young and having fun with my friends.

Presenter: Thanks. Now, Caller two.

Caller 2: It's a drum I have, called a *djembe*. I've had it since I was at university, and I went to Senegal on a research trip. I got it at a local market there – I fell in love with it as soon as I saw it. I bought it from the man who'd made it and he showed me how to play it a bit. I thought I'd learn to play it properly, but I've never had the time. Eight years ago, the top broke and I still haven't fixed it. I feel bad that it just sits at the back of a cupboard, so it's time for me to say goodbye and let someone else play it.

Presenter: Thanks. Caller three ... how about you?

Caller 3: I found it difficult to give away something I've always hated! It's a small statue of a cat that my husband, Danny, gave me years ago when we first met. I have no idea why he gave it to me – I don't even like cats. Anyway, I kept it for twenty years but when we moved house last year, I decided it was time to recycle it. I'm not sure why I kept it for so long – I suppose I felt guilty about throwing away the first present Danny gave me, but it was such a long time ago that I don't think he remembers!

### Audio 1.04

- 1 Emi believes in living a simple life.
- 2 I dream about living by the sea.
- 3 Jo really cares about saving the environment.
- 4 Thea concentrates on doing one thing at a time.
- 5 Pablo succeeded in passing all his exams.
- 6 You should think about buying fewer clothes.

### Audio 1.05

- 1 Claire: Hi, you're through to Claire. I can't take your call right now, but if you leave your name and number, I'll get back to you as soon as I can.  
Sandro: Hi Claire, it's Sandro. Thanks again for inviting me to the party last night – it was really good fun and great to see you. I was wondering if I left my scarf at your house. I think I hung it up next to the front door. It's light blue and red and made from wool. Do you think you could check for me? Thanks! Bye!
- 2 Al: Hi, it's Al. Listen, I've missed the train so I'm going to be late. Would you mind getting the kids from school and taking them home? They finish at quarter past three, so you'll need to be there at ten past at the latest. I'll pick up something for dinner for us on the way home from the station. Anyway, can you call me back and let me know you got this message? Love you!
- 3 Dan: Hi, you're through to Dan. Please leave me a message and I'll call you back. Thanks!  
Lucy: Hi Dan, it's Lucy. I was ringing to remind you that Mehmet and Jess are coming for dinner tonight. I won't be home from work until six, so do you think you could tidy up a bit, please? The house is a mess! Would you mind doing the dishes and taking the rubbish out? They're coming at 6.30. Thanks!
- 4 Adam: Thank you for calling Professor Smith's office. My hours are 9 a.m. to 5 p.m. Please leave your name and number and I'll get back to you as soon as possible.  
Martina: Hi Adam, it's Martina. I'm calling about the conference next Friday. It starts at 10.30 and you're speaking at 11 o'clock in Room 32C. Would you mind giving me a call when you arrive so I can show you where to register and pick up your conference pass? You'll need to bring some ID with you. Can you call me back, please? You can reach me on 07789 181 960. Thanks!

### Audio 1.06

- 1 I wonder if you could call me back.
- 2 I'll get back to you as soon as possible.
- 3 Please leave a message and I'll call you back.
- 4 Please let me know you got this message.

### Audio 1.07

- 1 Would you mind calling me back?
- 2 Do you think you could make a copy of the document?
- 3 I wonder if you could help me tidy up?
- 4 Will you pick some food up on your way home?
- 5 Could you walk the dog, please?
- 6 Can you turn the heating up please?

### Audio 1.08 and 1.09

- Anna: Hi. You've reached Anna's mobile. I'm sorry I can't take your call right now, but please leave a message and I'll get back to you as soon as possible.
- Monika: Hi Anna, Monika here. I was calling to see if you could do me a favour. I've left my notes on my desk and I wonder if you could bring them to the meeting for me, please. They're in a yellow folder. Could you let me know when you get this message? Thanks!

## Audio 1.10 and 1.11

Presenter: A digital detox – switching off our gadgets and screens for a period of time – isn't a new idea, but with more and more research showing that too much time in front of a screen is bad for our mental and physical health, taking regular breaks from technology is more important than ever.

I'm joined by journalist Nancy Gonzalez who has just spent a weekend without going online. Nancy, why did you decide to do a digital detox?

Nancy: I use my phone all the time. The first thing I do when I wake up is reach for my phone and I use it right up until I fall asleep at night. But I didn't think it was a problem until I met a friend for dinner last month and she told me I'd looked at my phone eleven times before we'd even ordered our food.

Presenter: Wow!

Nancy: I hadn't even realised I was doing it. I checked how much time I spend on my phone each day, and I couldn't believe it – five hours a day on average!

Presenter: Five hours a day?!

Nancy: Yes! About an hour more than the national average. The biggest surprise was that I check my phone ninety times a day – that's about once every ten minutes. I had no idea I used it so much!

Presenter: How did your break from your phone go?

Nancy: It was quite stressful! I was worried that I might miss something important, like an email or social media post. There were practical difficulties, too – I wanted to go to the cinema, but I couldn't check the film times. And I couldn't check my bank account online to see how much money I had before going shopping.

Presenter: Were there any positives?

Nancy: Definitely! I slept more – on Saturday I woke up at six and normally I'd immediately pick up my phone and start reading emails, but instead I went back to sleep. I started reading a book I've had for ages because I couldn't spend hours on social media and I had better conversations with my boyfriend because I wasn't on my phone all the time! Most importantly, on Monday morning when I went online, I realised that I hadn't missed anything, so I really don't need to be on my phone all the time.

Presenter: So, would you do it again?

Nancy: Absolutely!

## UNIT 2

### Audio 2.01

- 1 How long have you been living in Sydney?
- 2 She's been working here for five years.
- 3 They've been playing tennis all morning.
- 4 Have you been waiting for a long time?

### Audio 2.02

- 1 I'm not someone who feels relaxed in big groups.
- 2 The only time when I get up late is the weekend.
- 3 I try to avoid places that are busy.
- 4 Someone pushed in front of me in a queue today, which was really annoying.
- 5 Pablo is someone who always tells the truth.
- 6 I think people who work in restaurants should get free food.

## Audio 2.03

Presenter: Many of us spend our lives trying to make other people happy. We worry about upsetting them and do things we don't feel like doing. Today, I'm with journalist, Miguel Galdamez, to talk about how to stop being a people pleaser and put yourself first. Hi Miguel!

Miguel: Hi, nice to meet you.

Presenter: So, have you always avoided doing things you don't like?

Miguel: No, not at all! I spent until I was almost forty doing things I didn't want to do or going places I didn't want to go, like when I spent a week camping in the jungle with my friend even though I'm scared of snakes and spiders! I worried all the time about what people thought of me or that I might upset them. For instance, I used to eat things I hated because I didn't want to be rude and I would apologise when I hadn't done anything wrong.

Presenter: That sounds familiar! So, what changed?

Miguel: I started feeling really stressed and anxious all the time. I spent too much time doing things I didn't want to and not enough doing things I loved. Then I read a book about how you can declutter your life, like when you give away the things you don't need and suddenly have lots of space in your apartment, and it really made sense to me. When you stop doing stuff you don't feel like doing, you have so much more time, energy and money to do the things you want to. For example, I have more time to visit art galleries. You just feel less stressed and enjoy life more!

Presenter: That sounds great, but how do you do that without upsetting your family and friends?

Miguel: You have to allow yourself to say 'no' without feeling anxious or guilty. The most important thing is to be polite and honest with your friends. For example, my friend kept on inviting me to the cinema and each time I'd make up an excuse then feel guilty about lying to him. Eventually, I told him the truth – I don't like going to the cinema and I'd rather spend the money on something else. He wasn't upset and we still see each other, but now we do something we both like doing.

Presenter: Great advice! Thanks Miguel.

### Audio 2.04

- 1 I avoid busy places, for instance, shopping centres.
- 2 I never say no, like when someone asks a favour.
- 3 I ate food I hated, for example, fish.
- 4 I always agree with people, for instance, in a meeting.

### Audio 2.05

- 1 A: You know what really bugs me? People talking loudly in public places, like when you're on the train and someone opposite you is shouting on their phone. It drives me crazy! I just want to sit quietly and read my book, not listen to other people's conversations.  
B: Yeah, it's so annoying! It also really bothers me when people watch videos or listen to music on their phones without wearing headphones! It's so selfish.
- 2 A: My flatmate is always leaving his dirty dishes in the sink, and it really gets on my nerves! I don't want to wash his stuff before I can eat my dinner! Why is his time more important than mine? And he never takes the bins out or tidies up the living room. He's so lazy and it really annoys me!

B: That would really bother me, too. My flatmate is tidy but she's constantly taking my food and eating it without telling me. Yesterday I wanted to make a cheese sandwich for lunch, and she'd eaten all my bread. It drives me mad!

3 A: You know, I pay so much money for a monthly ticket and it drives me mad when I get on the train in the morning and there are no seats. It's always full and I just can't breathe for the number of people around me.

B: Totally! I can't bear it when I'm waiting at the bus stop and there are so many people, and they all jump the queue and push in front of you, and you don't get a seat again at the end of a long, hard day. It's so annoying!

## Audio 2.06

- 1 It annoys me when people drop litter.
- 2 I can't bear it when people play loud music.
- 3 It gets on my nerves when people are always late.
- 4 I can't stand it when people disagree with me.
- 5 It bugs me when people jump the queue.
- 6 My husband is always losing his house keys.

## Audio 2.07 and 2.08

A: I can't bear it when I'm with a friend and they keep looking at their phone.

B: Yes, it really bugs me, too. Last night I was in a restaurant with a friend, and she was constantly checking her messages.

A: That's so annoying! And it drives me crazy when people take photos of their food and put them on social media while you're having dinner!

B: Yes, my friend does that, too. She's forever posting photos then checking to see if anyone has made a comment. It really gets on my nerves!

A: Totally, I can't stand it either! When I'm with a friend I want to talk to them, not sit and watch them on their phone!

## UNIT 3

### Audio 3.01

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

### Audio 3.02

- 1 We're allowed to leave work early on Fridays.
- 2 James was supposed to start work an hour ago.
- 3 I've got to finish this report today.

### Audio 3.03

Gig working is becoming increasingly common in England and Wales, with almost 4.5 million people now working for the gig economy. While gig working can offer workers more choice about when they work, it also has many disadvantages. Temporary workers don't have as many rights as those on permanent contracts. They don't get paid when they're sick, they don't receive holiday pay and they need to pay their own tax. Pay is often lower for gig workers, which means that many do multiple gig jobs at the same time, leading to very long working days.

### Audio 3.04

Presenter: Today, we're talking about Fair Gig, a new app for flexible workers which aims to improve the rights of temporary workers and help them avoid being exploited by companies. I'm joined by Gary, a business owner, as well as Anita and Hassan, who are both gig workers. First Gary, as an employer, what do you think of Fair Gig?

Gary: I run a cleaning company and I use Fair Gig when I need an extra pair of hands for a job. It's an easy way for me to hire someone – I can quickly see their experience and when they're available to work, and once they've done the job, I don't have to think about them again. I've actually also given permanent jobs to a couple of people I hired through Fair Gig so it can help gig workers find long-term work, too, if they want it.

Presenter: Thanks Gary. That's really interesting. Now Anita, what's your opinion of Fair Gig?

Anita: I think it's really good! I've been a gig worker for a few years now and I've used a lot of platforms, but Fair Gig is definitely the best.

Presenter: Why's that?

Anita: For a start, it's really easy to use – it only takes about five minutes to set up a profile. You enter when you're available so you can control when you work, unlike a lot of gig jobs where you have to be available to work when your manager tells you to, often at very short notice! It also guarantees that you'll be paid a minimum hourly rate, which is higher than a lot of gig jobs I've done in the past. I've been using Fair Gig for about two months now and I've been able to find work whenever I've needed to, and I haven't felt exploited by any of the people I've worked for.

Presenter: OK, thanks Anita. Hassan, do you agree?

Hassan: Erm, I think it has some advantages – like Anita said, it puts you in control of when you work, but I don't think it does that much to improve short-term workers' rights. We still don't get any of the benefits that permanent workers get and there is nothing to stop a company changing their mind and deciding not to hire you at the very last minute.

Presenter: So, what do you think needs to be done to improve the app?

### Audio 3.05

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

### Audio 3.06

Interviewer: Good afternoon. Please take a seat.

Candidate: Thank you.

Interviewer: So, can you tell me a bit about yourself?

Candidate: Where should I start?

Interviewer: Let's start with your qualifications.

Candidate: Well, I've got a degree in tourism management and I've been working in hotels both here and abroad for the last five years. I'm currently working as an assistant manager at one of the biggest hotels in Boston.

Interviewer: And why are you here today?

Candidate: Are you asking why I am interested in the position of hotel manager?

Interviewer: Yes, exactly.

Candidate: Well, I've been in my current role for two years and I've gained lots of great experience. I'm ready to take on more responsibility and bigger challenges and this role would give me the opportunity to do that. And your company's hotels have a great name around the world.

Interviewer: And erm, what would you bring to this role?

Candidate: I think I have a lot to offer. I'm very enthusiastic about trying out new ideas to improve the guests' experience. I've always loved working with the public and I have strong customer service skills. One of my main strengths is that I'm very flexible and good at handling unexpected problems.

Interviewer: Is there anything you could improve?

Candidate: How do you mean?

Interviewer: What's your biggest weakness?

Candidate: Well, I think I sometimes try to do too much myself instead of asking other people to help me. I know that as a manager, it's important to let your staff take responsibility for their work, but sometimes I find it hard not to be in control of everything.

Interviewer: Great, thank you. How do you think your colleagues would describe you?

Candidate: Let me think. Erm, I think they would say that I'm friendly, reliable and definitely enthusiastic about my job.

Interviewer: Can you tell me about a time you had to deal with a difficult situation?

Candidate: Do you mean at work?

Interviewer: Yes, or in your personal life, if you prefer.

Candidate: Erm, last year one of our receptionists kept getting negative feedback from the guests, saying he was unfriendly and rude. I was really worried about talking to him about it – he's very sensitive and gets upset if anyone criticises him.

Interviewer: So, what did you do?

Candidate: I started by ...

## Audio 3.07 and 3.08

A: Why are you interested in this job?

B: I've done some research about the company, and it looks like a great place to work.

A: What can you bring to this role?

B: Are you asking about my skills?

A: Yes, and your experience.

B: Well, I have a lot to offer. I have more than ten years' experience of working in retail. I'm very flexible and responsible. I love working in a team, but I can also work independently.

A: What is your main strength?

B: Customer service. I'm very good at listening to customers and dealing with difficult situations.

A: What is your biggest weakness?

B: Sometimes I'm not very good at taking negative feedback.

A: What motivates you?

B: It's important for me to have new challenges. I'm enthusiastic about learning new skills.

## Audio 3.09

Presenter: Most of us have a dream job when we're children, whether that's being a train driver, an astronaut or a dancer, but those dreams don't come true for many people. I'm here today

with careers coach, Aniela Bass, to talk about dream jobs.

Aniela: Nice to meet you.

Presenter: First of all, Aniela, what exactly does a careers coach do?

Aniela: I help people decide what their career goals are and plan how to reach them. A lot of my clients are returning to work after raising children, others want to change their careers completely and aren't sure where to start.

Presenter: And was careers coach your dream job when you were younger?

Aniela: Definitely not! I wanted to be a marine scientist and live on a boat studying whales and dolphins!

Presenter: A very different career plan! But how about now, is this your dream job?

Aniela: I think that this is the ideal job for me at the moment. It combines lots of my interests and skills and there are a lot of things I love about it – I get to help people improve their lives, I meet really interesting people and each day is different. But it's not perfect because there is no such thing as the perfect job.

Presenter: So, you don't think dream jobs exist?

Aniela: No, I don't. A lot of people start their careers thinking that they'll end up in their dream job, but that's not the case for most people. I don't actually think the term 'dream job' is helpful – it makes people try to achieve something that's impossible. All jobs have their good bits and bad bits. The key is to find a job where the good bits are so good that the bad things don't make you unhappy.

Presenter: Great advice.

Aniela: The other important thing to remember is that your ideal job changes over time. A job that was perfect for you in your twenties might not be perfect in your thirties. Your priorities – the things that are important to you – change during your life, and that job you've been dreaming of might not fit into your life anymore. I used to work sixty hours a week as a company director – a job I thought was my dream job. Now I'd rather spend weekends visiting my family than be stuck at the office. You need to regularly ask yourself what your dream is right now and if there's anything you'd prefer to be doing.

Presenter: And what about ...

## Audio 3.10

- 1 I'd rather be a teacher than a doctor.
- 2 I prefer working outside to working in an office.
- 3 Would you prefer to be a singer or an actor?
- 4 I'd rather not have to work at the weekend.

## UNIT 4

### Audio 4.01

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



## Audio 4.02

- 1 Isn't it time to go?
- 2 Do you know who directed the film?
- 3 Could you tell me what the time is?
- 4 Wasn't that the film about an octopus?

## Audio 4.03

Filmed in some of the most extraordinary places on Earth, *The Green Planet* focuses on the life of plants and trees around the world. The series is presented by Sir David Attenborough, who is famous for several other nature documentaries, but the main stars of the programme are the plants and trees. Shot using new technology, including a robot camera named Triffid, the series shows us that the life of plants is just as dramatic and exciting as that of animals.

## Audio 4.04

- James: Hey Lucy, how was your evening?  
 Lucy: Hi James. It was pretty good. I was going to go for a run, but I started watching the new David Attenborough documentary and I couldn't switch it off! It's amazing! You've seen it, haven't you James?  
 James: *The Green Planet*? Yes, it's brilliant. I've seen the first four episodes. It's fascinating!  
 Lucy: Some of the plants are extraordinary, aren't they? Did you see the plant that smells like a dead animal? It spends about seven years producing a flower that only lives for one day.  
 James: Yes, that's really interesting. My favourite scene was where the plants in the jungle were competing to be the first to reach the light – it was so dramatic!  
 Lucy: Yeah, I thought it would be a bit slow when I read about it but actually, it's just as exciting as one of David Attenborough's programmes about animals.  
 James: Absolutely. I loved his other documentary programmes about nature, but I think this series is my favourite. I really like that you see a lot of Attenborough on location in this series.  
 Lucy: Yeah, I agree. In some of his programmes, you just hear his voice, but I think it makes it more enjoyable seeing him with the plants. He's so enthusiastic about them.  
 James: Yes, did you see his expression when he saw that bat feeding from the seven-hour flower? He looked so happy!  
 Lucy: Yes, he's great. I can't believe he's been making documentaries for almost seventy years!  
 James: Oh wow! I didn't know that. That's amazing!  
 Lucy: I know. I've learnt so much from *The Green Planet*, and it really makes you think about how plants are essential for all life on the Earth. We wouldn't be able to live without plants and trees and it's really shocking to see how many forests and jungles are being destroyed.  
 James: I totally agree, it has a very definite message about how we need to look after our plant life. It's really powerful.

## Audio 4.05

- 1 A: Have you heard the news about the singer Kitty Kristoff?  
 B: Yes! I don't usually follow celebrities, but it's been all over the news.  
 A: I can hardly believe that she's left the band. I was going to go and see them in concert next month. I've wanted to see them for years!  
 B: Oh, no. That's a shame. Do you know why she decided to leave?

- A: I don't know all the details, but apparently, she found out that the others were getting paid more than her. She thought she should get paid the most because she's the star, so she quit.  
 B: I see.  
 A: Did you see the video of her shouting at her manager?  
 B: No!  
 A: It's gone viral on social media and caused a huge scandal. Let me see if I can find it on my phone.
- 2 A: Did you see the story about the cat who travelled hundreds of miles to get back home?  
 B: No, what happened?  
 A: Basically, its owners gave him away to new owners after their children left home because they didn't want a pet anymore.  
 B: Oh, that's really sad!  
 A: He escaped his new house and walked all the way back to his old one – 200 hundred miles away! It took him weeks.  
 B: That's unbelievable! Was he hurt?  
 A: No, he was fine. The sad thing is that it seems his original owners put him in their car and drove him straight back to his new house.  
 B: Really? I can't believe that!

## Audio 4.06

- 1 Apparently, there's going to be a protest next week.
- 2 Basically, he quit because he found a better job.

## Audio 4.07 and 4.08

- A: Have you been following the news about the strikes?  
 B: Yes, it's received a lot of coverage on all the news channels.  
 A: I feel bad for the people trying to get to work. It's causing chaos. Do you know why they're on strike?  
 B: I don't know all the details, but basically, the drivers want more money and better working conditions.  
 A: It's been going on for days. I hope it ends soon.  
 B: Apparently, there's going to be an announcement tomorrow. It seems they've made a deal with the government.  
 A: Really? That's a relief.

## UNIT 5

### Audio 5.01

- 1 shy
- 2 sensible
- 3 pleasant
- 4 aggressive
- 5 confident
- 6 calm
- 7 patient
- 8 direct

### Audio 5.02

Presenter: Hello and welcome to *Money Talk*. Today we're talking about how to complain effectively when you're not satisfied with a product or service. I'm joined by Sophie Johnson, a consumer rights expert ... and Joe Francis, who has worked in customer service for over twenty years. Now, I have to say that personally, I'm not good at complaining, even when I receive terrible service. I might mutter something quietly to myself or to my friends, but I hardly ever actually complain to the people who work there.

Sophie: Well, you may be in the minority now. Recent research shows that we've stopped putting up with bad service and we're now complaining more than ever before.

Presenter: Really, Sophie? That's interesting. I always feel so embarrassed and uncomfortable when I make a complaint. So, I'd love to know – what is the best way to complain and get what you want?

Sophie: I think the most important thing is knowing exactly what you want to complain about before you pick up the phone or start writing an email. If you're complaining over the phone, it can be helpful to make notes about what it is you're unhappy about, so that you don't forget key points when someone finally answers your call.

Presenter: That's a good idea, and it means you won't ramble on and on about the problem.

Sophie: Exactly. It's also important to know what you want the outcome of your complaint to be – what solution would be acceptable to you. There's also no real point in complaining about a problem if absolutely nothing can be done about it.

Presenter: Thanks, Sophie. Joe – do you agree?

Joe: Yes, absolutely. I also think, from the perspective of someone who deals with a lot of complaints, it's really important to stay calm. When people complain, they're often quite annoyed about a situation, but if you lose your temper or you're aggressive, you won't achieve anything. You've also got to remember not to make it personal – most of the time, your complaint is with a company or product and it's not the fault of the person you're talking to. They're much more likely to help if you're pleasant.

Presenter: Good advice. And is it better to complain in person, or write, or even use social media?

Joe: It depends on the situation. For example ...

## Audio 5.03

- 1 Brands are spending more and more money on advertising.
- 2 The harder I work, the happier I feel.
- 3 Computers are getting easier and easier to use.
- 4 The worst ever advert I've seen was one for chocolate.

## Audio 5.04

A: So, my colleague, Sara, has given me the names of a few hotels that she's stayed in. From what she says, there are lots of options, but it's a question of whether we want to be in the centre of Lisbon or next to the sea.

B: Well, I love the idea of being right in the city centre, but it's very hot in August and it's nice to have some sea air.

A: I agree. But the hotels that Sara recommended are only fifteen minutes by train from the centre.

B: OK. Which hotels did she recommend?

A: The Marina Hotel and erm ... the Hotel Portugal. Look, I've got them here.

B: Wow, that one looks amazing! Which one is it?

A: That's the Marina. It looks great, doesn't it? According to the reviews, it has big rooms and the food is really good.

B: Is it expensive?

A: No, it's really reasonable. In fact, it's slightly cheaper than the Hotel Portugal, which is strange because all in all, I think it's a better hotel.

B: Well, just because something's cheaper, it doesn't mean it's worse.

A: No, I suppose not. And from what the reviews say, the Hotel Portugal isn't as friendly as the Marina, and the pool doesn't look nearly as nice. The only thing is, the Marina is a bit further from the train station.

B: How much further?

A: Erm, let's have a look ... oh, only about five minutes.

B: Well, taking everything into account, I think we should book the Marina!

A: I agree! I'll get my credit card so we can book it.

B: Yes! It says limited availability, so let's do it quickly – before the room is gone!

## Audio 5.05

1 Long story short, it's a better computer.

2 From what he says, it depends what you want to do.

3 All in all, the reviews were very positive.

4 In the end, it's a question of how much you want to pay.

5 Taking everything into account, I think you should buy that one.

6 According to Tom, it's a better hotel.

## Audio 5.06 and 5.07

A: Have you bought a new laptop yet?

B: No, I'm still trying to decide which one to get, the X200 or the Pro-Top.

A: What's the difference?

B: According to reviews, the Pro-Top has more memory and a bigger screen than the X200. But the X200 is much cheaper.

A: Well, just because something's cheap, it doesn't mean it isn't any good.

B: I know! The only thing is the Pro-Top is very solid and heavy. I cycle to work, so I want something light that I can carry in my backpack.

A: Is the X200 lighter?

B: Yes, it's much smaller. And from what the reviews say, it's slightly faster than the Pro-Top.

A: So, it's a matter of whether you want a computer with more memory or a lighter one.

B: Yes. All in all, I think the X200 is a better choice for me.

## Audio 5.08

Presenter: Hello and welcome! Today we're talking about the news that women still do much more housework than men. A recent study of 200,000 people in ten countries across Asia, Europe and North America, showed that women spend an average of two hours, forty-nine minutes a day doing unpaid tasks such as cleaning, cooking and doing the washing, while men only spend one hour and thirty-nine minutes. I'm joined by Selma Yilmaz, a lawyer and mother of two, and Adam Johnson, an office manager and father of three. Selma, what do you think about the results of the study?

Selma: I'm actually really surprised. I thought that there was more gender equality these days. When I was growing up, both of my parents worked full-time, but my mum definitely did more housework. She did all of the cooking and nearly all of the cleaning. I remember my dad ironing his work shirts, but I don't really remember him doing much else! Maybe he did and I just didn't notice!

Presenter: What about in your house now?

Selma: Well, the results of the study don't reflect my home situation at all. In my house, my partner and I share all the housework and childcare and I think it's a pretty fair division. There are times when I'm busier at work, so I do less house

stuff, but then there are other times when I do more. I think our experience is fairly typical. Most people we know have a similar situation and share the chores. No one really likes doing the dishes or cleaning the bathroom, so it's unfair if one person does everything!

Presenter: Thanks Selma. Adam, how about you?

Adam: It's interesting because I always thought we were pretty equal in my house, but then I started thinking about it more, before coming on this programme, and I realised that I don't do nearly as much as my wife even though we both work full-time. I think she quietly does a lot of the house stuff without me even realising. We get the house cleaned once a week and I cook most of the meals, but she does all of the tidying up, washing and food shopping. She's also definitely the one who organises all the activities, appointments and school stuff for the kids. I'm not sure how it's ended up being so unequal, but I really want to start doing more!

## Audio 5.09

- 1 Did you have your hair cut last week?
- 2 I get my food delivered by the supermarket.
- 3 I usually get someone to cut the grass.
- 4 I always try to fix broken things myself.

## UNIT 6

### Audio 6.01

- 1 It was such a great weekend!
- 2 I'm so tired that I need to go to bed.
- 3 It has such a lively nightlife!
- 4 It was such an interesting book that I read it twice.
- 5 It has so many great cafés and restaurants.
- 6 It used to be quite run-down but it's so different now.

### Audio 6.02

Presenter: Hello and welcome to *Your Street* – a podcast about interesting neighbourhoods around the world. Today we're talking about Noord, Amsterdam, and we're joined by Phil Harris, a long-time resident and local expert.

Phil: I wouldn't say I'm an expert, but I do absolutely love Noord.

Presenter: You're not alone! It's just been named one of the world's coolest neighbourhoods. So ... what's so great about Noord?

Phil: I think the best thing is the amazing sense of community. When I lived in London, I didn't know my neighbours, but here I know lots of people on my street. We try to help each other. For example, I take my elderly neighbour's bins out for her, and when I go on holiday, a neighbour feeds my cat. It's such a friendly place to live!

Presenter: You mentioned you used to live in London, how long have you lived in Noord?

Phil: I've been living here since I first moved to Amsterdam about twenty years ago. I moved here as a 23-year-old, single man and now I live here with my wife and children. Another great thing about Noord – there's a huge mix of people living here. There are lots of students and artists as well as families with young children. There's also a variety of cultures and people from different backgrounds, which makes Noord very colourful and lively.

Presenter: Has the area changed much since you moved there?

Phil: Yes, it's changed lots. When I first lived here it was quite run-down – there were lots of empty buildings and parts of the neighbourhood weren't very safe. Now lots of the old industrial buildings have been changed into apartments, art galleries and music venues.

Presenter: So, it's quite a creative area.

Phil: Definitely! It's the best place in Amsterdam for street art – the walls are covered in colourful murals. And there's a big music festival every summer.

Presenter: What else makes Noord a good place to live?

Phil: Erm, there's a really relaxed atmosphere compared to the rest of Amsterdam and there are plenty of green spaces – there's a huge park where you can run or ride a bike, and you can walk by the river. Some people swim in the river too! It's also easy to travel into Amsterdam – it's only five minutes by ferry or metro to Amsterdam central station.

Presenter: It sounds great!

### Audio 6.03

- 1 It was a run-down part of the city.
- 2 There are lots of high-rise buildings in the city centre.
- 3 It's a wealthy area with many historic buildings.
- 4 It's a popular tourist spot with a lively nightlife.

### Audio 6.04

- 1 I'm not used to getting up so early.
- 2 Can I use your phone?
- 3 We used to live in Kyoto.
- 4 Have you got used to the weather yet?
- 5 I don't use my car much at the weekends.
- 6 I'm used to working long hours.

### Audio 6.05

- 1 I didn't catch what you said about the additional charges.
- 2 In other words, it's cheaper to book in advance.
- 3 So let me just check that I've understood.
- 4 Could you just go through those options again, please?
- 5 Can you just say that last bit again, please?
- 6 So what you mean is there aren't any tickets left.

### Audio 6.06

- 1 Can I just check something with you?
- 2 Let me ask you a question ...
- 3 Could you just say the last bit again, please?
- 4 So let me just check I've got this right.
- 5 Can I ask you what time the train leaves?

### Audio 6.07 and 6.08

A: Hi, can I help you?

B: Can you give me some information about the sightseeing bus, please?

A: Sure. There are three types of ticket. You can get an all-day ticket, an off-peak ticket or a weekend pass.

B: Sorry, could you go through those options again, please?

A: Sure. You can buy an all-day ticket, an off-peak ticket or a weekend pass. With the weekend pass you get unlimited travel from Saturday morning until Sunday evening.

B: Great! Do I have to buy the tickets in advance?

A: No, but it's cheaper if you buy them online. If you buy them on the bus, there's an additional charge of two euros per ticket.

B: So, let me just check I've got this right. It's cheaper to buy tickets online.  
 A: That's right.  
 B: And can I just ask where the buses leave from?  
 A: They leave from bus stop H or K on Victoria Street.  
 B: Sorry, can you just say that last bit again? I didn't catch the name of the street.  
 A: Victoria Street.  
 B: Thank you.

## UNIT 7

### Audio 7.01

agree, answer, argue, complain, enquire, explain, mention, promise, reply, wonder

### Audio 7.02

Farah: Hey Dave, how was your weekend?  
 Dave: It was great. It was my wedding anniversary.  
 Farah: Did you do anything to celebrate?  
 Dave: Yeah, we went for dinner at Bar Napoli – it's the restaurant we met in. Actually, that's a funny story.  
 Farah: Oh? Tell me about it.  
 Dave: Well, my friend Ross asked me if I would like to go on a date with his friend Emma. I'd never met her, or even seen a photo, but she sounded nice so I agreed to go. Ross arranged for us to meet at Bar Napoli the following week. When I got to the restaurant, I saw a woman sitting at a table by herself, so I went over, asked her if she was called Emma and introduced myself. We had a fantastic evening! We had lots in common and we chatted for hours. I could see that Ross was sending me loads of messages, but it was a bit annoying, so I turned my phone off and ignored him. When I left the restaurant, I called him to tell him how amazing I thought Emma was, but he was really upset when he answered the phone.  
 Farah: Why?  
 Dave: Well, he asked why I hadn't met Emma and said that she'd waited for me in the restaurant for over an hour before going home! He said that she was really angry and that he couldn't believe I'd been so rude!  
 Farah: What?!!  
 Dave: I was really confused. I told him I'd been at Bar Napoli, met Emma and that we'd had a great time! Then he asked why I'd gone to Bar Napoli when I was supposed to meet her at Café Napoli.  
 Farah: Oh, Café Napoli, not Bar Napoli!  
 Dave: It all started to make sense! I'd misunderstood the name of the restaurant and gone to the wrong one! I felt awful that I'd left Emma waiting alone – she must have felt so embarrassed!  
 Farah: Oh, no! That's terrible. But hang on, what about the other Emma? The Emma that you had dinner with, and ... who is now your wife?  
 Dave: Well, it turned out that she was waiting for a date, too – a friend had arranged for her to meet someone also called David. So, when I said I was Dave, she thought I was him! We had so much other stuff to talk about that we didn't actually mention our friends!  
 Farah: Wow! What a mix-up!

### Audio 7.03

- 1 I was sent an email yesterday.
- 2 The photo has been uploaded already.
- 3 Have you been told about the job yet?
- 4 My phone was broken at the weekend.
- 5 She was tagged in a photo at a party.

### Audio 7.04

A: Can you recommend any good cafés here?  
 B: Yeah, there are loads of great places. What kind of food do you like?  
 A: Anything really – interesting food!  
 B: What do you mean by that?  
 A: You know, food from different parts of the world. I like trying new things.  
 B: Have you been to the new food market in town?  
 A: No. What's it like?  
 B: It's really good. I've already had lunch there three times this week!  
 A: Have you?  
 B: Yeah, the food is great and it's pretty cheap. I've tried some fantastic dishes.  
 A: Such as?  
 B: I had a really good Indonesian curry, some Greek street food ... and some delicious *arepas* from a Peruvian stall. They were particularly good.  
 A: That sounds great!  
 B: I also had some cake yesterday, but I didn't think much of it.  
 A: How come?  
 B: It was slightly dry and far too sweet.

### Audio 7.05

- 1 How come?
- 2 For instance?
- 3 Such as?
- 4 What's it like?
- 5 Because?
- 6 Why's that?

### Audio 7.06 and 7.07

A: What did you do last night?  
 B: I went to a salsa class.  
 A: Did you?  
 B: Yeah, I've been doing it for a while now.  
 A: How did you get into that?  
 B: I started going with Saul, but he gave up.  
 A: Why's that?  
 B: He didn't like the teacher.  
 A: Oh? How come?  
 B: She's quite strict and she used to shout at him whenever he got something wrong.  
 A: That sounds awful!  
 B: She's not that bad. I think she's fantastic!  
 A: How so?  
 B: She's an amazing dancer and she has such a good sense of rhythm.  
 A: What do you mean by that?  
 B: She dances perfectly to the music.

### Audio 7.08

Presenter: On today's show we're talking to Nancy Fleming, author of several books about management skills. She's here to tell us all about her new book *How to be a great communicator*. Nancy, it's great to have you on the show. Tell us, why did you decide to focus on communication skills in this book?  
 Nancy: We have so many different ways to communicate these days – email, messaging apps, social media – but even with all these tools, we're often still not very good at communicating well.  
 Presenter: And bad communication can often lead to misunderstandings, can't it?  
 Nancy: Exactly. It's really important to think about the way that we communicate with other people – at work and out of work.



Presenter: So, what are your top tips?

Nancy: Well, people can start by improving their listening skills. We often think that speaking and writing are the main parts of communication, but listening is actually really important. Sometimes we're so focused on what we want to say in a conversation that we forget to listen. A good communicator waits to listen to what the other person is saying, then takes time to think about what that person has said before they respond.

Presenter: OK. What else?

Nancy: Be clear and don't say too much. You should try to get your message across in as few words as possible. Talking or writing on and on about something can often make people feel bored, and they might stop paying attention. Keep your communication short and to the point.

Presenter: And what about body language?

Nancy: Body language is so important. We don't just communicate verbally – through words – we also use our bodies and the expressions on our faces. In fact, one study says that body language counts for fifty-five percent of communication and words only count for seven percent! So, it's really important to think about body language. If you start looking out the window when someone is talking, or look at your watch, they might think that you're bored or not interested in what they're saying.

Presenter: You said body language counts for fifty-five percent and words seven percent ... What about the other thirty-eight percent?

Nancy: Tone of voice – how our voices sound. For example, do you sound friendly or kind, or aggressive and impatient? In fact, less than ten percent of communication comes from words.

Presenter: Nancy, thank you.

## UNIT 8

### Audio 8.01

- 1 I should have listened to you, but I didn't.
- 2 If I'd known, I would have helped you.
- 3 They shouldn't have told you, but now you know.
- 4 I wouldn't have asked you if I'd known you were busy.

### Audio 8.02

- 1 I'd go swimming every day.
- 2 He'd watch cartoons.
- 3 They'd visit us on Saturdays.
- 4 We'd go to the park.

### Audio 8.03

The Paralympic Games are perhaps the world's most important sporting event involving athletes with disabilities. Since they began in 1948, the size of the Paralympics has increased greatly. In 1960, 400 athletes from twenty-three countries participated in eight sports. In 2020, around 4,400 athletes from 162 countries competed in twenty-two sports.

Like the Olympic Games, there are Summer and Winter Paralympics which are held every four years. Since 1988, the Paralympic Games have been held shortly after the Olympics finish in the same cities and using the same venues. The Paralympics include a range of sports and races such as swimming, skiing and basketball.

### Audio 8.04

Presenter: Hello and welcome to the show! Today we're talking about people who we admire and that inspire us. I'm joined in the studio by professional runner, Marco Santos.

Marco: Hi.

Presenter: It's great to have you on the show Marco. So, tell us ... who do you most admire?

Marco: It's really hard to choose ... there are so many people that I admire, but I think the person who inspires me most is Hannah Cockcroft.

Presenter: Hannah Cockcroft ... she's an athlete, isn't she?

Marco: Yes, she's a Paralympian. She competes in wheelchair races. She's broken several world records and won lots of competitions.

Presenter: Can you tell us a bit more about her?

Marco: Sure. So, just after Hannah was born, her heart stopped twice, which damaged her brain and meant that as she grew older, she had difficulties using her legs. Her doctors said that she would be ill her whole life, but she was determined that she was going to be like other children. Her parents made sure that they didn't treat her any differently to her brothers and encouraged her to be independent and achieve her goals.

Presenter: Right. When did she take up wheelchair racing?

Marco: She always loved dance and sports and started ballet classes when she was just three years old. When she was twelve, she watched a wheelchair basketball team play at her school which deepened her interest in sports. She started playing in the basketball team, then about three years later, she took up wheelchair racing which has been her passion ever since.

Presenter: And she's had a very successful career, hasn't she?

Marco: Absolutely! She broke her first world record in 2010. Then four weeks later, she broke another seven world records in eight days! She's won five gold medals at Paralympic games in London, Rio and Tokyo, as well as seven world championships.

Presenter: And why do you admire her?

Marco: I think she's a really positive person. She faced a lot of difficulties in her early life, but she never gave up and she's achieved so much. I heard her give a speech at a conference a few years ago and it really motivated me to try to be the best athlete I can be. She's definitely making the most of her life and I think that's a great lesson for us all.

Presenter: I agree! Thanks very much, Marco.

### Audio 8.05

- 1 Today I'm going to talk about how you can be more confident when you're speaking in public. So, to begin with, can I just get a show of hands for all the people who hate public speaking? Right. Lots of you. This brings me to my first point ...
- 2 Moving on to the next point, it's important to remember that if you *look* confident, the audience will think that you are. If you look nervous or unhappy, then you won't get a positive response from them. Turning now to what you can do to seem confident ...
- 3 So, just to recap, the key to being a good public speaker is believing what you are saying. Does anyone have any questions?
- 4 Audience member: I find it hard to keep eye contact with the audience when I'm speaking. Do you have any advice about how I can be better at that?  
Presenter: That's a very good question. I'm not sure I can answer that right now. One thing I'd suggest is to ...

### Audio 8.06

- 1 This brings me to my first point.
- 2 As a final point ...
- 3 Turning now to ...
- 4 The next point is, ...
- 5 To sum up...
- 6 Just to summarise ...

### Audio 8.07 and 8.08

- Presenter: Today I'm going to speak about ways we can make ourselves feel happier. So, to begin with, can I just get an idea of how many people want to be happier? Lots of you! This brings me to my first point ...
- Moving on to the next point, research shows that doing things for others is one of the most important things we can do to make ourselves happy. Like trying to make someone else smile. Turning now to my next point ...
- As a final point, try to slow down and notice the world around you. Once a day, stop and take five minutes just to breathe and be in the moment.
- So, just to summarise, there are lots of things you can do to make yourself happier, but the key to happiness is having a good social network. People who have good relationships with their family, friends and community are happier and live longer than people who don't. Does anyone have any comments or questions?
- Woman: I find it hard not to compare myself to friends. Do you have any advice about that?
- Presenter: That's a very good question. I'm not sure I have time to answer that right now. One thing I'd suggest is to ...