

Unit 01: On the Street

FUNCTIONS

Track 1

► Meeting friends

- M₁: I wonder where Max is.
M₂: He should be here any minute.
- W₁: Hey, Liz, what's up?
W₂: Not much.
- M: Hi, Jess, you're late.
W: Sorry, I got hung up in traffic.

► Assisting someone

- W: Can I help you?
M: Yes, how do I get to Central Park?
- M: Let me get that for you.
W: Oh, thank you.
- M: Here you are.
W: Thank you. Have a nice day.

► Apologizing to someone

- M: Sorry about that.
- W₁: I didn't mean to.
W₂: I know you didn't.
- M: Excuse me.
W: No problem.

MODEL DIALOG

Track 2

You're just in time.

- W₁: Hey, Liz, what's up?
W₂: Hey, Jess. Not much. How's it going?
W₁: Good. I wonder where Max is.
W₂: I don't know. He should be here any minute.
W₁: I hope so. The movie starts at seven, and I want to get good seats.
W₂: Here he comes.
M: *<bumps someone>* Excuse me. Sorry about that. Hey, guys, sorry I'm late. I got hung up in traffic. There's construction on 45th Street.
W₁: Yeah, I know. Well, you're just in time. The line's starting to move.
M: Good, I was afraid you'd go in without me. *<whispers>* Man, that woman is moving so slowly.
W₂: Because she's so frail, Max! Here, ma'am, let me get the door for you.
Elderly W: Thank you, dear.
W₂: No problem. Geez, Max, have some sympathy!
M: I didn't mean to hurt her feelings.
W₁: I'll stand in line for popcorn and drinks. You guys save us some seats and then one of you come back out to help carry the stuff.

- Where are the speakers?
(A) At a movie theater
(B) At a baseball game
(C) At a concert
(D) At a party
- Why is Max late?
(A) He was working construction.
(B) There were lots of cars on the road.
(C) He forgot his ticket.
(D) He got lost on the way there.

SHORT DIALOGS

Track 3

I Long time no see.

- W: Cortez! Is that you?!
- M: Hey, Denise! Long time no see.
- W: Hey, how've you been?
- M: Good. How about yourself?
- W: Yeah, I've got a lot to be thankful for. Geez, last time I saw you was at Chris's party.
- M: That's right. What have you been doing?
- W: Same old stuff. I'm working in the grocery store and going out with Antony. How about you?
- M: I just got a new job selling cell phones. I like it pretty well.
- W: Are you still seeing Lisa?
- M: No, we broke up about a month ago.

- Where did the man and woman last see each other?
(A) In the grocery store
(B) At school
(C) At the coffee shop
(D) At a friend's party
- What is the man's job?
(A) He works in a grocery store.
(B) He sells cell phones.
(C) He is not working right now.
(D) He works at McDonald's.

Track 4

II Guess who I bumped into yesterday?

- M: Guess who I bumped into yesterday?
- W: Who?
- M: Zack.
- W: Zack? Really? Where did you bump into him?
- M: At the mall. We were both in the bookstore looking at movies.
- W: Wow, you haven't seen him for ages! What's Zack doing these days?
- M: He works in a sandwich shop and attends Fresno Community College.

Transcripts

W: Did you get his phone number? We should have him over!

M: Yeah. We're going to try and hook up sometime soon.

1. Who is Zack?
(A) The woman speaker's boyfriend
(B) The male speaker's former teacher
(C) The male speaker's friend
(D) The female speaker's brother
2. Which of the following is true?
(A) Zack made an appointment with the male speaker to meet at the mall.
(B) The male speaker did not plan to meet Zack in the bookstore.
(C) Zack was working in the bookstore.
(D) Zack and the male speaker did not recognize each other.

Track 5

III What do you think of Los Angeles?

M: Can I help you?

W: Yes, I'm looking for the Forum Theater.

M: Oh, it's on Second Street. Go two blocks down, and then turn right onto Park Street. It's on the left next to the library.

W: Thank you.

M: No problem. Are you a visitor?

W: Yes, I'm from Seattle.

M: What do you think of Los Angeles?

W: It's nice, but it's so humongous! The streets are confusing.

M: What's Seattle like?

W: It's a lot smaller and cleaner.

M: Well, welcome to LA. Have a nice day.

W: You too. Thanks again.

1. Where is the woman from?
(A) Seattle
(B) New Zealand
(C) Seville
(D) Los Angeles
2. What does the woman say about Los Angeles?
(A) She says it's polluted.
(B) She says it's expensive.
(C) She says it's big.
(D) She says it's clean.

PRONUNCIATION

Track 6

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: excuse (n) excuse (v) loose lose race raise

M: price prize Sue zoo bus buzz

Track 7

B Listen and circle the word you hear.

- | | |
|---------------|----------|
| 1. excuse (v) | 2. loose |
| 3. race | 4. plays |
| 5. price | 6. zoo |
| 7. bus | 8. use |

Track 8

D Listen and repeat the following sentences, paying close attention to the different sounds.

W: 1. Excuse me for being late, but I have a good excuse.

M: 2. Sue went to the zoo yesterday.

W: 3. The sack race will raise money for charity.

M: 4. He paid a high price for the prize.

W: 5. The bus buzzed by us as we waited at the stop.

ORAL RESPONSES

Track 9

Listen and say your responses using information about yourself.

- W: 1. What's up?
2. You're late.
3. Can I help you?
4. Hey! Watch where you're going!
5. Let me get that bag for you.

WRITTEN RESPONSES

Track 10

Listen to the questions or statements and write your answers.

- M: 1. Do you know where Wes is?
2. What's your excuse for being late?
3. Why did you spill coffee all over the desk?
4. This is the first time I've been to Seoul.
5. What should you say when you accidentally bump a stranger?

LISTENING QUIZ

Track 11

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog 1

M: Excuse me. Can I help you?

W: Yes, thank you. Does this bus go to the zoo?

M: Yes, it does. Are you from out of town?

W: Yeah, we're on vacation from Singapore.

M: Wow! You've come a long way. What do you think of America so far?

W: It's beautiful, but prices are so high!

M: Yeah, I know. They just raised the price of zoo tickets, too. Hey, here comes the bus. Let me get your bag for you.

W: Thank you.

M: You're welcome. Have a nice day. And enjoy your vacation!

1. Which photo best represents this dialog?
2. Where does the woman want to go?

Dialog II

M: Hey, Sue, long time no see! What's up?

W: Hi, Zed! Not much. What have you been up to?

M: I've been busy fixing up my place. What have you been doing?

W: Oh, nothing special. Just working and raising my children.

M: You've got two kids now, right?

W: Yeah, a boy and a girl. Steve and Leslie.

M: How do they get along?

W: Real well. Steve plays with Leslie when they're by themselves.

M: That's nice.

W: It sure is. How's your house coming along?

M: It's almost done. My brother's helping me, to keep the price down.

3. What is true about the man and the woman?
4. What has the man been doing?

Dialog III

W: Excuse me, you look lost. Can I help you with anything?

M: Do you know where Peyton Place is?

W: Peyton Place? Hmm, let me see. I have a GPS system on my phone, but I'm not sure how to use it.

M: Oh, here, let me help you with it. Let's see, we're on Sixth Street, and . . . ah! There's Peyton Place. Is it on this bus route?

W: No, I don't think so. You'll have to buzz over to Seneca. It's just two blocks that way.

M: Thank you for your help.

W: No problem. Have a nice day.

M: You too.

5. What is the man trying to find?
6. What is the relationship between the man and the woman?

Now listen to the talk, and choose the best answer to each question.

W: Americans have a reputation as honest and friendly people. They are ready and willing to help. In one famous experiment, a researcher dropped "lost" wallets in different public places in an American city. Each wallet contained some money, a gift certificate, and a

card that identified the wallet's owner. Seventy-four percent of the people who found the wallets were honest and gave the wallets back. The researcher found that women were more honest than men. Eighty-six percent of 51 women who found the wallets returned them, compared with only 61 percent of 49 men who found the wallets. Older people — age 50 or above — were more honest than younger people. Eighty-eight percent of older people who found the wallets returned them. Only 56 percent of young people — those under 30 — returned the wallets. So, if you lose your wallet in the United States, don't worry. Chances are, you'll get it back.

7. What percentage of young people who found the wallets returned them?
8. Which chart best represents the information in the talk?

LISTENING TEST

Track 12

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

1. M: (A) Strangers are making small talk at a bus stop.
(B) The men are helping the women carry their bags.
(C) Friends are laughing and talking on the street.
(D) The women are assisting the men.
2. W: (A) The man is apologizing to the woman.
(B) The woman is apologizing to the man.
(C) The man and woman are working in an office.
(D) The man is asking the woman for assistance.
3. M: (A) The woman is assisting a stranger.
(B) The man is assisting a friend.
(C) The woman is making an excuse.
(D) The man is saying, "Excuse me."

Track 13

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: Hi, Lewis. What's up?
M: (A) Have a nice day.
(B) Fine, thanks. And you?
(C) Not too much.
5. M: Where's Spencer?
W: (A) I didn't mean to.
(B) He'll be here any minute.
(C) I got hung up at school.

Transcripts

6. W: Can I help you?
M: (A) Let me get that for you.
(B) Sorry about that.
(C) No, thank you.
7. M: I bumped into Marcus the other day.
W: (A) Really? Where?
(B) Long time no see.
(C) What do you think of him?
8. W: What do you think of my hat?
M: (A) It looks good on you.
(B) Excuse me.
(C) What's up?
9. M: Hey, you scratched my car!
W: (A) Let me get that for you.
(B) I got hung up in traffic.
(C) Sorry, I didn't mean to.

Track 14

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Wow! What do you think of this weather?
M: Oh, it's beautiful. Is it always this hot around here?
W: It is this time of year. Are you from out of town?
M: Yes.
W: Oh, where are you from?
M: Saskatchewan.
W: Saskatchewan? Wow, you're far from home! What's the weather like there?
M: Right now it's very cold, about 20 degrees. And it's probably snowing.
W: What do you think of our city, Sydney so far?
M: It's awesome! I'm having a great time.

10. Where are the speakers now?
11. Where is the man from?
12. What will the woman probably ask next?

Dialog II

- M: X-Press Deliveries. Perez speaking.
W: Yes, Mr. Paris, this is Samantha Sampson—
M: Excuse me, ma'am. It's Perez.
W: Sorry. Mr. Perez. I'm calling about the package I ordered from San Diego. It was supposed to be here this morning. Did you lose it?
M: Let me see. . . . Sampson. . . . No, ma'am, it's on its way. Our driver is hung up in traffic.
W: Well, that's not a very good excuse. Traffic is always heavy in this area, but you promised morning delivery.

- M: We're very sorry about that, Ms. Sampson.
W: That's "Miss."
M: Excuse me, Miss Sampson. The package should be there any minute.

13. Why does the woman call the man?
14. What excuse does the man give the woman?
15. What is the woman's main complaint about?

Track 15

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

M: Don't miss the annual Wes Din-ji Film Festival this summer held at the Old Town Square and down Main Street in Greenville's historic theaters. It's bigger than ever this year. You can choose from among sixty different programs over the five-day run of the festival. Films will be screened at the Old Town Square in tents and on Main Street in the Carson and Landmark theaters. Tickets are \$8.00 for individual screenings. A \$70 pass is good for admission to ten events during the week-long festival. For a full line-up of events, come to the Film Festival box office at the Greenville Museum. You can also check out the Wes Din-ji Film Festival website. Those that sign up on the website before May 31 will receive a free T-shirt!

16. When is the Festival being held?
17. Where are the films being screened?
18. How many events have been scheduled?

Talk II

W: My name's Stephanie Stephens, and I'm a researcher from Manchester, England. I'm studying the social customs of people in various cultures. One interesting characteristic of American culture is the custom of "going Dutch." This means that when people dine out together each person is expected to pay for his or her own meal. In many other cultures, such as the Chinese, one person nearly always pays the bill for the entire table. This custom is so ingrained that one often sees two people wrestling with each other trying to grab the tab. The loser of that wrestling match will make extra effort the next time to be the one footing the bill. In America, by contrast, if someone does offer to pay the bill, the other parties at the table accept the offer with only minor protest. European countries also have interesting habits in this regard.

19. What is the speaker researching?
20. What does “going Dutch” mean?
21. What will the speaker probably talk about next?

Unit 02: At Home

FUNCTIONS

Track 17

► Talking with parents

1. G: Can you drive me to school?
M: When I was your age, I had to walk to school every day.
2. B: I need some advice.
M: OK, what can I do for you?
3. W: It's time to do your homework.
B: Do I have to?

► Talking with siblings

1. G: Hey, you got more than me. That's not fair!
2. G: Stop that, or I'm telling Dad!
3. W₁: What should we get for Mom's birthday?
W₂: How about an espresso machine?

► Talking with neighbors

1. M: My sink's broken again. Could I borrow a wrench?
W: Sure. No problem.
2. M: Love your yard!
W: Thank you. We just planted new flowers.
3. M: We'd like you to come over for dinner.
W: I'd be delighted to.

MODEL DIALOG

Track 18

Do you have a minute?

- W: Hey, Dad, do you have a minute?
M: Sure, honey. What can I do for you?
W: I'm trying to make a decision about college. I need some advice.
M: It's about time. Where are you planning on applying?
W: Well, I could go to State University. I know it's the cheapest. But I want to go to Prestige University, because of its leisure studies program. I think I want to major in parks and recreation.
M: I see. Which one are you leaning toward right now?
W: I'd like to go to Prestige. Maybe I could get a part-time job. You know, to help pay my tuition. What do you think?
M: Well, when I was your age, it was tough to both study and work. I want you to concentrate on your education.
W: But how can we afford it?

M: Hmm, that's a good question. Let me discuss it with your mother. I'm sure we can find a good solution.
W: Thanks, Dad!

1. What does the daughter want to do?
(A) Get a full-time job
(B) Attend a more expensive university
(C) Borrow money from her father
(D) Go to State University
2. What advice does the father give?
(A) He says she should get a part-time job.
(B) He says she should go to State University.
(C) He says she should not study and work at the same time.
(D) He says she will have to pay her own tuition.

SHORT DIALOGS

Track 19

I Roger's counting on me.

M: Mom, I need some advice.
W: Sure, Rueben. What can I do for you?
M: Um, I promised my friend Roger that I'd help him move tomorrow. But then Marcia asked me to go to a movie with her. What should I do? Roger's counting on me, but I really like Marcia. If I say no to her, she might go out with someone else.
W: Well, if I were you, I'd keep my promise to Roger.
M: But what about Marcia?
W: Tell her the truth. She should understand. Personally, I respect people who keep their promises.

1. What did the man promise to do?
(A) To help a friend
(B) To go to the movies
(C) To take his mother's advice
(D) To buy a car
2. What did the woman advise him to do?
(A) She advised him to go to the movie.
(B) She advised him to study harder.
(C) She advised him to keep his promise.
(D) She advised him to ask his father.

Track 20

II Could you do me a favor?

W: Good morning, Josh.
M: Morning, Trish. Love your garden!
W: Oh, thanks. We just planted new rose bushes.
M: Well, they look terrific.
W: Thanks. Say, Josh, I was wondering. Could you do me a favor?
M: Sure, if I'm able.
W: We're going on vacation next week. We need someone

Transcripts

to bring in our mail while we're gone, and also to keep an eye on our house.

M: Oh, no problem. I'd be happy to.

W: Thanks so much! I'll return the favor when you go on vacation.

M: OK, it's a deal.

1. What is the relationship between the man and the woman?
(A) Mother and son
(B) Teacher and student
(C) Siblings
(D) Neighbors
2. Which of the following is not true?
(A) Josh is going on vacation next week.
(B) Trish asked Josh to do her a favor.
(C) Josh said that he liked Trish's garden.
(D) Josh agreed to do Trish a favor.

Track 21

III Let's split it.

M: Hey, Ginger, what are you getting Dad for his birthday?

W: I don't know. What are you going to get him?

M: I was thinking of buying him a new watch. But it's really expensive.

W: How much is it?

M: Around \$100.

W: Goodness, that is costly! He does need a new watch, though. Hey, let's split it!

M: Really? You don't mind just getting one present?

W: Yeah, why not? It's something Dad really needs, and he'll really appreciate it, too.

M: Cool. Thanks.

W: Hold on a second. I'll go get fifty bucks for you. I've got it in my purse.

1. What's Ginger's relationship to Edgar?
(A) Brother
(B) Sister
(C) Cousin
(D) Aunt
2. What does Ginger offer to do?
(A) She offers to pay the full cost of the watch.
(B) She offers to help Edgar choose a watch.
(C) She offers to pay half the cost of the watch.
(D) She offers to pay \$25 of the cost of the watch.

PRONUNCIATION

Track 22

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: vision fishing invasion invitation
 fusion fashion

M: occasion ocean supervision superstition
 confusion confession

Track 23

B Listen and circle the word you hear.

1. fishing 2. invasion
3. fusion 4. T-shirt
5. occasion 6. superstition
7. confession 8. pleasure

Track 24

D Listen and repeat the following sentences, paying close attention to the different sounds.

W: 1. I go fishing in the ocean on occasion.

M: 2. The fusion of fashion and function gives me pleasure.

W: 3. There was confusion about the invitation.

M: 4. Supervision puts me under pressure.

W: 5. That T-shirt is a treasure.

ORAL RESPONSES

Track 25

Listen and say your responses using information about yourself.

- W: 1. I'm trying to make a decision.
 2. Could you do me a favor?
 3. What should I do about my hair?
 4. Do your homework and clean up your room!
 5. I want to get Mom a new coat for Christmas.

WRITTEN RESPONSES

Track 26

Listen to the questions or statements and write your answers.

- M: 1. Love your new car!
 2. I want to clean up my yard. Could I borrow your rake?
 3. Dad, did you play video games when you were young?
 4. I want to buy a car, but I don't have enough money. What should I do?
 5. That's not fair! Why does she get more than me?

LISTENING QUIZ

Track 27

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

B₁: Hey! I was holding the remote!
 B₂: You left the room. Besides, my new favorite show is coming on.
 B₁: I was just going to the bathroom.
 B₂: You were gone a long time. And your show's over anyway!
 B₁: It is not! Give me that remote control. That's not fair!
 B₂: No. You've been watching for the last hour. It's my turn. Go play outside.
 B₁: Why don't you go play outside? Oh, look! That's the new Tiger-Ninja cartoon!
 B₂: I know! That's what I was trying to tell you!
 B₁: Cool!

1. Which photo best represents this dialog?
2. What are the children arguing about?

Dialog II

M: Hey, Mom, are you busy?
 W: No, I've got a few minutes. What's up?
 M: I've got a confession to make.
 W: OK. What is it?
 M: Well, um, Shelly gave me an invitation to her graduation party. . . .
 W: Yes?
 M: I, uh, didn't want to go, so I lied. I told her I was going fishing with Dad that weekend.
 W: I see.
 M: Yeah, but Shelly bumped into Dad yesterday. She mentioned the fishing trip, and now she knows I was lying. What should I do?
 W: If I were you, I'd call her and apologize.

3. Why was the young man talking to his mother?
4. What confession did he make?

Dialog III

W: Hey, Paul, how's it going?
 M: Hi, Petra, pretty well. Hey, love your outfit! You're smartly dressed today. What's the occasion?
 W: Oh, I have a big meeting today with an important client. Have to look sharp, you know.
 M: Yeah. Oh, that reminds me. Do you think you could do me a favor tonight?
 W: Sure, if I can.
 M: I need someone to watch the kids for an hour or so. Could your daughter do it?
 W: Sure. She loves to babysit. And I'll be there for added supervision.
 M: Great! Thanks a lot.
 W: My pleasure.

5. Which of the statements is true?

6. What favor is asked for?

Now listen to the talk, and choose the best answer to each question.

W: My name's Sherry Rouge from Atlanta, Georgia. My sixteen-year-old son just received his driver's license, and my husband and I helped him buy an inexpensive used car. Now he drives himself everywhere—to school, leisure activities like movies and dates, friends' houses, and his part-time job. He's a responsible young man, and he has taken a driver's education course, but, frankly, I'm still worried. Did you know that, statistically, motor vehicle crashes are the leading cause of death for US teenagers? Even though teens make up only about 12 percent of the US population, they account for 30 percent of the cost of all motor vehicle injuries among males and 28 percent of the same costs among females. One reason for this is that they are inexperienced. They don't recognize hazardous situations. Another is that they drive without direct adult supervision. Each time he drives away, I pray that my son will return safely.

7. According to the speaker, what is one reason that teenagers are involved in car crashes?
8. Which chart best represents the information in the talk?

LISTENING TEST

Track 28

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

1. M: (A) Two neighbors are talking.
 (B) A son is asking his mother for advice.
 (C) The boy is asking the girl for a favor.
 (D) Two siblings are having an argument.
2. W: (A) A man is asking his father for advice.
 (B) A young man is making a confession to a priest.
 (C) A boy is arguing with his older brother.
 (D) A man is borrowing a tool from his neighbor.
3. M: (A) The men are practicing superstition.
 (B) The men are enjoying their work.
 (C) The men are under pressure at work.
 (D) The men are providing supervision.

Track 29

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: Could you do me a favor?
 M: (A) What should I do?

Transcripts

- (B) Sure, I'd be happy to.
(C) That's not fair.
5. M: Love your shirt!
W: (A) Thank you! I got it on sale.
(B) What can I do for you?
(C) Let's split it.
6. G: Dad gave me more money than he gave to you.
B: (A) I'm telling Dad.
(B) I need some advice.
(C) Hey, that's not fair!
7. M: I want you to take a shower right now!
B: (A) Love your hat!
(B) Can I borrow the car?
(C) Do I have to?
8. G: You took my iPod. I'm telling Mom!
B: (A) Could you do me a favor?
(B) Please don't! I'll give it back.
(C) It's my pleasure.
9. M: How do you wanna pay for dinner?
W: (A) Let's split it.
(B) Do I have to?
(C) That's not fair!

Track 30

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Stephen, could you please do me a favor?
M: Sure, Sharon. If I can help, I'd be happy to.
W: We were wondering if we could borrow your truck?
M: Um, sure. What do you need it for?
W: We're cleaning up our basement. We need to haul a bunch of stuff to the garbage dump.
M: I see. Lots of old treasures, huh?
W: Yeah, we've got stuff down there that went out of fashion thirty years ago!
M: Yep, I know how that is. Our basement used to look like there'd been a clothing drive for hippies. When do you need the truck?
W: Could we use it on Saturday, and bring it back to you that night?
M: Yeah, that'd work.
W: Thanks a lot.
10. Why does the woman want to borrow the truck?
11. What does the man mean by "old treasures"?
12. What will the man probably say next?

Dialog II

- M: *<picking up the phone>* Hello?
W: Hello, Mr. Lewis? This is Sheila Shellstein from Adventure Travel. I'm calling today to issue you a special invitation for an ocean cruise.
M: An ocean cruise?
W: Yes, sir. It's a special pleasure cruise. Seven days and six nights. There'll be fishing, sightseeing, and all sorts of leisure activities.
M: Uh-huh. And how much does this cruise cost?
W: If you accept our invitation, sir, we will give you a very special price.
M: How special?
W: Only \$500! That's more than 50 percent off our regular price!
M: I see. . . . Um, I'll think about it.
W: Of course, sir. There's no pressure. To avoid confusion, let me repeat. The special offer for the ocean cruise is \$500. You have until midnight to accept our invitation.
13. What does the woman offer the man?
14. What is special about the cruise?
15. What does the man probably think about the caller?

Track 31

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

- M: Fed up with all those disturbed nights' sleep? Kept awake until late by the sound of your neighbors' TV or your kids' music? Do the cars driving by at night prevent you from getting the good night's sleep you need? For a limited time only, the Bright Night white noise machine is brought to you for the incredible price of \$9.99, down from its regular price of \$29.99. This machine comes with three different settings, making it adjustable for those noisier nights. Choose from four different sounds: sea waves, flowing water, shifting sands, and gentle breeze. Bright Night has been proven to block out unwelcome sound for even the lightest of sleepers. Call 1-900-888-9999 right now to take advantage of this great offer.
16. What is a white noise machine?
17. Which of the following is NOT one of the machine's settings?
18. How can the Bright Night white noise machine be purchased?

Talk II

M: Hi, I'm William, and I'm a senior at Ocean View High School. High school students here in America enjoy a lot of independence, and we make our own decisions about many things that affect our lives. At school, for instance, we have a voice in many aspects of our education, like deciding which subjects we want to study and which teachers we want to have. After school we don't need a lot of direct parental supervision. We can choose to play a sport or participate in a club, like the drama and business clubs. Some kids head off to part-time jobs, so they can earn money for college, and others simply head home. There is pressure to earn good grades so you can go to college, but the pressure isn't as intense as it is in many other countries. There are many education options here, so college isn't the only choice.

- Who is the speaker?
- What does the speaker say about American high school students?
- Which of the following is NOT mentioned as an after-school activity?

Unit 03: In the Classroom

FUNCTIONS

Track 33

► Talking with classmates

- M: How was the test?
W: It was really hard.
- M: What do you think of Dr. Yang?
W: She's my favorite teacher.
- W₁: Could you help me with something?
W₂: Sure, I'll try.

► Talking with the teacher

- W: How much does this exam count?
M: It's 30% of your final grade.
- W₁: Why did I get a C?
W₂: Your paper was two days late.
- M₁: I still don't understand this.
M₂: Come see me after class.

► Giving a presentation

- M: That concludes my presentation. Are there any questions?
- W: Please look at this chart. It will make my point clear.
- W: As you can see, this news is very encouraging.

MODEL DIALOG

Track 34

I'm having a lot of trouble.

- M: Hey, Lana, could you help me with something?
W: Sure, Ralph, I'll try. What do you need?
M: I'm having a lot of trouble understanding this math.
W: Really? We covered that two weeks ago.
M: I know, but I still don't get it.
W: Uh-oh. That was on the midterm. How did you do on it?
M: Um, do you really want to know?
W: You don't have to tell me if you don't want to.
M: It's OK, actually. I just got a B minus. I guess it could've been worse.
W: The midterm was like 25% of our final grade, wasn't it?
M: Right. I'll need to do really well on the final exam.
W: Have you asked Mr. Jordan about it?
M: I have, but I couldn't really understand his explanation.
W: I know what you mean. Sometimes I can't understand him either.
M: What do you think about Mr. Jordan anyway?
W: I think he's really nice, but he doesn't always explain things very well.
M: At least he's happy to answer questions.
W: That's true. Anyway, we'd better get to work. Class starts in ten minutes.

- Why did the man get a B minus on his midterm test?
(A) He didn't study enough.
(B) The class is very difficult.
(C) He didn't understand the subject.
(D) The teacher didn't explain the test.
- What does the woman think about Mr. Jordan?
(A) She thinks he is mean.
(B) She thinks he is easy to understand.
(C) She thinks he is nice.
(D) She thinks he is not a good teacher.

SHORT DIALOGS

Track 35

I'll do my best.

- W: Hi, Joe, how was your final?
M: It went well. I'm pretty sure I got a good grade. How about you?
W: I haven't taken mine yet. It's tomorrow morning.
M: Aren't you in Dr. Anderson's class?
W: Right. Do you know him?
M: I had a class with him last semester. He's pretty tough.
W: He sure is. That's why I'm a little worried about this exam.
M: It probably won't be that bad. How was the midterm?
W: A lot harder than I expected! I'm sure the final's going to be even worse.

Transcripts

M: Well, I can help you study for it. I have time now, and I already know the kinds of questions Dr. Anderson likes to ask.

W: Could you really? That would be great!

M: I'll do my best.

1. What is the woman worried about?
(A) Getting a bad grade on her exam
(B) Taking Mr. Anderson's class
(C) Studying for the midterm
(D) Asking a question to her professor
2. What does the man think about Dr. Anderson?
(A) He is strong.
(B) His test is easy.
(C) He does not help his students.
(D) His class is difficult.

Track 36

II I didn't expect a C.

M: Ms. Williams, do you have a moment?

W: Oh, hello, Michael. Can I help you with something?

M: Yes, well, I was looking at my project grade.

W: Do you have a question about it?

M: Um, I was wondering why it was so low.

W: It's not great, but it's still a passing grade.

M: I know, but I worked really hard on that project. I didn't expect a C.

W: But you gave it to me late. In my class, each day late means one grade lower.

1. Why did the student go to see the teacher?
(A) To get advice about his project.
(B) To ask why his grade was low.
(C) To complain about her class.
(D) To have his grade changed.
2. Why did the student get a C on his project?
(A) He turned his project in late.
(B) He didn't study hard enough.
(C) He was late to class.
(D) He didn't understand the assignment.

Track 37

III Does anyone have any questions?

W: Now I want to talk about how eating habits have changed in the US. Specifically, people are eating less fast food these days. Please look at this chart. As you can see, in 1990 around 45% of Americans ate fast food at least three times a week. However, by 2000 that number dropped to 38%. We can certainly expect this number to decrease more in the future. Does anyone have any questions?

M: Yes, I have a question.

W: Go ahead.

M: Why do you think eating habits have changed?

W: Well, more people know that fast food is unhealthy.

M: So people shouldn't eat fast food at all?

W: They can, but they shouldn't eat it regularly.

1. What is the presentation mainly about?
(A) Changing eating habits in the US
(B) Modern American fast food
(C) Different ways to lose weight
(D) The reasons why fast food is not healthy
2. Why are Americans eating less fast food?
(A) Doctors don't recommend it.
(B) It is more expensive than before.
(C) People don't have time to go out to eat.
(D) More people know that it is unhealthy.

PRONUNCIATION

Track 38

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: chin gin rich ridge chunk junk

M: batch badge choke joke lunch lunge

Track 39

B Listen and circle the word you hear.

1. gin
2. ridge
3. junk
4. ratchet
5. badge
6. choke
7. lunge
8. edge

Track 40

D Listen and repeat the following sentences, paying close attention to the different sounds.

W: 1. My friends Mitch and Jill both live on a ranch.

M: 2. The badger wouldn't budge, so we couldn't catch it.

W: 3. She thought he was joking, but he was actually choking.

M: 4. We used a ratchet to fix the latch on the cage.

W: 5. That batch of cookies tasted really strange.

ORAL RESPONSES

Track 41

Listen and say your responses using information about yourself.

- W: 1. How did you do on your exam?
2. What do you think of your English teacher?
3. Why did I get a D?
4. Could you help me with something?
5. I don't understand what this means.

WRITTEN RESPONSES

Track 42

Listen to the questions or statements and write your answers.

- M: 1. Why did I get such a low score?
 2. I don't know how to do this.
 3. Could you give me some help?
 4. How's your math class?
 5. What did you get on your homework?

LISTENING QUIZ

Track 43

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Dr. Auster, could I ask you about something?
 M: Oh, hello, Donna. Sure, what do you need to know?
 W: I'm really worried about my final grade in your class.
 M: Why? As long as you study and do all the work, you'll be fine.
 W: But I didn't do very well on my midterm.
 M: Ah, I remember. That's not a disaster, though.
 W: You mean my final grade isn't ruined by that?
 M: No, of course not. The midterm is only 5 percent of your grade. If you do well on your term paper and the final exam, and turn in all your homework, you can still get an A.
 W: Oh, that's great! I'm so relieved!

- Which photo best represents this dialog?
- Why is the student worried about her grade?

Dialog II

- M: How was your presentation?
 W: It went really well. Everyone seemed to be interested.
 M: What was it about?
 W: It was on learning a second language.
 M: Did you get a lot of questions?
 W: Uh-uh. Only three people asked me anything.
 M: Only three? How long was it anyway?
 W: About an hour and a half, but it felt like four!

- What was the woman's presentation about?
- How did the audience respond to the presentation?

Dialog III

- W: I got a terrible grade on my last paper.
 M: Yeah, me too. I think most of the class got low grades.
 W: I didn't know this class would be so hard.

- M: Me neither. And it's too late to drop it now.
 W: Do you think Dr. Kim is a bad teacher?
 M: No, I think he teaches really well, but he expects us to do too much.
 W: I don't think so. If he was a good teacher, the class would be easier to understand.
 M: Maybe you're right. Let's just do our best.
 W: I'll try.
- Why are the students upset?
 - What does the man think about his teacher?

Now listen to the talk, and choose the best answer to each question.

M: These days, many university professors dress very casually to work. Sometimes they even teach in blue jeans and T-shirts. This partly reflects the way college students dress, which is very casual. However, there is some evidence that students aren't really comfortable with their professors wearing the same kinds of clothes as they are. At most universities, at the end of each semester, students turn in evaluation forms about their professors. These can tell us something about students' opinions of their teachers. Comparing evaluations from universities around the US, we can see some clear patterns. Professors who usually dressed casually were rated 5 percent less than those who taught in semi-formal clothes. More strikingly, professors who usually wore suits were rated 15 percent higher than those who wore casual clothes. So it seems that, while clothes may not really affect teaching styles, they definitely affect how students think about teachers.

- What conclusion can be drawn from the talk?
- Which chart best represents the information in the talk?

LISTENING TEST

Track 44

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

- M: (A) The woman is taking notes.
 (B) The students are taking a nap.
 (C) The man is sleeping in class.
 (D) The lecture is not interesting.
- W: (A) The students are attending a lecture.
 (B) The students are studying in the library.
 (C) The man has booked tickets for the lecture.
 (D) The couple is enjoying the presentation.
- M: (A) The class is almost finished.
 (B) The teacher is speaking to the students.

Transcripts

- (C) The teenagers are learning about computers.
- (D) The professor is leading the discussion.

Track 45

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: I don't know how to do this.
M: (A) No problem.
(B) Can you help me?
(C) What's the problem exactly?
5. M: What do you think about Mr. Jeffries?
W: (A) I think it's going to be difficult.
(B) He's been teaching here for three years.
(C) He's my favorite teacher.
6. W: Why was my grade so low?
M: (A) It's 40% of your grade.
(B) You didn't do the homework.
(C) It was really hard.
7. M: Does anyone have any questions?
W: (A) Yes, it was very interesting.
(B) No, I've never met her.
(C) Yes, I have one.
8. W: How did you do on the term paper?
M: (A) Was there homework?
(B) I finished it last night.
(C) I got a B+.
9. M: Could you help me with my math homework?
W: (A) Sure, I'll try my best.
(B) No, I'm in your class.
(C) Yes, it's due on Friday.

Track 46

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Hi, Jack. How was your vacation?
M: Hey, Sunny. It was pretty good. I had to study a lot, though.
W: Why? Did your teachers give you a lot of summer homework?
M: No, it's not that. One of my teachers this year is Ms. Wellington.
W: I've never been in her class before. Is she tough?
M: Tough? She's one of the hardest teachers in school.
W: How do you know?
M: I had one of her classes last year. She gave us so much

- work that it was really hard to finish everything on time.
W: So were you studying over the vacation to get a head start?
M: That's exactly right. I just hope I did enough.
10. What did Jack do over the summer?
11. Why is Ms. Wellington's class hard?
12. How does Jack know Ms. Wellington's class is hard?

Dialog II

- M: Danielle, could I see you for a moment?
W: Sure, Mr. Sharp. What do you want to see me about?
M: I'm concerned about your grades. You got a C on the last test.
W: I know. I'm just having a lot of trouble understanding the course material these days.
M: Well, if you're having trouble, you should ask for help. After all, each test is 20% of your grade, and we only have one more.
W: OK. I've just been so discouraged lately.
M: Well, just remember you can always ask me whenever you have a problem.
W: Thanks very much. Can I ask you about the homework later?
M: Of course. See you then.
13. Why does the teacher want to see the student?
14. How did the student do on her last test?
15. What does the teacher recommend the student to do?

Track 47

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

- W: My presentation on money management will focus on the small adjustments you can make to your spending habits in order to save money. You'd be surprised how even the slightest change can save you a lot over the course of a year. First, you need a goal. What do you want to save money for? How much will you need to achieve that goal? Start working toward that goal. Do you buy sandwiches on the way to the office? How many of you buy take-out coffee on your way to work every day? Have you ever stopped to think how much that comes to in one week? In one month? This year, how much money will you have spent on something you could easily make at home for less than a quarter of the price?
16. What is this presentation about?

17. What first step is recommended?
18. Which thing is NOT something you could easily make at home?

Talk II

M: OK. Hello, everybody. My presentation today is about music education. I wanted to find out whether studying music can affect students' grades. I mean, do people who study music tend to get better or worse grades in general, or does it make no difference? I carried out some research by looking at the average grades of students who studied music compared to those who did not. My results are shown in this chart here. I found that students who studied music had overall grades that were up to 10% higher than students who did not. This was the same no matter what their economic background was. And that's all for my presentation. Does anyone have any questions?

19. What is the purpose of this presentation?
20. According to the presentation, how are students' grades related to music study?
21. Why does the student mention economic background?

Unit 04: At a Restaurant

FUNCTIONS

Track 49

► Making a reservation

1. W: Can I reserve a table for six?
M: I'm sorry, we're all booked up.
2. M: I'd like to make a reservation.
W: For how many?
M: Is Christmas booked up yet?
W: No, that day is still open.

► Ordering a meal

1. W: Do you have any specials?
M: Today there's our buffalo burger.
2. M₁: Are you ready to order?
M₂: Yes, I'd like the salmon, please.
3. W: What can I get for you?
M: Could I have the steak and eggs?

► Paying the bill

1. M: That'll be \$35.40.
W: Here's my credit card.
2. M₁: Could we have our bill?
M₂: I'll bring it right away.
3. W: Will that be cash or credit?
M: I'll pay with cash.

MODEL DIALOG

Track 50

I have a reservation for two.

W₁: Welcome to China Cafe. Table for one?

M: No, I have a reservation for two. It should be under "Dalton."

W₁: Would you like something to drink while you wait for your friend?

M: I'll just have water, please. Oh, wait, actually hot tea would be good.

⟨some time passes⟩

W₂: Hi, Dalton, sorry I'm late.

M: That's OK. I'm glad you made it. The food here looks good.

W₁: Are you ready to order now?

M: Sure. Do you have any specials?

W₁: Yes. Today there's Peking duck and bird's nest soup.

M: OK, I'll have the duck.

W₁: And for you, ma'am?

W₂: Could I have the spicy tofu?

W₁: Of course. Is there anything else?

M: Um, well, can I pay with a check?

W₁: I'm sorry, sir, we only take cash or credit.

W₂: Don't worry, Dalton, I'll use my credit card.

1. What is one of the specials at China Cafe?
(A) Peking duck
(B) Spicy tofu
(C) Duck soup
(D) Hot tea
2. How will Dalton's friend pay the bill?
(A) Check
(B) Credit card
(C) Cash
(D) Money order

SHORT DIALOGS

Track 51

I I'd like to make a reservation.

M: Hello, this is Sushi Heaven. How can I help you?

W: Hi, I'd like to make a reservation at 8:00.

M: For how many people?

W: Four.

M: And under what name?

W: Sandra Kim.

M: Do you have any special preferences?

W: We'd like a table in a quiet spot, if that's feasible.

M: No problem. We'll see you at 8:00.

W: Thanks very much.

Transcripts

1. How many people is the reservation for?
(A) Eight
(B) One
(C) Two
(D) Four
2. What does the woman ask for?
(A) A table for five people
(B) Her own table
(C) An extra table
(D) A table in a quiet area

Track 52

II Do you have any specials?

- W: Hi, there. What can I get for you?
M: Hmm. Do you have any specials?
W: Today we've got meatloaf, a vegetable plate, and our famous fishburger.
M: Um, is there anything else you'd recommend?
W: Well, what kind of meat do you like?
M: Chicken is good.
W: OK then, I recommend the chicken pie. It's really delicious.
M: Sounds good. I'd like that, please.
W: All right, one chicken pie. Can I get you anything else?
M: Could I have a side order of vegetables?
W: Sure. I'll have those out shortly.
M: Thank you.
1. Why does the man order chicken pie?
(A) The waitress recommended it.
(B) It is one of the specials.
(C) It comes with vegetables.
(D) The restaurant is famous for it.
 2. What side dish does the man order?
(A) Meatloaf
(B) Vegetables
(C) Chicken pie
(D) Fishburger

Track 53

III Could we have our bill, please?

- M: That was delicious. Are you ready to go?
W₁: Sure. Let's get the bill. Why don't you ask the waitress there?
M: Excuse me, could we have our bill, please?
W₂: Yes, I'll bring it right away.
M: Uh-oh. I didn't bring enough cash. Sorry.
W₁: Are you kidding? OK, I'll pay again, as usual.
M: No, that's OK. I'll just use my card.
W₂: Here's your bill. I'll take it whenever you're ready.
M: Can I pay with a credit card?
W₂: Of course, we take all major cards.

M: Great. Here's my credit card.
W₁: Thanks for paying, Paolo.

1. Who usually pays?
(A) The man pays.
(B) Both share the bill.
(C) The woman pays.
(D) Both take turns to pay.
2. Why does the man pay with a credit card?
(A) He does not have enough cash.
(B) The restaurant only accepts credit cards.
(C) The food is very expensive.
(D) The woman does not want to pay.

PRONUNCIATION

Track 54

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: fan fun bat but batter butter
M: cap cup hat hut pack puck

Track 55

B Listen and circle the word you hear.

1. fun
2. but
3. batter
4. much
5. cap
6. hat
7. puck
8. track

Track 56

D Listen and repeat the following sentences, paying close attention to the different sounds.

- M: 1. Sunny thought the reporter was fun to be with.
W: 2. Honey's husband is my cousin.
M: 3. Dawn likes Honey's company much better than Ann's.
W: 4. Russ lost the ball Paul had bought at the airport.
M: 5. My boss is dumb and uninteresting.

ORAL RESPONSES

Track 57

Listen and say your responses using information about yourself.

- W: 1. Are you ready to order?
2. How do you want to pay?
3. Do you have a reservation?
4. What can I get you?
5. Is there anything else you need?

WRITTEN RESPONSES

Track 58

Listen to the questions or statements and write your answers.

- M: 1. What would you like?
 2. Do you have any specials?
 3. Is there anything you'd recommend?
 4. Would you like to make a reservation?
 5. Where would you like to sit?

LISTENING QUIZ

Track 59

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

- M: Hi, can I help you?
 W: Yes, could I have two regular coffees?
 M: Sure. What size would you like?
 W: Um, large, please.
 M: Would you like milk or sugar?
 W: I'd like milk.
 M: OK, that's two large coffees with milk. Would you like anything else?
 W: No, that's everything.
 M: That's going to be \$6.50.
 W: Alright, thanks.

- Which photo best represents this dialog?
- What does the woman order?

Dialog II

- M: Hello, welcome to Claude's.
 W: We have a reservation under "Pauline."
 M: Hmm. I can't seem to find that reservation. When was it for?
 W: Seven-thirty. It was for a party of eight.
 M: Could it have been made under a different name?
 W: I don't think so. I'm the one who made the reservation.
 M: Well, we have no tables available right now. Can you wait fifteen minutes?
 W: I guess we have to.
- When is the reservation for?
 - Why does the woman's party have to wait?

Dialog III

- W: Are you all finished?
 M: Yes, it was delicious.
 W: I'm glad you enjoyed it. Here's the bill. That'll be \$45.75.

- M: Forty-five? I didn't know it would be so expensive.
 W: Are you saying you can't pay?
 M: Well, I don't have enough cash. Do you take credit cards?
 W: Yes, but we charge \$1.50 extra if you use them.
 M: OK then, I guess I'll have to pay it.
 W: Next time check the price first.
- Why is the man surprised?
 - How does the man pay?

Now listen to the talk, and choose the best answer to each question.

- M: Tipping means to pay extra money for some service. In the US, there are many situations where people are expected to pay tips. The most common one is eating at restaurants. In fact, tipping waiters and waitresses is a universal custom in the US. This is not just to show appreciation for good service. For many restaurant workers, tips are necessary for them to make enough money. This means that diners are almost always expected to pay tips. In general, it is normal for people to tip 15% of the cost of the meal. If service is especially good, tips of 20% or more are acceptable. On the other hand, sometimes service is not as good as it should be. In this case, diners may tip 10% to show their disapproval. However, tipping less than 10% is usually considered very rude.
- When should diners pay 15% tips?
 - Which chart best represents the information in the talk?

LISTENING TEST

Track 60

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

- M: (A) The students are waiting for their meal.
 (B) The men are looking at the menu.
 (C) The men are calling to make a reservation.
 (D) The friends are deciding what to buy.
- W: (A) The waiter is serving the woman.
 (B) The woman is waiting for her dinner.
 (C) The waitress is carrying the food.
 (D) The customer is getting the bill.
- M: (A) The man is deserting the woman.
 (B) There is no one in the restaurant.
 (C) The couple is enjoying their dinner.
 (D) The couple is sharing a dessert.

Transcripts

Track 61

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: Will that be cash or credit?
M: (A) That's \$25.00.
(B) No, thank you.
(C) I'll use my card.
5. M: What can I get you?
W: (A) I'd like to buy you dinner.
(B) Could I have the beef stew?
(C) I'll pay with cash.
6. W: I'd like to make a reservation.
M: (A) For how many?
(B) This table is reserved.
(C) For 7:00.
7. M: Are you ready to order?
W: (A) No, I didn't bring any cash.
(B) I'd like to reserve a table.
(C) Yes, I'd like the tuna sushi.
8. M: What do you recommend?
W: (A) I'd like a salad, please.
(B) We only take cash.
(C) The shrimp is excellent.
9. W: That will be \$50.00.
M: (A) Could I have my bill?
(B) Here it is.
(C) I'll have that, please.

Track 62

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Doesn't this look great?
M: Yeah, everything on the menu looks delicious.
W: What are you thinking of having?
M: Probably one of the specials. The vegetable pizza looks really good.
W: Yeah, that does look good, but I shouldn't order a special.
M: Why not? Are you on a diet?
W: No, it's just that the specials are all expensive. I don't have a lot of cash today.
M: Don't worry about it. I'll pay with my card today.
W: But I really don't want to burden you.
M: That's OK. You can pay for both of us next time!

10. Why doesn't the woman want to order a special?

11. How does the man intend to pay?

12. Why does the man pay?

Dialog II

- M: Hi, are you ready to order?
W: Um, sure. I'll have the house salad.
M: OK, one house salad. Would you like anything else?
W: No, thanks. Oh, wait a second. Does the salad have tomatoes?
M: Yes, it does. Is that a problem?
W: I really don't like tomatoes. Could I get the salad without them?
M: Of course. So that's a house salad, no tomatoes.
W: Thank you very much.
M: You're welcome. Your salad will be out soon.
13. What does the woman order?
14. What special request does the woman make?
15. Why didn't the woman know that the house salad has tomatoes?

Track 63

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

M: Hello, this is Douglas Smada. I called yesterday to make a reservation for a party of six for this Saturday, April 23rd, at 6:00. You told me to call back today to confirm it. It looks like I have called back at a bad time, as there is no one to take my call. Umm, anyway, actually I need to make some changes to that reservation. I hope that it will be possible. First, I'm really sorry, but I gave you the wrong date. I'd like to change my reservation to Sunday, April 24th, at 3:30, as one of our group members is unable to make it on Saturday. Also, I think I didn't mention it before, but it is for a friend's birthday. If you have any special options for that, I'd like to order a cake or something, if that's possible. OK, well, I'll call back a bit later.

16. Why did the man make this call?

17. How many people are expected to come?

18. What will the man do next?

Talk II

W: Some people go to restaurants just to eat quickly and cheaply. Others like to spend a good time going out to eat. They enjoy restaurants that have a special atmosphere,

not just good food. Such an atmosphere can be helped along by creative or unusual interior design, which can make the place more interesting or comfortable. For example, many ethnic restaurants feature interior designs drawn from their owners' home countries. A Japanese restaurant may look like a traditional Japanese house inside, with old-style Japanese music playing in the background. People who eat there may feel like they have gotten away from their normal lives for a little while. This can help them relax or relieve stress.

19. What helps give some restaurants a special atmosphere?
20. According to the speaker, why might people go to unusual restaurants?
21. How do special foreign restaurants help people relax?

Unit 05: At the Mall

FUNCTIONS

Track 65

► Finding what you need

1. W: Do you see a parking space?
M: Yes, that guy is backing out.
2. M: I'm looking for a video camera.
W: They're over there. By the TV section.
3. W: Now, where's the furniture store?
M: Let's see. We are here.

► Talking with a clerk

1. W₁: May I help you?
W₂: I'm just looking.
2. M: Excuse me, how much is this?
W: Hmm, I'll go check.
3. W: I'm looking for a new belt.
M: You've come to the right place.

► Talking with a friend

1. M: Do these seem too plain?
W: No, you'd look good in them.
2. M: Hey, Rachel! Look at this.
W: Wow, that album is really hard to find!
3. M: What do you think?
W: I'd choose the funny one.

MODEL DIALOG

Track 66

What are you looking for?

M: What are you looking for?

W: I'm trying to find a nice sweater for winter.
M: OK. Check this out. This one's popular.
W: I don't like that color.
M: How about this?
W: I don't like the material.
M: What about that one over there?
W: That might be all right. How much is it?
M: It's \$85.99.
W: That's too expensive.
M: How much did you plan to spend?
W: I only have forty-five dollars.
M: Maybe we should try another store.
W: Good idea.

1. What is the relationship between the man and woman?
(A) The man is the clerk and the woman the customer.
(B) The man is the customer and the woman the clerk.
(C) The man is the woman's friend.
(D) The man and woman just met.
2. Why do they decide to go to another store?
(A) The first store is too expensive.
(B) She didn't find anything she likes there.
(C) The store clerk was not helpful.
(D) She wants to spend more money.

SHORT DIALOGS

Track 67

I How about these gloves?

W: Is there anything I can do for you?
M: Yes, I'm looking for a present for my mother.
W: How about these gloves?
M: They look good. How much are they?
W: They're thirty-five dollars.
M: Hmm. Do you have any cheaper ones?
W: Yes, these gloves are twenty dollars.
M: I'll take these beige ones.
W: Shall I wrap them for you?
M: Yes, please! That would be great, thanks.
W: No problem, sir. I'll be right back.

1. What is the man looking for?
(A) Gloves
(B) Cheap gloves
(C) Cheap beige gloves
(D) A present for his mother
2. What will the woman do next?
(A) She will gift-wrap the gloves.
(B) She will give the gloves to a co-worker.
(C) She will take the man's money.
(D) She will find a scarf to match the gloves.

Transcripts

Track 68

II May I help you?

M: May I help you?

W: Yes. I'm looking for a blouse.

M: What size, please?

W: Medium, I think.

M: What color are you looking for?

W: Green or dark green.

M: Here's a green one.

W: Can I try it on?

M: Certainly. The dressing room is right over there.

1. What size and color is the woman looking for?
(A) Large, dark green
(B) Small, green or dark green
(C) Medium, green
(D) Medium, green or dark green
2. What will the woman probably ask the clerk next?
(A) "How much is it?"
(B) "Do you have this in red?"
(C) "Where is the bathroom?"
(D) "Do you have a mirror?"

Track 69

III Do you like my new coat?

W₁: Do you like my new coat, Pia?

W₂: It looks terrific! It makes you look like a movie star.

W₁: Really? I'm glad you like it.

W₂: How much was it? It looks really expensive.

W₁: Eighty dollars.

W₂: That's a decent price.

W₁: Yeah, there was a big sale on all their fall coats.

W₂: Where did you get it?

W₁: At Central Department Store.

W₂: I like to shop there, too. Is the sale still on?

W₁: I don't know, but probably.

1. How much was the coat?
(A) \$18
(B) \$19
(C) \$80
(D) \$90
2. What will Pia probably do next?
(A) She will find another store with a sale.
(B) She will make a plan to go coat shopping at the department store.
(C) She will go to Central Department Store right away.
(D) She will ask if her friend could give directions to the store.

PRONUNCIATION

Track 70

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: saw sew caught coat hall hole

M: want won't bought boat ball bowl

Track 71

B Listen and circle the word you hear.

- | | |
|----------|-----------|
| 1. saw | 2. caught |
| 3. hole | 4. law |
| 5. won't | 6. bought |
| 7. ball | 8. row |

Track 72

D Listen and repeat the following sentences, paying close attention to the different sounds.

W: 1. Hello. This is Joan.

M: 2. Oh no! Open the window over there.

W: 3. Sew the yellow coat, Paul.

M: 4. Show the reporter the hole across the airport.

W: 5. Joe thought there was no snow in October, though.

ORAL RESPONSES

Track 73

Listen and say your responses using information about yourself.

- W: 1. May I help you?
2. Do you go shopping often?
3. Where do you usually shop?
4. How much was your book?
5. Can I try this hat on?

WRITTEN RESPONSES

Track 74

Listen to the questions or statements and write your answers.

- M: 1. How often do you go shopping?
2. What games do you like to buy?
3. How many CDs do you buy each year?
4. How much did you pay for your shoes?
5. What are you looking for?

LISTENING QUIZ

Track 75

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

M: May I help you, ma'am?
 W: Yes, I'm looking for a gift for my husband.
 M: We have some nice jackets here.
 W: Do you have a size forty-two?
 M: Yes, this is a forty-two. It's \$280.
 W: Oh my. That's quite expensive.
 M: These pants are nice.
 W: Yes, they are. Is there a size thirty-six?
 M: I'll check. By the way, they are on sale for \$58.
 W: This silk T-shirt is only \$25. Do you have it in large?
 M: Yes, ma'am, we do.
 W: I'll take it.

1. Which photo best represents this dialog?
2. What will the woman probably buy for her husband?

Dialog II

M₁: Hey, Mack, check these speakers out.
 M₂: Surround sound, yep. I got some like these.
 M₁: Man, I just gotta get surround sound.
 M₂: Why don't you just get it? It would go great with your widescreen TV.
 M₁: I could put it on my credit card, I suppose, but I'd rather save up and pay cash.
 M₂: Yeah, I know what you mean. Credit cards can really become a problem.
 M₁: I keep coming back to check on prices and styles. I figure I should have enough saved to buy them by March.
 M₂: Cool! Let me know when you do, and I can come over to help you set them up if you like.
 M₁: Sure, let's do that. Wanna get lunch before we hit the batting cages?
 M₂: I was just gonna suggest that.

3. Why doesn't the man like using his credit card?
4. When will the man probably buy the speakers?

Dialog III

W: Good day, sir. Would you like some help?
 M: I'm looking for a gift for my wife.
 W: How about these lovely earrings?
 M: No, actually I'm looking for bracelets.
 W: Oh, then you're in luck. We're having a sale on bracelets.
 M: *a bit gruffly* Is that so? May I see that gold one, please?
 W: The yellow-gold one?
 M: Right. How much is it?
 W: Originally it was \$289, but it's on sale for \$259.
 M: I like it. I'll take it.
 W: Shall I wrap it?
 M: Please.

5. What can we guess about the man?
6. What kind of store is the man in?

Now listen to the talk, and choose the best answer to each question.

M: We're having big sales at Best Sales Electronics! Right now in our video section, all TVs and DVD players marked with our red sale label are 20% off their original prices. In the audio section, check out our sale on designated artists; some albums are up to 50% off. Then, in the games section, selected titles are now just twenty-three dollars—a 15% saving! To those customers with a savings club membership, we're giving an additional 10% saving with every purchase of \$50 or more. For those of you who haven't become members yet, it's not too late to join the club! Just stop by our Customer Help Desk to ask about how to join. All it takes is a small fee and a quick form to fill out and you're in the savings club! These prices won't last forever, so come on down to Best Sales Electronics today!

7. What things are on sale?
8. Which chart best represents the information in the talk?

LISTENING TEST

Track 76

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

1. M: (A) The store is filled with computers.
 (B) The televisions are huge.
 (C) The woman is shopping for DVDs.
 (D) The DVD is a new release.
2. W: (A) The men bought a lot.
 (B) The department store is having a sale.
 (C) The men are leaving the store.
 (D) The display is promoting sunglasses.
3. M: (A) The couple is admiring the dishes.
 (B) The people are washing dishes.
 (C) The man doesn't like the color.
 (D) The woman likes the cup.

Track 77

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: How do you think these pants fit?
 M: (A) They look a little big.

Transcripts

- (B) They look expensive.
(C) Tailor-made pants are usually high quality.
5. M: We need to find a map.
W: (A) What about the toy store?
(B) There's one over there.
(C) OK, I like orange.
6. W: What jacket size do you wear?
M: (A) The big ones look ugly.
(B) My waist size is thirty-eight.
(C) I don't know. Let's try size forty-two.
7. M: Where is the shoe department?
W: (A) It's just down there on the left.
(B) It's in the computer store.
(C) It has the best quality shoes.
8. W: Are you done shopping? I'm hungry.
M: (A) Yes, I just ate pizza.
(B) Me too. I will buy this book.
(C) OK, let's hit the food court.
9. M: I'm just looking, thanks.
W: (A) What are you looking at, sir?
(B) Alright, sir. If you'd like any help, just holler.
(C) You're welcome. Any time.

Track 78

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Hey, Mark, what do you think of these towels? Cute, huh?
- M: Yeah, they're nice.
- W: Nice? Just nice?
- M: Well, I mean I like them. Towels don't exactly excite me, if you know what I mean.
- W: <*sighs*> Alright, do you have an opinion about which ones you are less excited about?
- M: Yeah, the ones you just showed me were great. Let's take those.
- W: OK, but did you think about which would go better in the bathroom?
- M: Sorry, I'm a bit too hungry to think that carefully about our bathroom. Can we do this after lunch? I promise I'll give it some thought then.
- W: OK, you promised. I'm not that hungry, but I could use some coffee myself.
- M: Good, we can probably just get to the food court before the lunch crowd does.

10. What can we guess about the woman?

11. Why isn't the man able to make a good decision about the towels?
12. About what time will the couple get to the food court?

Dialog II

- W: Well, we've accomplished quite a lot today already.
- M: Yeah, we did quite well. I'm surprised.
- W: We ordered a new couch, got new coats for winter, and bought suitcases for our trip to Mom and Dad's.
- M: Time to relax. Let's go get some coffee and then see what's showing at the movie theater.
- W: OK, but I really want to stop by the bookstore, too.
- M: Oh, right! The new Humphrey Patter book is out! I forgot.
- W: But you're right that we probably should go to the theater to reserve tickets before that.
- M: Sounds like a plan. First thing's first, let's get that coffee. I'm running on empty.
- W: Me too.

13. Why is the man surprised?

14. Which of the following have they NOT bought?

15. What will they probably do next?

Track 79

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

- M: Man, you wouldn't believe the day I had. First, I overslept, though I had planned to go to the mall early before the crowds swarmed in. I knew this would be a huge shopping weekend. Anyway, I didn't arrive at the mall until afternoon, and the parking lot was packed! I spent fifteen minutes driving around the lot looking for a space. Then, when I was waiting patiently for some lady to back out of her spot, another lady coming from the opposite direction stole my spot! Well, I disregarded her rudeness and searched for any spot I could find. I parked so far in the back of the lot that it took five minutes just to walk to the entrance, which wouldn't have been so terrible if it wasn't freezing and raining and I had brought an umbrella. I finally got inside, but because the floor was wet I slipped, nearly breaking my neck. By the time I entered the game store and elbowed through the crowd, I experienced the ultimate disappointment: the newest adventure game which I had intended to buy was sold out. All that stress for nothing.

16. What was the purpose of the man's shopping endeavor?

17. What can be assumed about the man's condition?
18. Which of the following was NOT a source of stress for the man?

Talk II

W: Tired of fighting the crowds? Try shopping without ever getting up from your desk! Find the office supplies you require most often through our Discount Office Supply Website or Catalog. The catalog offers 300 pages of office supplies from staples to desk chairs and complete office furniture sets. The website includes all that plus a search engine to find what you're looking for quickly. We stock everything you need for office or home use. And don't miss out on the special discounts available to online customers only. Pick up a copy of our latest catalog at any of our three conveniently located Discount Office Supply outlets. You can find us in Santa Fe on Cordova Road near the intersection with St. Francis, and at two locations in Albuquerque on Eubank at Montgomery and on Fourth and San Mateo.

19. What advantage does the website have over the catalog?
20. How can customers get special discounts?
21. Which of the following is NOT a location of one of the outlet stores?

Unit 06: At the Airport

FUNCTIONS

Track 81

► Checking in

1. M: Check it all the way through, please.
W: No problem, sir.
2. W: One round-trip ticket to Milan, please.
M: OK. Will that be first class or coach?
3. W: Where are the ticket agents?
M: It looks like we're early. Let's come back after coffee.

► Locating the gate

1. M: Do you know which gate flight 319 is arriving at?
W: Sorry, I don't. Let's check the board.
2. M: We're looking for gate D-13.
W: Here it is. It's on the upper concourse.
3. M: Which gate do I go to?
W: It's right here on your ticket, sir.

► Boarding the airplane

1. W: Flight 683 to Berlin is now boarding at gate 7.
Have your boarding pass ready.
2. M: Can you help me, please?
W: Yes, you're in row 11, seat C.

3. M: Please stow carry-on bags in the overhead compartments. Thank you.

MODEL DIALOG

Track 82

Which flight was it again?

- M: Hello.
W: Hi, Dan. This is Pam, and I'm at the airport. Um, I can't find the gate that Cameron and Mandy are arriving at.
M: Did you check the arrivals board?
W: I'm checking the board now, but I don't see their flight listed. Which flight was it again?
M: Let's see . . . it's flight 619 from Singapore.
W: Six-one-nine. Oh, there it is, gate N-6. Man, that's on the upper concourse. I'm on the lower one now.
M: They won't need to go to baggage claim because they checked their luggage through. They'll just have a couple of carry-ons.
W: They arrive at nine o'clock. Oh no! That's in ten minutes. I've got to run to the upper concourse! Hey, do you know if they are flying first class or coach?
M: First class.
W: Then they'll be some of the first people out of the plane. I've got to go. Thanks, Dan.

1. What is the woman trying to find?
(A) The upper concourse
(B) The check-in counter
(C) Her boarding pass
(D) An airport gate
2. Who is the woman probably talking to?
(A) Her client
(B) Her friend
(C) Her son
(D) Her father

SHORT DIALOGS

Track 83

I I'd like a first class ticket.

- W: Can I help you?
M: Yes, I'd like a first class ticket to Mazatlan, please.
W: OK. Will that be round trip or one way?
M: Round trip, leaving today.
W: And when would you like to return?
M: On the 19th.
W: All right. I can get you a non-stop or one with a two-hour layover in Mexico City.
M: The layover is OK. But I need my luggage checked through to Mazatlan.
W: No problem, sir. All right. You're booked on flight 910 to Mazatlan International Airport. It departs from gate A-6 at 9:15 p.m. Your return flight is 9 a.m. the 19th.

4. Do you want first class or coach?
5. Could you tell me when the flight from London arrives?

WRITTEN RESPONSES

Track 90

Listen to the questions or statements and write your answers.

- M: 1. Where would you like your luggage checked to?
 2. I'm sorry, but all the flights are full today.
 3. What should I do with my carry-on bag?
 4. I'd like to know which gate my plane leaves from.
 5. Would you like a one-way ticket or round trip?

LISTENING QUIZ

Track 91

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: It feels so good to relax!
 M: Man, it sure does. Can you believe our plane's delayed for five hours!
 W: No, I can't. Can you imagine the boredom if the airport didn't have coffee shops?
 M: Well, it does. And here we are. We're out of the rain, at least.
 W: Yeah. They said there was some problem with the wing. I hope it's not serious.
 M: Nah, I doubt it. The plane landed OK from New Mexico. I'm sure it's something minor.
 W: As soon as we land in Vietnam, I want a massage.
 M: Yes, ma'am!

1. Which photo best represents this dialog?
2. Why has the couple's flight been delayed?

Dialog II

- M: Which gate are we at?
 W₁: Let's see . . . it's N-9.
 M: Did you say M-9?
 W₁: No, N-9. N as in Nancy.
 M: Oh, OK. Let's see. That's on the lower concourse, so we have to go down the elevator. Ah, here it is.
 W₂: Attention please. Flight 1001 to Rangoon is now boarding at gate N-9. Please have your boarding passes ready.
 M: That's us. Got your carry-on?
 W₂: That's yours. This one's mine.
 M: Sorry about that. Where are our seats?
 W₂: Um . . . you're in row 20, seat M.
 M: N?
 W₂: No, M, as in Michael.

3. Where is the gate located?
4. Which seat is the man given?

Dialog III

- W: Hey, Ramon, it's good to see you. How was your trip?
 M: It was awful! Everything went wrong.
 W: I'm sorry. What happened?
 M: First, they accidentally booked a one-way ticket instead of a round trip. Then my flight was delayed for three hours. Oh, waiting at the airport was pure boredom.
 W: How did you pass the time?
 M: Playing video games, mostly. Then they announced that the plane was boarding. But once we got inside, we were delayed again.
 W: Why?
 M: Something was wrong with one of the engines. They had to bring in a new plane.

5. Which is NOT true of the man's trip?
6. Where is this conversation probably taking place?

Now listen to the talk, and choose the best answer to each question.

- M: My name's Ron Manney. As CEO of Manney Mines, Incorporated, I travel all over the country, and I'm frustrated by the increasing frequency of flight delays. This year the United States had its highest number of delayed flights in more than ten years, and it seems the problem is only going to get worse. This year the percentage of flights that arrive on time has dropped from 73 percent to 68 percent, while the percentage of delayed flights jumped from 19 to 24. Twenty-four percent! That means about one in every four flights gets delayed. Do you know how frustrating that is? When your flight arrives late, you often miss your connecting flight. That makes for a lot of boredom, sitting around airports with nothing to do but wait. It also hurts my business, because I have to reschedule important meetings. After all, time is money, right?

7. Which of the following is true according to the speaker?
8. Which chart best represents the information in the talk?

LISTENING TEST

Track 92

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

1. M: (A) The people are boarding an airplane.
 (B) The people are checking in baggage.

Transcripts

- (C) The people are checking the arrivals/departures boards.
(D) The people are waiting in the airport.
2. W: (A) A man is waiting in the airport.
(B) A man is buying an airplane ticket.
(C) A man is stowing his carry-on bag.
(D) A man is relaxing in his airplane seat.
3. M: (A) The man is checking his luggage through.
(B) The man is checking the boards.
(C) The man is meeting a friend.
(D) The man is looking for his boarding pass.

Track 93

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: First class or coach?
M: (A) No, thank you.
(B) Round trip.
(C) First class, please.
5. M: Excuse me. Do you know where gate M-16 is?
W: (A) Why not just check the board?
(B) It's on the upper concourse.
(C) I'd like to check it all the way through.
6. W: One way or round trip?
M: (A) Row 11, seat C.
(B) I'd like coach.
(C) One way, please.
7. M: Sorry, but all seats to Rome are booked.
W: (A) Could I fly stand-by?
(B) I want first class, please.
(C) Where is gate C-9?
8. W: Is flight 909 on time?
M: (A) You'll have to check the board to be sure, ma'am.
(B) Stow your carry-on bags in the overhead compartment.
(C) Have your boarding pass ready.
9. M: Can you help me find my seat?
W: (A) It's on the middle concourse.
(B) Let me see your boarding pass, please.
(C) I'm sorry. Your flight's been delayed.

Track 94

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: How much luggage are you checking, sir?
M: Two suitcases.
W: And how many carry-ons?
M: Two.
W: And would you like to check the suitcases all the way through to Panama?
M: Yes, please.
W: And you're flying stand-by today—is that correct?
M: Yes, ma'am. What happens to my luggage if I can't get a seat?
W: It will be held at the Panama airport. If you can't get a connecting flight today, don't worry. It'll still be there when you arrive.
M: OK, thanks a lot.
W: You're welcome. Your plane leaves from gate B-9 in half an hour.
10. What is the man doing?
11. What type of ticket does the man have?
12. What will happen to the man's suitcases?

Dialog II

- M: They don't have a gate number for my flight yet.
W: You're here early. Check back in a few minutes.
M: Yeah, I wanted to come early, because of the rain. It slows down traffic.
W: It sure does. Where are you going to?
M: Huntington Beach. How about you?
W: Mount Vernon. Oh, here's mine: E-9.
M: I'm excited. This'll be my first time flying first class.
W: Hey, good for you. I flew first class once. It's great!
M: It looks like your flight's boarding in ten minutes. You'd better get going.
W: Yeah, I've gotta get to the upper concourse. Nice talking with you.
13. Where is this conversation probably taking place?
14. What is the relationship between the speakers?
15. Why does the man mention he's flying first class?

Track 95

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

- M: Turk Airlines flight 35 to Salt Lake City will begin boarding through gate 15-D. FAA regulations state that all carry-on luggage must fit beneath the seat in front of you or in

the overhead compartments. If your luggage does not fit, we will request that you check it at the gate. I'd like to take this opportunity to remind you that this is a non-smoking flight. Also, it is a federal offense to tamper with smoke detectors in the bathrooms. We will now begin boarding passengers with small children as well as any passengers needing special assistance. First class passengers may board at any time. Thank you and welcome aboard.

16. Where is this announcement taking place?
17. What is the purpose of the announcement?
18. Who will be allowed to board first?

Talk II

M: Hello, my name's Magnus McNamara, and as a travel writer I've flown on hundreds of airline flights all over the world. Over time I've learned quite a few tips about flying, and I'd like to share some of these with you. First, the best times to go to the airport are between 9 a.m. and 3 p.m., when business travelers are working and the airport's not so crowded. Second, fly non-stop whenever you can, so if your plane gets delayed you won't miss a connecting flight and be stuck at an airport for hours. Third, pack light, because if you have less luggage there's less that can go wrong, and you'll get in and out of the airport faster. Now those tips are designed just to get you to and from the airport. But how about securing a good seat once you're actually on the plane?

19. What is the man's job?
20. What is the purpose of his tips?
21. What will he probably talk about next?

Unit 07: On the Bus or Train

FUNCTIONS

Track 97

► Understanding the schedule

1. M: How often does the Silver Streak leave for Portland?
W: Let's see. It runs on the half hour.
2. M₁: Is this an express? I need to get home fast.
M₂: Sorry, it's local. It stops often.
3. M: How many stops does it take to get to Fifth Street?
W: Just three stops.

► Locating the station

1. W₁: Where can I catch the 305 bus?
W₂: At the corner of Fifth and Pike.
2. M₁: Excuse me. I'm trying to find Jackson Street Station.

M₂: It's two blocks down, next to the park.

3. W₁: What's the nearest station?
W₂: That'd be Glenview Station. Over there.

► Boarding and paying the fare

1. W: How does this work?
M: Insert your ticket in the slot. It will come out the other end.
2. M: Sorry, but we only accept coins.
W: Oh no, all I have are dollar bills.
3. W: Oh, I don't have exact change.
M: I'll pay for you.

MODEL DIALOG

Track 98

It runs every hour on the hour.

W: Hmm . . . Excuse me, does this bus go to Bracken Street?

M₁: Yes, I think it does.

W: Oh good. And when does it come?

M₁: It runs on the half hour. The next one should be here in, oh, about fifteen minutes.

W: Thank you. Once I get to Bracken, I need to take the 606 express to Thresher's Corner. Do you know where to catch that?

M₁: Yeah, you can catch that one at the corner of Bracken and Slater. It runs every hour on the hour.

W: Thank you. Oh, here it comes.

<bus door opens>

W: How much is the fare?

M₂: Seventy-five cents, ma'am. I'm sorry, we only accept coins.

W: Oh, drat! I'm afraid all I have is a dollar bill.

M₂: Here, I can change that for you.

W: Thank you so much.

M₂: Not at all. Have a good trip.

1. How often does the bus to Bracken Street run?
(A) Every fifteen minutes
(B) Every thirty minutes
(C) Every sixty minutes
(D) Every hour and a half
2. What can be inferred about the woman?
(A) She is poor.
(B) She is pretty.
(C) She does not ride buses very often.
(D) She knows which bus goes to Thresher's Corner.

Transcripts

SHORT DIALOGS

Track 99

I Is this seat taken?

W: Excuse me, is this seat taken?

M₁: Yes, I'm afraid it is. I think the seat back there is empty.

W: Thank you. Excuse me, sir, is this seat taken?

M₂: No, please sit down.

W: Thank you.

M₂: It's crowded today, isn't it?

W: It sure is! This is the first time I've gotten to sit down all day.

M₂: Where are you going to?

W: The Sprite Center. How about you?

M₂: Prince Place.

W: Is this an express?

M₂: Nope, it's a local. You'll have lots of time to relax and enjoy the ride.

1. What does the woman mean by "taken"?
(A) Stolen
(B) Borrowed
(C) Empty
(D) Reserved
2. Which of the statements is true?
(A) There are few people on the bus.
(B) The bus is crowded.
(C) The woman can't find a seat.
(D) The woman is going to Prince Place.

Track 100

II Where can we transfer to the green line?

M: OK, we're at Blackstone Station now. Where do we want to get off?

W: Um, Cricket Street Station.

M: So, uh, yes, here we are. Blackstone is on the red line. We take the red line to, er, Standers Street. Then we need to transfer to the yellow line.

W: But Cricket Street is on the green line. Where can we transfer to the green line?

M: We take the yellow line for three stops. That's, uh, Quest Stadium. We can transfer to the green line there.

W: Then we ride the green line four stops to Cricket Street.

M: Right. We've got it!

1. Which line will the man and woman ride first?
(A) The green line
(B) The yellow line
(C) The red line
(D) The Blackstone line
2. What will the couple do at Quest Stadium?
(A) They will transfer to the green line.
(B) They will transfer to the red line.
(C) They will transfer to the yellow line.

(D) They will watch a football game.

Track 101

III How many stops are on this route?

W: Can I catch the 212 bus here?

M: Yes, you can. Where are you going?

W: Twelfth Street.

M: Twelfth . . . That's six more stops.

W: Six stops! How many stops are on this route?

M: There're twenty.

W: Does this bus stop at every one?

M: Yes, ma'am. It's a local.

W: Is there an express?

M: Yeah. It runs at the top and bottom of each hour.

W: Do you have the time?

M: Yes. It's 12:15. Here comes the local. The express will be here at 12:30.

W: Thank you. I think I'll wait for the express.

1. Where does the woman want to go?
(A) To 212
(B) To Twentieth Street
(C) To Twelfth Street
(D) To the express station
2. How many times does the express bus run each hour?
(A) One time
(B) Two times
(C) Three times
(D) Four times

PRONUNCIATION

Track 102

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: wrong rung honk hunk long lung

M: song sung bonk bunk tong tongue

Track 103

B Listen and circle the word you hear.

- | | |
|---------|-----------|
| 1. rung | 2. honk |
| 3. long | 4. clonk |
| 5. sung | 6. bunk |
| 7. tong | 8. strung |

Track 104

D Listen and repeat the following sentences, paying close attention to the different sounds.

M: 1. The young monk had got out of his bunk and rung the bells before eight.

W: 2. "Clunk!" went a shoe. "Clonk!" went the other shoe.

- M: 3. The gung-ho marine put the gunk in with the junk.
 W: 4. King Kong slung his arm around the Hong Kong Kung Fu Tower.
 M: 5. The donkey honked a song at the monkey for too long.

ORAL RESPONSES

Track 105

Listen and say your responses using information about yourself.

- W: 1. Where can I catch the 713 bus?
 2. Excuse me. I'm looking for Straight Street Station.
 3. How often does this train run?
 4. How does this machine work?
 5. Where can I transfer to the blue line?

WRITTEN RESPONSES

Track 106

Listen to the questions or statements and write your answers.

- M: 1. Excuse me. Is this seat taken?
 2. Where can I catch the 305 bus?
 3. Where can I transfer to the yellow line?
 4. I'm looking for Kingston Station.
 5. How often does this bus run?

LISTENING QUIZ

Track 107

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

- M: Excuse me, is this seat taken?
 W: No, it isn't.
 M: Oh. It feels good to sit down. My back is killing me!
 W: I'm sorry. Where are you going?
 M: Black Street. How about you?
 W: Sweet Street Mall. I'm going to battle the crowds at the big blowout sale!
 M: You've got more energy than I have. I'm going straight home and to bed!
 W: Oh, that sounds nice! I've got to get a birthday present for my mom, though. Well, here's my stop. Have a good day.
 M: You too. Good luck shopping.

- Which photo best represents this dialog?
- What is the woman going to do?

Dialog II

- W: This station is filthy! They could sweep it once in a while.
 M: Ah, here's a map. Do you see Twin Parks Station?
 W: There it is. It's a straight shot down the red line.
 M: Yes, but this station's on the yellow line. To get to the red line, we have to transfer at Cloud Street.
 W: That's four stops away. I'll get tickets.
 M: What's wrong with this machine? How does it work?
 W: It's easy. Insert your ticket into that slot in front.
 M: This one?
 W: Yes. Now go through the turnstile and pick it up on the other side.
 3. Why does the woman complain about the station?
 4. How will the couple get to Twin Parks Station?

Dialog III

- M: It looks like the 420 goes to Spring Street.
 W: Yeah. So does the 212 and 313.
 M: Hmm. The 212 takes an interesting route. It snakes all over the place. That would be slow as a snail.
 W: I agree. The 420 is more of a straight shot. There are only six stops.
 M: Yes, but look at the 313. There are only four stops.
 W: Yeah, but the 313 doesn't stop at Spring Street.
 M: It stops at Blackberry Place, though. That's only a stone's throw from Spring Street. We could get off there and walk.
 W: OK.
 5. What are the man and woman doing?
 6. What will the man and woman probably want to know next?

Now listen to the talk, and choose the best answer to each question.

- W: Hi there. I'm Sandy Splendergast, a senior at Saint Cloud High School. For our senior project, my social studies class developed a survey to analyze our city's commuting habits. We composed a questionnaire and sent it to the parents of 1,000 students here at St. Cloud. The questionnaire asked which forms of public transportation the parents utilized, how often they used them, and which types of mass transit they preferred. Not surprisingly, this being America, we found that most people—about 75 percent—preferred to drive their own vehicles. Of the people who did use public transportation, 65 percent preferred to ride subway trains, 25 percent preferred to take buses, and the remaining 10 percent used light rail or rode taxis. Subway riders said the trains were clean, comfortable, and efficient. Bus riders said the buses were cheaper and more convenient.

Transcripts

7. Which type of transportation did most survey respondents prefer, according to the speaker?
8. Which chart best represents the information in the talk?

LISTENING TEST

Track 108

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

1. M: (A) A man is waiting for a bus.
(B) A man is buying subway tickets.
(C) A man is paying the bus fare.
(D) A man is boarding a subway train.
2. W: (A) The woman is reading a newspaper.
(B) The woman is checking a subway schedule.
(C) The woman is checking a bus schedule.
(D) The woman is inserting her ticket into the slot.
3. M: (A) Three women are waving goodbye to their friends.
(B) Three women are running to catch the bus.
(C) Three women are playing a game in the street.
(D) Three women are praying together.

Track 109

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: Where can I catch bus 522?
M: (A) At the corner of Twelfth and State Street.
(B) It's three blocks down on the left.
(C) It runs on the half hour.
5. M: Excuse me. Is this seat taken?
W: (A) There's an empty seat in the back.
(B) We only accept coins.
(C) Yes, I'm afraid it is.
6. W: I'm trying to find the nearest subway station.
M: (A) It's down one block, next to the theater.
(B) It's at Twentieth and Spring.
(C) It's an express.
7. M: Where can we transfer to the red line?
W: (A) Insert your ticket in the slot.
(B) At Kingsgate Station.
(C) There are twelve stops on this route.
8. W: Is this an express?
M: (A) Take the green line two more stops.
(B) Sorry, we only accept coins.
(C) Sorry, it's a local.
9. M: How often does the 704 run?

- W: (A) You can catch the 704 on Dreary Street.
(B) Every hour on the quarter.
(C) Transfer at Strander Station.

Track 110

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Can I catch the Strong Island Express here?
M: You sure can. It runs four times an hour, on the quarters.
W: Wonderful. How much is the fare?
M: It's two-fifty one way.
W: Do you take dollar bills?
M: Yes, we do. You can buy tickets here or use the machine over there.
W: Thank you. From Strong Island, how can I get to Sweepstakes Park?
M: Take the green line to Sailboat Street. Then transfer to the yellow line. It'll take you to Queen Street Station, just a stone's throw from Sweepstakes Park.
W: Thank you very much.
10. Where will the woman go first?
 11. How often does the Strong Island Express run?
 12. Which of the following is NOT part of the way to the park?

Dialog II

- M: Excuse me. Is this seat taken?
W: Oh no. Let me move my coat. Sorry.
M: No problem. Does this go straight to Slingerland Street?
W: Yes. It's an express.
M: Oh good. I have to catch a train at Slingerland Station, then the light rail to get home.
W: Goodness! Where do you live?
M: In Prayton.
W: Well, that certainly is a long commute. Do you do it every day?
M: Yeah. And it seems like the crowds get larger each week. How about you?
W: Oh, I just live on Slingerland. My commute is only thirty minutes.
13. Where is this conversation probably taking place?
 14. What does the man have to ride to get home?
 15. Why is the woman riding the bus?

Track 111

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

W: Attention, all passengers! Attention, all passengers! Due to snow-covered tracks at Oxbury Crossing, all trains scheduled to travel through the Oxbury Crossing area will be subject to severe delays. This will affect all trains to and from London and Heathrow. However, trains to and from Greenstead and Hamilton will run according to schedule. I repeat: all trains to and from London and Heathrow will be subject to severe delays. We apologize for this inconvenience and assure you that everything is being done to minimize disruptions to services. Passengers with flights departing from Heathrow Airport before 4 p.m. are encouraged to make alternate arrangements, as we cannot guarantee being able to resolve problems in time for you to make your flights. Please show your airplane tickets at the ticket office and we will refund your train fare.

16. What is causing the delays?
17. Who qualifies for a refund?
18. Where can passengers get a refund?

Talk II

M: My name is Bill Jenner, and my city doesn't have an efficient public transportation system. I wish it did; because if I could ride the subway or light rail and avoid driving to work, I surely would. Every day I have to crawl through snail-paced traffic, ten miles to work and ten miles back again. How I'd love to be able to sit on a bus or train and relax on my way to work, reading the paper, drinking coffee, or maybe even getting some sleep. Instead, I have to sit behind the wheel of my car and wait, and wait, and wait. If that weren't bad enough, when I get near my office I have to drive around looking for a parking space. But I suppose I shouldn't complain too much, because I've got a good career and, besides, I bet riding a crowded train or bus can get pretty tiring after a while, too.

19. What does the man wish for?
20. What can be inferred about the man?
21. Which of the following is NOT mentioned as the man's way to relax?

Unit 08: In a Hotel

FUNCTIONS

Track 113

► Making reservations

1. M: I'd like to make a reservation for the eighth.
W: All right. What time, sir?
2. M: Did you make a reservation?
W: Yes, I did.
3. W: Do you have any rooms for this weekend?
M: Sorry, we're all booked up.

► Checking in

1. M: Do you have a double room available?
W: Yes, we do.
2. W: Will that be cash or credit?
M: Put it on my card.
3. W: Could we get some help with these?
M: Sure, I'd be happy to.

► Checking out

1. W: By what time should I check out?
M: By twelve o'clock.
2. M: What does the bill include?
W: Tax and service charge.
3. M: Is there a shuttle to the airport?
W: There's one every fifteen minutes.

MODEL DIALOG

Track 114

I can do that for you.

- M₁: I'd like to check in.
M₂: Did you make a reservation?
M₁: Yes, I did. My name is James Solomon.
M₂: I've got it. Mr. Solomon, it says you'll be staying for three nights.
M₁: That's correct. Sure hope I'll get a few hours to sightsee. It's my first time in Chicago.
M₂: Oh? Then welcome to Chicago, sir. We have a single room with a queen size bed for you.
M₁: Super. Do I need to make a dinner reservation at the hotel restaurant?
M₂: I can do that for you. What time would you like to dine?
M₁: How about 7:15?
M₂: No problem. I'll reserve a table for you for 7:15.
M₁: Perfect. Make it a table for two. My associate will be joining me.
M₂: Certainly. I'll just need to see a credit card to verify your room.
M₁: Here you go.
M₂: That's all. We hope you'll enjoy your stay with us, Mr. Solomon.

Transcripts

1. Why did the man come to Chicago?
(A) Sightseeing
(B) Visiting an associate
(C) For business
(D) Visiting his relatives
2. How many times has the man been to this hotel, including this time?
(A) Once
(B) Twice
(C) Three times
(D) We don't know.

SHORT DIALOGS

Track 115

I Do you have a reservation?

M: Good evening. Do you have a reservation?
W: Yes, I do.
M: What name is it under?
W: Party of Frank Richards.
M: Just a moment, please. Three nights?
W: Yes. A deluxe suite, king size bed, non-smoking.
M: How will you pay for this?
W: That'll be by credit card.
M: Alright. Your room is 312. Here's your key.

1. Who is the woman most likely to be?
(A) Frank
(B) Richard
(C) Frank's wife
(D) Frank's party planner
2. How will she pay for the room?
(A) By cash
(B) By credit card
(C) By check
(D) With Frank's cash

Track 116

II Do you have a single room?

M: Excuse me. Do you have a single room?
W: Yes, we do.
M: How much is it?
W: A single room is \$35 a night.
M: Does that include breakfast?
W: Yes, continental breakfast.
M: I'll take a single, then.
W: OK. Your room is thirty-one-oh-six.

1. What does the man want mainly?
(A) A room for one person
(B) A room for two people
(C) A single breakfast
(D) A continental breakfast

2. What does the price of a room include?
(A) A continent
(B) A single night only
(C) A room only
(D) A light meal

Track 117

III I'm locked out.

M: Excuse me. Can you help me?
W: Sure. What is it?
M: I'm locked out.
W: No problem at all. I'll have the bellboy let you in.
M: Thanks. And by what time should I check out?
W: By twelve o'clock. Enjoy the rest of your stay.
M: Thank you.

1. What kind of help does the man need?
(A) Help finding the bellboy
(B) Help to open his door
(C) Help checking out
(D) Help to lock his door
2. How long probably is the rest of the man's stay?
(A) He's checking out now.
(B) Until twelve o'clock today.
(C) He's locked out.
(D) He's staying another night.

PRONUNCIATION

Track 118

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: hot height cot kite not night
M: fond find Tom time top type

Track 119

B Listen and circle the word you hear.

- | | |
|----------|---------|
| 1. hot | 2. cot |
| 3. night | 4. I'd |
| 5. fond | 6. time |
| 7. type | 8. dine |

Track 120

D Listen and repeat the following sentences, paying close attention to the different sounds.

W: 1. Ron wants to buy a bike in Hawaii tonight.
M: 2. Friday is Don's library night.
W: 3. There's a pie in the sky.
M: 4. Washing bottles is my job.
W: 5. Mr. Block is popular in Washington.

ORAL RESPONSES

Track 121

Listen and say your responses using information about yourself.

- W: 1. How can I help you?
 2. Do you have any double rooms available?
 3. How much is a single room for one night?
 4. How will you pay for your room?
 5. Where do you stay when you travel?

WRITTEN RESPONSES

Track 122

Listen to the questions or statements and write your answers.

- M: 1. Do you have suites available?
 2. How long will you stay?
 3. Do you want smoking or non-smoking?
 4. How will you pay for this?
 5. Do you take credit cards?

LISTENING QUIZ

Track 123

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Good afternoon.
 M: Hello. Do you have any rooms available?
 W: For one night?
 M: Yes.
 W: Do you want a single or a double?
 M: It's for my wife and I and our two children.
 W: Let's see. Do you want two double beds?
 M: How much is that?
 W: One room would cost \$90.
 M: How much for a double and two single beds?
 W: That would be more—\$110.
 M: And a double and a single?
 W: That's \$65. I can give you a rollaway for the other child for ten more dollars.
 M: That would be fine. We'll take it.
 W: I'm afraid there's no refrigerator, but there's an ice machine down the hall.

- Which photo best represents this dialog?
- Based on the context, what is a rollaway?

Dialog II

W: Welcome. May I help you?

- M: Yes, I made a reservation.
 W: Your name, please?
 M: Steve Dawe. It's for two nights.
 W: Here we are. You're in suite thirteen-oh-nine.
 M: Thank you.
 W: Would you like me to reserve a seat for you tonight at our restaurant?
 M: Hmm. What time does dinner start?
 W: 5:30, sir.
 M: Great! What's the special?
 W: Lamb Vindaloo.
 M: Sign me up!

- Where are the speakers now?
- What can we tell about the man?

Dialog III

- M: Hello, Hotel Bryanson. How may I help you?
 W: Hello. I'm interested in making a reservation for Friday the 16th.
 M: For how many nights, ma'am?
 W: For four nights.
 M: Do you want a single or a double room?
 W: How much is a single?
 M: \$116 dollars. A double is \$149.
 W: A single will be fine. Is tax included?
 M: Yes, as are breakfast and use of the hotel pool.
 W: When is check-in?
 M: At 2:00. Check-out is at noon.

- How many people is the reservation for?
- When must she check out?

Now listen to the talk, and choose the best answer to each question.

- W: Thank you for calling the Park East Hotel, the world-famous five-star hotel overlooking New York's Central Park. At any time during this announcement of special offers, you can press zero for a menu of options. Are you planning a trip to New York this fall? If so, you should take advantage of an amazing off-season special offer! Our new weekend special includes a luxury-class double room, breakfast for two, unlimited use of our award-winning fitness club and spa, two complimentary cocktails, and a 20% discount on your choice of a pair of Broadway theater tickets! All that for the low price of \$250 a night! That's a 45% total saving! Reservations must be made by phone at least two weeks in advance. Only credit cards are accepted. No cash or personal checks, please. This offer is only good through November 15th, so act now. Our world class staff is waiting to serve you. Press zero or stay on the line for operator assistance.
- Which of the following is NOT included in the special offer?

8. Which chart best represents the information in the talk?

LISTENING TEST

Track 124

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

- M: (A) The man is receiving help.
(B) The man is checking out.
(C) The man is walking in the hallway.
(D) The man is answering the phone.
- W: (A) “Would you like me to take down a note for him?”
(B) “Do you have a pencil?”
(C) “My computer isn’t working.”
(D) “It says the breakfast is a buffet.”
- M: (A) The lobby is crowded.
(B) There’s a lounge in the lobby.
(C) There is no furniture in the lobby.
(D) The clerks are busy helping guests.

Track 125

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

- W: Do you have any suites available?
M: (A) I believe we do.
(B) When do you plan to arrive?
(C) What kinds of sweets do you like?
- M: Where are you staying?
W: (A) My friend lives next door.
(B) In the restaurant.
(C) At the Marian Hotel.
- W: Would it be possible to get an extra pillow?
M: (A) Sure, I can do that for you.
(B) No, we’re all out of toiletries.
(C) Sorry about that.
- M: My name’s Pratt. I made a reservation.
W: (A) Thank you, but we’re closed.
(B) Ah, I see it. For one night?
(C) Nice to meet you.
- W: How often does the airport shuttle run?
M: (A) I like Tuesday.
(B) Every fifteen to twenty minutes.
(C) I run every week.
- M: Sorry, we’re all booked up tonight, ma’am.
W: (A) I’ll try down the street then.
(B) What a lucky break!

(C) That’s OK. I’d like to read.

Track 126

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- M: Did you make the reservations for this weekend?
W: Oh! I forgot! Is it too late? What time is it in New Orleans?
M: I don’t know. Might as well try to call the hotel now, though.
W: OK. What are the plans exactly again?
M: We need a double, and a single for my aunt Jen in Houston. She decided to come.
W: A double and a single for two nights. Alright. I’ll give them a call.
M: Oh, and don’t forget to ask for non-smoking.
W: Right. Do we need anything special for your aunt? Perhaps a taxi?
M: If there’s anything she needs, we could probably ask when we get there.
W: OK, I’ll just ask if they can reserve two rooms together.

10. Where are they planning to go?

11. Who will the woman call first?

12. Which of the following will the woman NOT ask the hotel?

Dialog II

- W: Do you have two singles?
M: No, we only have double rooms left tonight.
W: I guess that’s OK. But it’ll have to be two of those. Do you take checks?
M: Is it an out-of-state check?
W: Yes, is that a problem?
M: I’m sorry, we only take local checks. Would you like to pay another way?
W: Um, sure. I’ll have to put it on my check card.
M: Alright. Your room is two-twelve on the second floor.
W: Thank you.
M: You’re welcome. Enjoy your stay.

13. What kind of room does the motel have left?

14. Why does the woman have to pay another way?

15. How does the woman pay?

Track 127

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

W: Hi, sir, this is Brandi. I'm calling back to let you know that I have talked to Finch World Travel and made the reservations you require for your conference trip this Thursday. I have booked three seats for you and the vice-presidents on flight ET998, leaving LAX at 1:00 in the morning and arriving in Geneva, Switzerland, two days later at 2:15 p.m. local time. Sorry, you'll have to make a few stops along the way, but don't worry. I've booked deluxe rooms at a hotel for a night in New York City so that you don't have to sleep on chairs in the airport. You can take a shuttle bus at no charge to the Sierra Grande Hotel. The reservation has been made under the company name and has been paid for as well as a dinner and breakfast; but if you would like to have snacks or beverages beyond that, you will have to use your own cash. You can bring back the receipts so the company can cover it for you when you return.

16. What might the woman's job be?
17. Where does the traveler have to go?
18. How will the traveler pay for the accommodation?

Talk II

M: What was my vacation like? I'm just grateful to be alive. What horrible luck! First, I arrived in Bangkok late and in the midst of a pouring, driving rain. It rained all week. It was raining so hard that even under the hotel door's canopy I was soaked just from walking from the shuttle bus to the door. Then, the hotel had lost my reservation, so I had to book another room, which was much smaller and smelled like smoke. I'd planned to meet with a friend who was going to show me around Bangkok, but she didn't show up and didn't return my calls. I found out later that her father nearly died and she'd been with him in the hospital. Since I now had no guide, and I didn't speak Thai, I tried to follow a tourist map so that I could still see some of the sites—rain or not. People kept trying to sell things to me even after I said "no" many times, which was annoying, but the worst thing was losing my passport. I think I left it in a bag of souvenirs under my table which I forgot to take with me after lunch one day. I couldn't get home fast enough and was afraid I'd never make it home!

19. What happened to the man as he left the bus?
20. What can we tell about the man?

21. Which of the following did NOT happen to the man?

Unit 09: On the Telephone

FUNCTIONS

Track 129

▶ Asking for information

1. M: Is Karen back?
W: This is she.
2. M: I'd like to talk to you about something.
W: What's up?
3. W: Would you mind repeating that back to me?
M: Not at all. You wanted . . .

▶ Offering

1. W: May I take a message?
M: Yes, tell him to call back, please.
2. M: Could you give her a message?
W: Certainly, go ahead.
3. M: She's here. Would you like to speak to her?
W: Yes, please.

▶ Making excuses

1. W₁: May I speak to Mr. Schultz?
W₂: I'm sorry. He isn't in the office.
2. M₁: I'm sorry. I can't join you.
M₂: Why not? I know you aren't busy.
3. M: I'm sorry. I'm going to be late.
W: Let me guess. You're stuck in traffic.

MODEL DIALOG

Track 130

I'd like to speak with . . .

- W: Good afternoon. Goldrun Oil Company. This is Jenny. How may I help you?
- M: Hi, this is Don Davis. I'd like to speak with Mr. Daniels.
- W: He's in a meeting at the moment. May I take a message?
- M: Yes, I'd like to speak to him as soon as possible.
- W: OK, Mr. Davis. What is your telephone number?
- M: It's 578-0908.
- W: That was 578-0908. Area code 555?
- M: That's right, Jenny.
- W: Is there anything else?
- M: Tell him I called about the Zenda project.
- W: I'll give him the message as soon as he's finished.
- M: Thank you so much.
- W: You're welcome. Goodbye.
- M: Bye now.
1. Who is the man trying to call?
(A) Mr. Daniels

Transcripts

- (B) Mr. Davis
 - (C) Mr. Zenda
 - (D) The owner of Goldrun Oil Company
2. Why was the man calling?
- (A) To give a message
 - (B) To discuss a particular project
 - (C) To have a meeting with Mr. Daniels
 - (D) To get Mr. Davis's phone number

SHORT DIALOGS

Track 131

I What time will she be back?

- M: Hello. Is Jane there?
W: Sorry, but she's out with a client right now.
M: What time will she be back?
W: Around four, I think.
M: Can I leave a message?
W: Sure. Go ahead.
M: Could you ask her to call me back?
W: Can I have your name and phone number, please?
M: The name's Terry. . . . 821-2987.

1. What is Jane doing now?
- (A) She's not there.
 - (B) She's speaking on the phone.
 - (C) She's meeting a customer.
 - (D) She's coming back.
2. What time might Jane return the man's call?
- (A) 1:04
 - (B) 3:14
 - (C) 4:15
 - (D) 5:40

Track 132

II Nice to hear from you.

- W: Hello. Susan's phone. Can I take a message?
M: Hello. Did Susan forget her phone again?
W: No, she's just unavailable at the moment. Who's this?
M: This is Loyd Rogers.
W: Oh, Loyd. It's me, Ann. Nice to hear from you.
M: Oh, Ann, I have to apologize to you.
W: Why's that?
M: I'm sorry. I can't make the graduation party.
W: I'm sorry to hear that. What's wrong?
M: I'll tell you the reason later. It's hard to explain by phone.

1. What can we tell about Susan?
- (A) She's a little forgetful.
 - (B) She's not available very often.
 - (C) She's Loyd's girlfriend.
 - (D) She's Ann's roommate.

2. Why can't Loyd attend the party?
- (A) He had to apologize to Ann.
 - (B) He gave his reason to Susan.
 - (C) He did not give his reason.
 - (D) He is unavailable.

Track 133

III Please hold on a minute.

- W: Hello. Southern Airlines. Can I help you?
M: Yes, I'd like to reconfirm my flight schedule. My name is Andy Philips.
W: Let me check. Please hold on a minute. . . . You are leaving for Chicago tomorrow morning?
M: Right. There aren't any delays, are there?
W: No, sir, but you should still check the departures board when you reach the airport tomorrow, just in case.
M: Sure.
W: OK, you're confirmed on Flight 007 leaving Incheon Airport at 5 p.m.
M: Thank you.
W: Will that be all, sir?
M: Yes, thanks.
W: All right, thank you for calling Southern Airlines. Have a great day, sir.
M: Uh-huh. Bye-bye.
W: Goodbye.

1. What does the man want to do?
- (A) To call Southern Airlines tomorrow
 - (B) To ask what city his flight will leave from
 - (C) To find out what his flight number is
 - (D) To find out if his flight will leave on time
2. What will he have to do tomorrow?
- (A) Bring just his briefcase
 - (B) Check if his flight is boarding on time
 - (C) Write a check at the departures board
 - (D) Reconfirm his flight schedule

PRONUNCIATION

Track 134

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

- W: pin bin pan ban path bath
M: pie buy cap cab rope robe

Track 135

B Listen and circle the word you hear.

1. bin 2. ban
3. path 4. bear
5. pie 6. cap
7. rope 8. beep

Track 136

D Listen and repeat the following sentences, paying close attention to the different sounds.

- W: 1. Spider brought potato chips and peanuts in spring.
 M: 2. The psychiatrist opened a picnic basket and took out a piece of apple pie.
 W: 3. There are a box of plastic cups and a bundle of spoons in the cupboard.
 M: 4. Peter slipped into a big bag to get some shrimps.
 W: 5. Bill will probably be surprised to see people shop at the supermarket.

ORAL RESPONSES

Track 137

Listen and say your responses using information about yourself.

- W: 1. This is Erika. Please leave your message after the beep. <beep>
 2. Is this Mary Jones?
 3. Who should I say is calling?
 4. Maybe I entered the wrong number. Is this 555-123-4567?
 5. I'll give you the number. Got a pen and paper?

WRITTEN RESPONSES

Track 138

Listen to the questions or statements and write your answers.

- M: 1. Why did you hang up on me?
 2. May I speak to Mina?
 3. Could you text me the address?
 4. Could you give me their phone number?
 5. Will you be home this evening?

LISTENING QUIZ

Track 139

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Good morning. Will Stafford's office.
 M: Is Mr. Stafford available?
 W: I'm sorry, but he's in a meeting. He should finish up at 11:00.
 M: Is this Rachel?
 W: Yes. Who's calling?
 M: Rachel, it's Hank Johnson. Can you take a message?
 W: Oh, certainly, Mr. Johnson.

- M: Tell him to call me at home as soon as possible.
 W: I sure will.
 M: Thank you. Bye.
 W: Bye-bye.

- Which photo best represents this dialog?
- Who is calling?

Dialog II

- W: Hello?
 M: Hi, Vicki? It's Marc.
 W: There's no one here by that name.
 M: What? Is this 438-0071?
 W: No, I'm afraid it isn't.
 M: Oh, sorry. Wrong number.

- What does the woman mean by "no one here by that name"?
- Why does the man say "Oh, sorry"?

Dialog III

- M: Hi, Wendy?
 W: Yep. Hi, Stuart.
 M: Hi, yeah, it's Stuart. How are you?
 W: OK. What's up?
 M: I'm calling about last night. I didn't go to your party.
 W: That's all right.
 M: No, I should have called. I'm sorry.
 W: No, don't worry about it. What was the matter? You sound down.
 M: No. My boss, Mr. Peterson, just made me work late.
 W: Oh, that's too bad.

- What is the relationship between the man and the woman?
- Why did the man miss the party?

Now listen to the talk, and choose the best answer to each question.

- M: These days, people not only use phones nearly everywhere they go, but they also are sending a lot of text messages. Sending a text message is becoming even more common than calling someone, as it is often much more convenient for both sender and receiver. Other times, a text will be specifically requested by a caller to get written information. Some will even call before sending a text to the same person, so both channels are being used together. This helps limit mistakes made by dictation of information by phone, and the receiver can file away the message for reuse later. Even the police are fighting crime by utilizing text messaging trails left by criminals. Text messaging isn't a worldwide craze quite yet, but in most developed countries it is. South Korea is one of the leading countries in terms of

texting. Its teens on average send sixty messages per day. The Philippines tops the list at fifty per day for the average person. Compared to Europe and the USA, these numbers are staggeringly high. For example, young Americans send on average twenty text messages every day.

7. Which of the following is NOT a reason mentioned for sending a text message?
8. Which chart best represents the information in the talk?

LISTENING TEST

Track 140

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

1. M: (A) Three professionals are having a conference call.
(B) The CEO and two consultants are meeting.
(C) The business people are thirsty.
(D) The woman has taken many notes.
2. W: (A) The woman forgot her scarf.
(B) The rain is making her gloomy.
(C) The woman is talking on her cell phone.
(D) The woman is leaving her house.
3. M: (A) The man is making a serious complaint.
(B) The man is listening to an angry person.
(C) The angry man is calming down.
(D) The man's phone call is a little stressful.

Track 141

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: Is Jack there?
M: (A) This is he.
(B) Where is he?
(C) I'll take a message.
5. M: Hello? I think we got disconnected.
W: (A) When did you want to disconnect?
(B) Yes, I can hear you just fine.
(C) Yeah, sorry, I'm in the subway.
6. M: Is your voicemail not working?
W: (A) Wasn't it good?
(B) I thought it was.
(C) You'd better check.
7. W: Could you send me Rick's email?
M: (A) I'll text it right after we hang up.
(B) Sure, I'll get him.
(C) OK, what's his address?

8. M: Would you give me a call after lunch?
W: (A) Sure, I'll have lunch.
(B) Sure, where do you want to eat?
(C) What for?
9. M: I'm afraid I'm stuck in traffic.
W: (A) How can I help you get out?
(B) I'll ask Jay to cover for you until you get here.
(C) OK, then send me a text.

Track 142

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- M: Sylvia Green?
W: This is she.
M: Ah, good. I thought that the switchboard had made an error while rerouting my call. Do you have a moment?
W: Yes, briefly, I have a meeting in a few minutes, but now I'm free. Who is this?
M: My name is Viktor Petrovich. I'm a professor of Art History at St. Gingersburg University, and I was wondering if I could meet with you for an interview about your museum's new exhibition.
W: Oh well, I'd be delighted to, Dr. Petrovich. Do you know I've read all your books on pre-Greek relief sculpture? Are you planning a trip to New York to come see it?
M: Yes, I've already booked a flight, and I'm scheduled to arrive next Thursday. Would it be possible to arrange an interview for Friday or Saturday around lunchtime?
W: Friday would work best for me. I look forward to seeing you then, Dr. Petrovich.
M: Very good. So do I. See you then!

10. What kind of error was the man speaking of?
11. What is probably the woman's job?
12. Why is the woman excited to receive a visit from the professor?

Dialog II

- W: Hello?
M: Hi, Penny. I promised to call, so here I am—calling.
W: Ah yes. Uh, I'm sorry, my caller ID didn't pick up who this is.
M: Oh? You don't have my number in your phone yet? This is Doug!
W: Ah, Doug, hi! No, sorry, I lost everyone's numbers last week when I dropped my phone in the pool.
M: Oh, bummer. Well, now you've got mine again. Did you have to buy a new phone?

W: Yes, and I went all out and bought the newest I-Claudius video phone. When my teacher saw it, she said, "I'd better not catch you watching TV in class!"

M: Haha, yeah, I know I would. My teacher caught me surfing the web on my phone just yesterday. Luckily, he let me off with a warning, or else I wouldn't be able to talk to you right now.

W: Oh, you must have Mr. Wichens. I heard he confiscates phones for the entire semester if he catches someone using it in class!

13. Why doesn't the woman know who is calling her?

14. How did the woman lose her phone numbers?

15. Why is the man lucky to be able to talk to the woman now?

Track 143

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

M: Hello, Ted, this is Kevin again. Looks like you are still out of the office. I've already called you half a dozen times this morning, but either you are ignoring all my messages or you haven't checked them yet. We really need to discuss the Mitchell account before Michelle Mitchell comes in on Friday. She has been handling things since her husband's death, and she is much more thorough than he was. We need to make sure everything is in its place and that all the numbers add up properly. She won't accept any mistakes and, to be honest, we have been getting a bit complacent. We can't afford to lose her business, so give me a call as soon as you can, and we can run through the files together. I'll be in my office all day starting on that; so as soon as you get this message, come upstairs and meet me here.

16. Why does the man think Ted is ignoring him?

17. How is Michelle Mitchell different than her husband?

18. What can we tell about the Mitchell account?

Talk II

W: Hello? This is Fran Antonia calling about the cake I said that I would be ordering. Well, I finally have the arrangements for the party settled, so I'd like to confirm some of the details we discussed before and to place a definite order. I want you to make a chocolate sponge cake, not a plain sponge as I previously mentioned. I'd

like it to have a vanilla cream filling and a dark chocolate topping. It's up to you what shape or design you give to the cake, but it does need to be large enough for fifty people. It's for my father-in-law's fiftieth birthday party, so could you write "Happy birthday Alan" on it? The party is on the 25th, so I'd like to have it delivered by 1:00 p.m. on the 25th. I'll drop by the store later that day to settle the bill. Thanks very much. I appreciate your effort and professionalism.

19. Who is the woman calling?

20. Why is she calling?

21. How will the woman pay for her order?

Unit 10: In the Bank

FUNCTIONS

Track 145

► Making requests

1. M₁: Can I have the form to open a savings account?

M₂: Sure. Here you are.

2. W: Could you lend me a pen?

M: Certainly, ma'am.

3. M: I'd like the money in small bills.

W: Of course, sir.

► Asking questions

1. W: Could you tell me my account balance?

M: Sure. It's \$230.55.

2. M: Where is the bank manager's office?

W: Second door on the left.

3. M: When will the check clear?

W: In about three working days.

► Making complaints

1. W₁: Excuse me, the ATM isn't working.

W₂: I'll call the technical department.

2. W: One of your staff was rude to me!

M: Would you like to see the bank manager?

3. W₁: This form is confusing.

W₂: Here's an example.

MODEL DIALOG

Track 146

I need to get some money.

M₁: Hey, look, there's an ATM. I need to get some money.

M₂: Sure, no problem.

M₁: Can you help me? I've never used an ATM in this country before.

M₂: Sure. Someone is using it, but we're next. Don't stand

Transcripts

too close. Stand here.

M₁: Oh, I didn't see the marker. This country is so serious about personal space!

M₂: What card do you have?

M₁: It's a Visa debit card.

M₂: Great! All ATMs accept Visa cards, so you're fine.

M₁: OK. I guess the first thing to do is to put the card in the machine. Right?

M₂: That's right. Put your card in the ATM and type in your PIN number.

M₁: OK. Now it's giving me quite a few options.

M₂: Press the "withdraw cash" button.

M₁: Hey! It's not as difficult as I thought.

M₂: Now just select the amount of cash you want.

M₁: I think three hundred dollars should be enough for now.

M₂: There you go. Can you hear the machine counting the bills? OK. Grab the money and off we go.

1. Where are the speakers?
 - (A) In a bank
 - (B) At an ATM machine
 - (C) At a shopping mall
 - (D) At a party
2. Why does the first man ask his friend for help?
 - (A) He doesn't have his glasses with him.
 - (B) This is the first time he's had a credit card.
 - (C) He has never used an ATM in the country.
 - (D) He doesn't understand ATM machines.

SHORT DIALOGS

Track 147

I What information do you need?

W: OK. First, I have to ask you some questions. How long have you been at your regular job?

M: Almost three years now.

W: Fine. We'll now fill in this form to apply for your loan.

M: What information do you need?

W: The first section is for your personal details such as name and address. Let's see. How much do you want for the loan?

M: I need five thousand dollars to buy a second-hand car.

W: OK. We need to know what your salary is per month.

M: I earn about one thousand dollars a month.

W: Great. OK then. Please take this form with you, fill in your personal details, and then bring it back to me.

1. What information is needed in the first section of the form?
 - (A) Loan amount
 - (B) Employment details
 - (C) Personal details
 - (D) Bank details

2. How big is the loan the man is applying for?

- (A) Fifteen hundred dollars
- (B) Fifteen thousand dollars
- (C) Five hundred dollars
- (D) Five thousand dollars

Track 148

II Who do I make it out to?

W: That'll be two hundred and thirty-two dollars and fifty-five cents, please.

M: Uh-oh, I don't have my wallet. Do you take checks?

W: Yes, no problem at all. Do you need cash back?

M: Yes, I'd better write it for thirty dollars over. Who do I make it out to?

W: Make it out to Compass Supermarkets, please. Don't forget to sign and date it.

M: There. All done! Here you are, ma'am. Thanks.

1. What doesn't the man have with him today?
 - (A) His check book
 - (B) His credit card
 - (C) His wallet
 - (D) His bill holder
2. What does the cashier mean by "cash back"?
 - (A) Getting cash at the back of the store
 - (B) Getting a store credit by using a check
 - (C) Giving cash to the cashier later
 - (D) Receiving change after a purchase by check

Track 149

III What are you going to do about it?

W: Good morning. Can I help you?

M: I would like to make a complaint.

W: Certainly, what seems to be the problem?

M: I bought an MP3 player last week using my credit card, and I just checked my bank statement and saw that my account was debited twice.

W: Oh, I'm very sorry. Can you tell me your account number, so I can check on the computer?

M: It's 4-6-3-9-2-5-2.

W: Yes, it does look as if two charges of the same amount were made within a minute of each other.

M: I remember that the cashier had a problem with the machine and had to put the card through a second time.

W: Ahh yes, that could be the problem.

M: What are you going to do about it?

W: As this was the shop's error, there's nothing I can do about it. However, I will print out a statement for you which shows the time each payment was processed. You should go back to the shop and show it to them along with the sales receipt. Then the shop will have to credit your card.

M: Thank you very much.
 W: If you have any other problems with this, please come back and see me.

- How many times was the amount debited from the man's account?
 - None
 - Once
 - Twice
 - Three times
- What did the man buy?
 - A video player
 - A DVD player
 - A CD player
 - An MP3 player

PRONUNCIATION

Track 150

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: sit set pit pet cinder sender
 M: chick check pin pen pig peg

Track 151

B Listen and circle the word you hear.

- sit 2. pet
- sender 4. chick
- pen 6. peg
- bit 8. bed

Track 152

D Listen and repeat the following sentences, paying close attention to the different sounds.

M: 1. I will get the baby chick by check.
 W: 2. I have a set of chairs to sit on.
 M: 3. My pet dog fell into the pit.
 W: 4. He bet a bit more than a red penny at the horse race.
 M: 5. I'll give a bid for the big bed.

ORAL RESPONSES

Track 153

Listen and say your responses using information about yourself.

- W: 1. How can I help you?
 2. What is my balance, please?
 3. What kind of card do you have?
 4. Where do you have your bank account?
 5. How long have you had your account?

WRITTEN RESPONSES

Track 154

Listen to the questions or statements and write your answers.

- M: 1. Where can I cash this check?
 2. What identification do you have?
 3. Would you like large or small bills?
 4. Where can I apply for a credit card?
 5. The bank will close in ten minutes.

LISTENING QUIZ

Track 155

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

W: Excuse me, I have a problem!
 M: How can I help you?
 W: I have just tried to use the ATM outside your bank and the machine has swallowed my card!
 M: Oh dear. I'm sorry, but there's nothing I can do about this here today.
 W: Oh no. How can I get my card back?
 M: At the end of the day, any cards that are taken by the ATM are removed and processed. They are then sent to the banks to which the cards belong.
 W: If I wait until the end of the day, can you give me the card?
 M: No. I'm sorry, we can't. Please go to your bank in three working days' time and you should be able to get your card back.
 W: OK. Thanks anyway. Goodbye!

- Which photo best represents this dialog?
- What does the woman want?

Dialog II

W: Good morning. Is this the right place to apply for a loan?
 M: Yes, it is. Please take a seat. Do you have an account at this bank?
 W: Yes, I do.
 M: How much do you want to borrow from the bank?
 W: I would like to borrow four thousand dollars.
 M: Do you have a regular job?
 W: Yes, I do. I work from home.
 M: Ahhh. I think there might be a problem, because I'm guessing that you don't have proof of salary. Is that correct?
 W: Yes.

Transcripts

M: I'm very sorry, but without proof of salary we can't authorize the loan.

3. What does the woman want?
4. Why can't she get it?

Dialog III

W: Hello. I would like to open an account, please.

M: Certainly, madam. What kind of account would you like to open? A savings or a checking account?

W: I'd like to open a checking account, please.

M: OK. I'll need you to fill in this form. Here's a pen. You can go over there and fill it in, and when you've completed the form come back to me.

W: Is it an easy form to fill in?

M: Sure. If you have any problems with the form, let me know and I'll help you with it.

W: Thank you very much. I'll be back in a few minutes.

M: Don't forget to let me know if you need help with the form.

5. What kind of account does the lady want to open?
6. Apart from the form, what does the man give her?

Now listen to the talk, and choose the best answer to each question.

W: Young people in the United States open bank accounts at a very young age so that they can begin saving money and earn interest on their money. A small proportion of young Americans open checking accounts rather than savings accounts so that they can gain experience in running a normal bank account and are able to purchase goods. A bank in the United States set up specifically for young people has 12,000 young customers who have savings accounts and 1,600 who have checking accounts. The bank reveals that the most common reasons why its customers open savings accounts are to save up for college education, vacations, and iPods. According to their figures, over the last year only eighteen customers requested loans and around 230 applied for credit cards. The most common reasons given by these young Americans for applying for loans are to buy cars and college textbooks.

7. How many young customers applied for loans over the last year?
8. Which chart best represents the information in the talk?

LISTENING TEST

Track 156

Part 1 – Picture Description

Listen and choose the statement that best describes what

you see in the picture.

1. M: (A) The customer is worried about the service representative.
(B) The women are unsure about a loan contract.
(C) The service representative is helping a customer with her application.
(D) The service representatives are discussing customer problems.
2. W: (A) The people are using the ATMs.
(B) The couple are having problems with the ATMs.
(C) The people are waiting to use the ATMs.
(D) The man is fixing the ATM.
3. M: (A) The woman is telling the man where the form is.
(B) The couple is talking with the bank representative.
(C) The man is handing the couple a pen.
(D) The men are fighting with the woman.

Track 157

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: I can't use my card in your ATM machine.
M: (A) You need a check book.
(B) I'm sorry, but our machines don't accept cards from your bank.
(C) You will have to open a savings account.
5. M: What do I need to get a loan?
W: (A) Here's a pen.
(B) Down the corridor, second on the left.
(C) Proof of salary.
6. W: Here's the form you need.
M: (A) Can you lend me a pen, please?
(B) Does the ATM machine work?
(C) No, thank you.
7. M: I would like to see the bank manager, please.
W: (A) At four o'clock
(B) Do you have a complaint?
(C) What kind of account would you like?
8. W: Good morning. How can I help you?
M: (A) At ten o'clock
(B) Here's an application form.
(C) I'd like information on your loans, please.
9. M: I lost my check book.
W: (A) How would you like your money?
(B) Please sit down, and I'll take your details.
(C) Sorry, we close at five o'clock.

Track 158

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- W: Good morning. I'd like to have more information on Internet banking.
 M: Sure, no problem. Basically you can do all your banking online on the Internet.
 W: Can I transfer money to other people's accounts?
 M: Sure. Plus you can check your balance and pay bills as well.
 W: How do I access my account?
 M: First, you need to apply for the service so that we can create your secure online account.
 W: Do I have to pay for the service?
 M: No, it's totally free.
 W: Great! How long does it take to set up Internet banking?
 M: About three to four working days.
10. What does the woman want to know about?
 11. How much does this service cost?
 12. How long does it take to set up the service?

Dialog II

- M: Hi. I need to send some money to an account in England.
 W: Do you have an account with us?
 M: Yes, I do.
 W: Great. You will need our wire transfer service.
 M: How does that work?
 W: Using this form, on which you fill in the details of your bank account, the details of the bank account in England, and the amount you want to transfer, stating clearly the currency you want to send it in.
 M: If I send the money today, when should it get to the account in England?
 W: It should be there in the morning, their time.
 M: Great. I'll fill it in right now.
13. What service does the man need?
 14. What information must be included on the form?
 15. When will the money get to the account in England?

Track 159

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

- M: Good morning, ladies and gentlemen. We have just finished building our new safe deposit boxes. This is an exclusive service for customers who need a secure place where they can store very valuable things such as jewelry and any other precious stones. These safe deposit boxes can also be used to store money and important documents such as passports, contracts, etc. All our boxes have been built to be extremely secure so that nothing can destroy the contents, not even fire or water. We have built this new section within the vaults of the bank. Customers can rent the boxes monthly, and the boxes can only be opened with a special key given to the customer, the bank guard's key, and an authorized signature. We take security very seriously.
16. What is most often stored in the safe deposit boxes?
 17. How often is the rent for the safe deposit box paid?
 18. Which of the following is needed by customers to open their boxes?

Talk II

- W: Good evening. My name is Wendy George and I'm from First Street Bank. I'd like to tell you about a great service we have for local businesses, especially for shops which are still open after the banks close. This service is called "night depository," which allows you to leave cash, checks, and any other valuable items overnight with our bank using a special bag provided by the bank and dropping the bag overnight with our bank using a special box on the side of the bank building. Our bank will look after them overnight for you; and when we open in the morning, we will deposit the cash and the checks into your account. This special box requires a special key which we will provide you with. Be aware, though, that once you have deposited the bag it will be impossible to get to it until the following morning. Please contact me at the bank for more details and the fees for the service.
19. When is this service available?
 20. Where is the special bag placed?
 21. What happens to the money and the checks in the morning?

Unit 11: In the Office

FUNCTIONS

Track 161

► Communicating information

1. W₁: Did you get the attachment I emailed to you?
 W₂: Yes, I did.
2. W: What's the country code for the USA?

M: *jokingly* I could tell you, but it'll cost you.

3. W: My computer is broken, how can I send the contract?

W₂: Use the fax machine.

► Conducting meetings

1. M₁: What time is today's sales meeting?
M₂: At four o'clock.
2. M: Any questions so far?
W: Could you repeat that last part?
3. M: These are the reports from last quarter.
W: Finally! Some good news.

► Negotiating

1. M: How can I convince you to buy our product?
W: Give me a 10% discount, and I'll buy it.
2. W: Was the customer satisfied with the conditions?
M: Yes, he was.
3. M: So, what happened?
W: After two hours, he agreed to the price.

MODEL DIALOG

Track 162

Do you have a moment?

- W: Hi, Ian. Do you have a moment?
M: Sure, what's up?
W: I emailed the monthly report to you earlier today. Did you get it?
M: No, I haven't got it yet. What time did you send it?
W: About ten o'clock this morning.
M: That's strange. I should have gotten it by now. Can you check your email status?
W: OK. *<short pause>* Oh, look. It came back undelivered, "user unknown."
M: Did you type my address correctly?
W: Ahh. I spelled your name wrong. Instead of I-A-N, I put I-A-A-N. Two A's!
M: OK. Can you send it to me again with the correct address?
W: Sure, I'll send it right now. Hold on a second. There. There it goes.
M: Thanks very much. When I get back to my desk, I'll check my email.
1. What does the woman want to send with the email?
(A) A contract
(B) A price list
(C) Her report
(D) Product images
2. What did the woman do wrong?
(A) She spelled the sender's name wrong.
(B) She spelled the recipient's name wrong.
(C) She didn't attach the monthly report.
(D) She never sent the email.

SHORT DIALOGS

Track 163

I Why weren't we told earlier?

- M₁: Hey, Peter, I've just heard that there's a staff meeting at four o'clock.
M₂: I wasn't told about the meeting. Do I have to go as well?
M₁: Yes, you do. Apparently it's for the whole department.
M₂: Do you know what the meeting is about?
M₁: We're supposed to come up with some new ideas to increase sales.
M₂: Why weren't we told earlier about the meeting so that we could prepare for it?
M₁: I think our manager decided to have the meeting at the last minute.
M₂: I'm going to get a cup of coffee and start thinking of some ideas.
M₁: Good idea. I think I'll do the same.
M₂: OK. See you later at the meeting.

1. Who is the meeting for?
(A) The whole company
(B) The whole department
(C) The sales department
(D) Potential customers
2. What is the meeting for?
(A) To improve profits
(B) To meet new staff members
(C) To get new ideas
(D) To talk about new products

Track 164

II Thank you for coming in to see me.

- M₁: Good morning, sir. Thank you for coming in to see me.
M₂: You're welcome. You have a new product to present to us?
M₁: Yes. I'm going to show you a presentation of the product. Please feel free to ask any questions.
M₂: We will. Before you start, do you mind if I close the curtains?
M₁: Not at all. Our new product, the MS400, will improve the way you process invoices.
M₂: How does it work?
M₁: The database will organize the data, and the MS400 will print out and automatically insert the invoices into envelopes, sealing them at the same time.
M₂: Does that mean they'll be ready for mailing at the end?
M₁: Yes. The MS400 will also put the postage seal on the envelope.
M₂: That sounds great. We'll think about the cost and get back to you soon.
1. Why has the salesman come to meet the executive?
(A) To deliver a new product

- (B) To give a presentation
 - (C) To take an order
 - (D) To receive a payment
2. What can the new product do at the end of the enveloping process?
- (A) It seals the envelopes.
 - (B) It prints out the invoices.
 - (C) It inserts the invoices into the envelopes.
 - (D) It puts the postage seal on the envelopes.

Track 165

III You came to my office the other day.

⟨Over the telephone⟩

M₁: Good afternoon, Nigel speaking. How can I help you?

M₂: Hello, my name's Smith. You came to my office the other day.

M₁: Hello, Mr. Smith. Are you ready to place an order?

M₂: Actually, I would like to buy ten units but on one condition.

M₁: OK. What's the condition?

M₂: I need to have them all delivered by next Thursday.

M₁: Oh! That might be a bit difficult because we don't have that many in stock.

M₂: If I buy from you, I will need all ten of them in by next Thursday.

M₁: How about if I can get them to you by closing time on Friday. Would that be OK?

M₂: Hmm. ⟨short pause⟩ OK, Friday at closing time, but no later!

M₁: No problem. I'll start organizing it right now.

1. Why does Mr. Smith call Nigel?
 - (A) He doesn't know the price.
 - (B) He needs more information.
 - (C) He wants to place an order.
 - (D) He wants to give his delivery address.
2. When does Mr. Smith want the goods delivered?
 - (A) Friday
 - (B) Thursday
 - (C) Saturday
 - (D) Wednesday

PRONUNCIATION

Track 166

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

W: gorge George games James gale jail
 M: gust just got jot goose juice

Track 167

B Listen and circle the word you hear.

- | | |
|----------|----------|
| 1. gorge | 2. James |
| 3. jail | 4. gust |
| 5. got | 6. juice |
| 7. go | 8. Jill |

Track 168

D Listen and repeat the following sentences, paying close attention to the different sounds.

M: 1. The gust only just missed our house.

W: 2. James and George played games in the gorge.

M: 3. Joe said he'd go to see the goose with the juice.

W: 4. He got the job after the gale hit the jail.

M: 5. Jolly Jill said "Golly" when she saw the gore caused by the jaws.

ORAL RESPONSES

Track 169

Listen and say your responses using information about yourself.

- W: 1. What's our deadline for the company financial report?
 2. Why do you think Mr. Jones is such a good manager?
 3. Did you get the report that I sent you?
 4. Was Ms. Langston satisfied with your proposal?
 5. I've just heard that there's a meeting we have to attend today.

WRITTEN RESPONSES

Track 170

Listen to the questions or statements and write your answers.

- M: 1. What's the country code for Yugoslavia?
 2. We need you to reduce the price if we're to buy from you.
 3. How will you send me the information?
 4. What do you need for the meeting?
 5. Can you get me twenty units by next Wednesday?

LISTENING QUIZ

Track 171

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

W: Good morning, James.

M: Hi, Sheila, what are you up to?

W: I'm trying to send this contract to my customer by email.

M: Be careful! You shouldn't do that!

W: Why not?

M: Because if you send a contract by email, it may not be

Transcripts

considered a legal document.

W: Oh. I didn't know that. Why's that?

M: Because the text can easily be changed and you might end up signing something with changes that you didn't notice.

W: Oh! What should I do then?

M: The safest way to send these types of documents instantaneously is by fax, because they can't be altered then.

W: Thanks a lot, James. I could have been in big trouble.

1. Which photo best represents this dialog?
2. How should the woman send the contract?

Dialog II

W: Hi. Please come in. I'm Jane, the sales director.

M: Thank you. I'm interested in your business training services.

W: Great! We can offer you various different plans depending on your budget.

M: OK. Our company has put aside quite a good budget for training, but it's not really a big one.

W: That's OK. What sort of budget do you have to work with?

M: Actually, I would like to hear what you have to offer, and then we can negotiate the prices and conditions after I have consulted my boss.

W: OK. No problem. We have courses for both lower level and senior level management.

M: How much are the courses?

W: Well, our courses are actually all made to meet each client's specific needs, so you would have to tell us exactly what you want. Here are some examples showing the costs of the different courses.

M: Great, thanks. I'll meet with my boss and we'll draft a schedule, which I'll email to you so that you can tell me the total price.

W: Sure. No problem. I look forward to receiving your email. Thanks for coming in.

3. What is the man interested in?
4. What doesn't he want to tell the woman?

Dialog III

M₁: Please come in and sit down. What job are you applying for?

M₂: I sent in an application form for the position of Worldwide Sales Support.

M₁: Ah yes. I ask because we have many positions open at the moment. What languages do you speak?

M₂: I can speak English, Spanish, and French.

M₁: That will be very useful because most of our customers are in Europe. Have you had any experience in sales

support before?

M₂: Yes, although it was with local customers and not foreign ones.

M₁: OK. That won't be a problem. It's basically the same except that you'll have to deal with them in another language.

M₂: That's fine with me. Is the position permanent or temporary?

M₁: It's a permanent full-time position. Ah yes, the hours are irregular because of time zone difference around the world. Would that be a problem?

M₂: No, that would be fine with me.

M₁: Excellent! Come in on Monday morning, and I'll find you a desk.

5. What language can't the man speak?
6. Where are most of the customers?

Now listen to the talk, and choose the best answer to each question.

M: Today we'll be dealing with how to give good presentations. One of the main things to remember is that it's not just the content which is important but also the way you present your products or services. Always speak clearly while at the same time giving eye contact and smiling at the audience. You must remember that words aren't the only form of communication. A great deal of communication is through your body language, which is why it's always important to communicate with your eyes and with the manner in which you speak. Some may even go so far as to quote a study which says 93% of communication is non-verbal and only 7% is verbal. However, this is a misunderstanding; the study was on emotional expression, not communication in general. It would be impossible to accurately assess the proportion of communication of any kind. The important thing is to keep both forms of communication in mind when you prepare for your presentation. Try to show you're happy to be there. Use of effective intonation in your voice and gesturing with your arms and hands to emphasize certain points can make your delivery more engaging. This will keep the listeners interested in what you have to say.

7. What is this training course about?
8. Which chart best represents the information in the talk?

LISTENING TEST

Track 172

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

1. M: (A) The men are blaming each other.
(B) The men are on a business trip.
(C) The men are finalizing a sales deal.
(D) The men are negotiating prices.
2. W: (A) The woman is showing the older man how to send an email.
(B) The younger man is giving a sales presentation.
(C) A woman is trying to send an email.
(D) A woman is trying to ask a question.
3. M: (A) The men are talking quietly with each other.
(B) The woman is showing the men a video on the laptop.
(C) The people are discussing new ideas.
(D) The people are waiting for the other members of staff.

Track 173

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: Why can't we buy a new printer for the computers?
M: (A) We don't have the budget for it.
(B) You'll have to buy it yourself.
(C) The manager hasn't come in yet.
5. M: Julie, your presentation's up next.
W: (A) Who's upstairs?
(B) Oh, I hope I can keep it together.
(C) I hope I break a leg!
6. M: What's the best way to send a contract?
W: (A) Did you get a telephone call?
(B) Well, don't send it by email.
(C) I can't fax it today.
7. M: When's the deadline for signing the contract?
W: (A) On Monday morning.
(B) You should have it by next week.
(C) We close at five o'clock.
8. W: Can I use your phone please?
M: (A) Yes, it's ten-thirty.
(B) Of course. Second door on the left.
(C) Sure. Press "9" for an outside line.
9. M: I disagree with the contents of the contract.
W: (A) I'm sorry, but I can't print it out.
(B) No problem. We can negotiate a new contract.
(C) OK. Let's have a cup of coffee.

Track 174

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- M₁: Good morning. So you're interested in our new office furniture.
M₂: Yes, I am, but I'd like to know what your prices and payment terms are.
M₁: Sure. Our executive desk costs \$800 and the executive chair is \$300.
M₂: What about the payment terms?
M₁: As you're already our customer, we offer you a thirty-day payment option. You buy now and pay us in thirty days.
M₂: As we've already bought a lot of furniture from you what discount can you offer us?
M₁: I can offer you a 15 percent discount.
M₂: Is that all? I think that at least 20 percent and forty days would be a better offer.
M₁: How about an 18 percent discount and forty days?
M₂: OK. I'll take it. Where do I sign?
10. What is the customer interested in?
 11. How much do two executive chairs cost?
 12. What isn't the customer happy about?

Dialog II

- M: Hello and welcome. As this is your first day working with us, I'll show you around.
W: Great! Where do we start?
M: First of all, I'll take you to your desk so that you can leave your bag and settle in for a bit.
W: I'm alright. Let's do the tour first.
M: OK. As this is only a branch office, it's quite small, so there's not a lot to see. This corridor leads to the directors' offices. There are four of them here, each with their own secretary.
W: OK. What's that room over there?
M: That's the mail room, which processes all our incoming and outgoing mail. And just down here is your desk.
W: Wow! What a lovely desk.
M: I'll let you settle in. The toilets are over there. I'll be back in ten minutes to get you started with your work.
13. Why is the office small?
 14. Which offices does the corridor lead to?
 15. What does the mail room process?

Track 175

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

M: Good afternoon, everyone. Thank you for coming to this weekly staff meeting. Today I have some good news—we're launching our new product on Wednesday. Yes, I knew you'd be happy. It's very important to note, however, that there are only one hundred units in stock at the moment, but the production manager told me that they will have another two hundred units ready for the weekend. So it's very important that you all make sure you give the correct delivery dates to your customers by keeping a sharp eye on the stock level. If there is a big demand for this new product, the production manager said that the factory could work overtime and produce five hundred units a week. That means monitoring the waiting list and reporting it properly to the factory. Just make sure customers know of the waiting list so they don't get impatient. That's it for now.

16. What is the meeting about?
17. How many units are available now?
18. Who said that the factory can produce five hundred units a week?

Talk II

W: Thank you all for coming along today. As you're all new to the company, I'd like to tell you about how we organize our meetings here. One of the most important rules is to never hold meetings just before lunch or late in the afternoon. The reason is that around lunchtime people are hungry and you won't have their full attention. The same applies to late afternoon, because everyone in the meeting will be more focused on going home and hoping to avoid the rush hour. Sometimes it's a good idea to set a time limit for internal meetings, as this will help you to get to the point and make decisions quicker. Another useful piece of advice is invite only people relevant to the meeting, otherwise you'll have too many people to deal with and the non-relevant people will get bored. After lunch we'll continue with the training day. Thank you.

19. What is the talk about?
20. Why shouldn't meetings be held before lunch?
21. What will happen after lunch?

Unit 12: At the Hospital

FUNCTIONS

Track 177

► Getting a check-up

1. W: The doctor will be with you soon.
G: Thank you.
2. W: Stick your tongue out for me, please.
B: Ahhhh.
3. M: Does it hurt when I touch here?
W: Yes, it does.

► Talking about an illness

1. W₁: I had a high fever all night.
W₂: I'll prescribe you something.
2. W₁: Where does it hurt?
W₂: Right there.
3. M₁: How long have you noticed this?
M₂: For about two days now.

► Staying at the hospital

1. W₁: According to your chart, you're getting better!
W₂: That's great news!
2. W: Is it serious?
M: Yes. We'll have to operate tomorrow.
3. M₁: When does visiting time finish?
M₂: At eight o'clock.

MODEL DIALOG

Track 178

I'm going to take your blood pressure.

W₁: Hello. Please come in and sit down.

W₂: Thank you, doctor.

W₁: What can I do for you today?

W₂: I'm here for a routine medical check-up, please.

W₁: OK. First of all, I'm going to take your blood pressure.
Roll up your sleeve, please.

<short pause>

W₂: Is my blood pressure OK?

W₁: Yep, it's fine. It's within normal levels. Lift up your shirt, please.

W₂: Oh, wait, what's that thing called? I always forget.

W₁: It's called a stethoscope. I'm just going to listen to your heartbeat and your lungs.

W₂: How does it sound, doctor?

W₁: Your heartbeat is fine, but your lungs sound congested.
I'm going to prescribe you some medicine.

W₂: Apart from that, am I OK?

W₁: Yes, you're fine. Just take this medicine for seven days, and you should be much better.

W₂: Thank you very much, doctor.

1. What is the first thing that the doctor checks?
(A) The patient's pulse
(B) The patient's blood pressure
(C) The patient's heartbeat
(D) The patient's lungs
2. What problem does the doctor find?
(A) The patient has taken too much medicine.

- (B) The patient has an irregular heartbeat.
- (C) The patient's lungs are congested.
- (D) The patient has high blood pressure.

SHORT DIALOGS

Track 179

I Why do you think I should stay in the hospital?

M₁: Hello, doctor. Have you analyzed the test results?

M₂: Yes, I have. It's not serious, but you do need to know what you've got. It appears that you have a serious throat infection which needs to be treated soon.

M₁: Is it serious enough to require hospitalization?

M₂: I would say yes, at least for one night, so that we can observe your recovery.

M₁: Why do you think I should stay in the hospital?

M₂: The danger is that the infection can cause your throat to swell up, which could restrict your breathing.

M₁: Oh, I see. I imagine you'll be putting me on antibiotics as well.

M₂: That's right. Until the infection subsides, I'd like you to stay.

1. What does the doctor recommend?
 - (A) To have surgery as soon as possible
 - (B) To stay two days in the hospital
 - (C) To go home and rest
 - (D) To stay overnight at the hospital
2. What could the infection cause the throat to do?
 - (A) Hurt a lot
 - (B) Feel very uncomfortable
 - (C) Swell up
 - (D) Bleed

Track 180

II Time to take your medicine.

W: Time to take your medicine. Here are your antibiotics and a glass of water.

M: Thank you. What time do the lights go out?

W: At eleven o'clock, but each bed has a bedside light if you want to read.

M: That's great. What should I do if I need something during the night?

W: Just press the red button, and the duty nurse will come and see you.

M: Isn't that button for emergencies only?

W: No, not at all. Obviously, we'd prefer that you only call for essential things like asking for water or if you need to go to the toilet.

M: Do I have to get up during the night to take my antibiotics?

W: No. Just stay in bed, and when it's time the duty nurse

will come and wake you up to give you your prescribed dose of medication.

1. What time do the lights go out at night?
 - (A) At ten o'clock
 - (B) At midnight
 - (C) At eleven o'clock
 - (D) At nine o'clock
2. What should the patient do if he needs something during the night?
 - (A) Call out for the nurse
 - (B) Press the red button
 - (C) Go and find the nurse
 - (D) Do nothing until the nurse comes

Track 181

III What can you do about it?

W: *<desperate>* Hello? Hello? We need some help here quick!

M: Hello, ma'am, I'm a doctor. How can I help you?

W: My son fell off his bicycle and hurt himself pretty badly.

M: OK. Let's take him into this cubicle over here and I'll have a look.

W: Thank you, doctor.

M: Yes, it looks as if he's cut himself quite badly.

W: What can you do about it?

M: First of all, I'll clean up the wound, and then I think it will be a good idea to X-ray his leg.

W: I hope he doesn't have a broken leg. Will he need stitches on the cut?

M: I don't think he has broken his leg, but it's good to check. He will need about two to three stitches, though.

1. How did the boy hurt himself?
 - (A) He fell playing football.
 - (B) A bicycle hit him.
 - (C) He crashed into a car.
 - (D) He fell off his bicycle.
2. What did the doctor say should be done?
 - (A) Prescription of medicine and rest at home
 - (B) Emergency surgery
 - (C) An X-ray of the boy's leg
 - (D) Overnight hospital stay

PRONUNCIATION

Track 182

A Listen carefully to the following two sounds. Then pay attention to the difference in each pair of words.

M: lock luck body buddy dock duck

W: boss bus got gut hot hut

Transcripts

Track 183

B Listen and circle the word you hear.

- | | |
|---------|---------|
| 1. lock | 2. body |
| 3. duck | 4. Ron |
| 5. boss | 6. got |
| 7. hot | 8. rub |

Track 184

D Listen and repeat the following sentences, paying close attention to the different sounds.

- W: 1. The singer has sung the song.
M: 2. The duck dived into the dock.
W: 3. The dog dug deep to bury his bone.
M: 4. My boss took the bus to the base.
W: 5. Tommy's mummy cured Tommy's tummy.

ORAL RESPONSES

Track 185

Listen and say your responses using information about yourself.

- W: 1. Do you have a doctor you'd like to recommend?
2. Have you ever experienced symptoms like this before?
3. How serious is it?
4. When was the last time you had a check-up?
5. I had a stomachache all night.

WRITTEN RESPONSES

Track 186

Listen to the questions or statements and write your answers.

- M: 1. Have you ever had an accident?
2. What is the worst medicine you have had to take?
3. Is this the first time a family member of yours stayed in a hospital?
4. How's the food in the hospital cafeteria?
5. Where do you buy your medicines?

LISTENING QUIZ

Track 187

You will hear a series of dialogs and a talk, each followed by two questions. Listen carefully and choose the best answer to each question.

Dialog I

- M: Hello, doctor.
W: Hello. What seems to be the trouble?
M: I've had a terrible headache for three days now.
W: Does it hurt anywhere else?

- M: Yes. I've also had pains in my stomach, and I haven't been able to go to the toilet.
W: OK. Let me listen to your stomach. *<short pause>* Right. It sounds like you have constipation.
M: Oh dear. Is that serious?
W: No, not at all. I'll prescribe you some medicine, and you should be better by tomorrow.
M: What can I do about my headache?
W: Just take a couple of aspirins every eight hours.

1. Which photo best represents this dialog?
2. What problem does the patient have?

Dialog II

- W: Doctor! Doctor! We need you over here immediately!
M: What's the problem, nurse?
W: This young lady was in a car accident, and she's unconscious.
M: OK. Quick, take her to cubicle 3. Has she got a pulse?
W: Yes, she has, but it's very low.
M: We'll need to make an injection. Is she allergic to anything?
W: It doesn't say anything on her medical card.
M: First, we'll stop the bleeding, and then take her quickly to X-ray to see if anything's broken.
W: Will you call X-ray or should I?
M: I'll call X-ray and you stop the bleeding.
3. What happened to the young lady?
 4. What is her pulse rate like?

Dialog III

- W₁: When was the last time you came in for a check-up?
W₂: I think it was about two years ago.
W₁: OK. You really should come in at least once a year.
W₂: Sorry. I'll make a note of that.
W₁: First, I'm going to look at your ears. *<short pause>*
W₂: Do they look alright?
W₁: Yes, they seem fine. Can you open your mouth wide please and say "aaahhhhh."
W₂: Aaaaaahhh!
W₁: It looks very red, but it's not an infection. I'd like to prescribe you some throat medicine after a routine throat swab.
W₂: OK. Thanks a lot, doctor.
5. How often should the patient go for a check-up?
 6. What does the doctor say the patient should take?

Now listen to the talk, and choose the best answer to each question.

- M: Good morning, everyone, and thank you for coming. Today I'd like to present the statistics for the top five

reasons for visits to our emergency room by males aged fifteen years old and up. Last year the number one reason was stomach and abdominal pains, with 5,000 cases. This was followed by 3,000 patients with chest pains that were not related to heart attacks. In third place were 1,900 cases of headaches or other head pains. Our fourth top reason was back-related complaints and we had a total of 1,700 patients. Finally, the fifth reason, with 1,500 patients, was shortness of breath. If you would like to see the full statistics for the emergency room, please let me know and I'll email it to you. Thank you.

7. What might chest pain be related to?
8. Which chart best represents the information given in the talk?

LISTENING TEST

Track 188

Part 1 – Picture Description

Listen and choose the statement that best describes what you see in the picture.

1. M: (A) The doctor is taking an x-ray of the woman's arm.
(B) The doctor is explaining the woman's X-ray.
(C) The patient is talking about her problem.
(D) The patient is listening to the doctor explaining the chart.
2. W: (A) The patient is waiting for the doctor.
(B) The doctor is waiting for the nurse.
(C) The doctor is preparing the equipment for surgery.
(D) The patient is speaking to the doctor.
3. M: (A) The ambulance is arriving at an accident scene.
(B) The ambulance is arriving at the hospital.
(C) The ambulance is responding to an emergency.
(D) The ambulance is driving into a gas station.

Track 189

Part 2 – Questions and Responses

Listen and choose the best response to each question or statement.

4. W: Where does it hurt?
M: (A) Twice a day.
(B) In my stomach.
(C) I feel dizzy.
5. M: What should I take to treat this infection?
W: (A) Antibiotics.
(B) Aspirin.
(C) Lots of exercise.

6. W: We have an emergency coming in.
M: (A) I'll be there at ten o'clock.
(B) Have a cup of tea and then call me.
(C) Take the patient to cubicle 10.
7. M: It's very serious. What are we going to do?
W: (A) We'll have to operate on him tonight.
(B) Nothing.
(C) We'll give him some aspirin and hope he gets better.
8. W: How often should I take the medicine?
M: (A) Once a week.
(B) Once a year.
(C) Once a day.
9. M: When is the doctor available to see me?
W: (A) Last year.
(B) Today at three o'clock.
(C) Her birthday is in September.

Track 190

Part 3 – Short Conversations

You will hear two dialogs, each followed by three questions. Listen carefully and choose the best answer to each question.

Dialog I

- M: Can I make an appointment with Dr. Smith, please?
W: I'm afraid Dr. Smith is away on holiday at the moment.
M: Oh dear. When will he be back?
W: He won't be back for another two weeks.
M: Oh. Can I make an appointment with another doctor?
W: Certainly. I can give you an appointment with Dr. Jameson.
M: Dr. Jameson? That'll be fine. I know Dr. Jameson.
W: The next appointment I have available is on Tuesday at ten in the morning.
M: That's perfect. Thank you very much.
W: You're welcome. Bye!
10. What does the man want?
 11. Why isn't his request possible?
 12. When does he have to be at the clinic?

Dialog II

- M: Hello, Mrs. Jones, please take a seat.
W: Have you got the results back and looked at them?
M: Yes, I have. I'm afraid you're going to need surgery.
W: Oh dear. How soon do you want to operate on me?
M: I think we should admit you to the hospital tomorrow and then have the operation the day after.
W: Is there anything I should do before the surgery?
M: Yes. Twenty-four hours before surgery, you shouldn't eat

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anything, but you can drink water.

W: OK. That's a long time without eating.

M: Yes, it is, but it's one of the requirements for surgery.

W: OK, doctor. I'll go home now and prepare my overnight bag.

13. What did the patient ask for first from the doctor?
14. What shouldn't the patient do twenty-four hours before the operation?
15. What has the patient gone home to do?

Track 191

Part 4 – Short Talks

You will hear two talks, each followed by three questions. Listen carefully and choose the best answer to each question.

Talk I

M: Good morning, everyone. I'm the new head doctor of this clinic, and I'd like to go over a few things with you with regard to patients. Overall, the staff review summary shows that you're doing a superb job. Well done. However, we've received an unacceptable number of complaints from some patients, claiming that they were treated unfairly and even inhospitably. May I remind you that the words "hospitable" and "hospital" originate from the same root word! Please remember that patients come to you because they have a debilitating problem, so they're not exactly having the best day of their lives. Professionalism requires more of us than mere end results. Another thing, patients have not usually been through pre-med; so if you use a lot of complicated medical terminology, most of them will not understand you. They may even get scared if it's a long term ending in "-osis." So please make sure that you use plain, simple English when telling your patients about their various illnesses and troubles. In the end, it will make them feel more comfortable and therefore not worry unnecessarily. That is all for today! Thank you.

16. What are some patients complaining about?
17. How does the speaker describe how the patients are feeling?
18. What does the speaker say the doctors should do with patients?

Talk II

W: Attention, everyone! Tonight we have ten patients in ward 5, and some of them will need checking up on periodically during the night. Patients in beds 1 through 6 don't need any medication or scheduled observation during the night; however, it would be a good idea while you're checking on others to have just a peek at them to see if they're OK. The patient in bed 7 is called Mrs. Perkins, and at four o'clock in the morning her antibiotics need to be administered. Then the patient in bed 10, Mrs. Johnson, needs to have her temperature taken at two. If she develops a fever, you must inform the doctor immediately. The patient in bed 8, Mrs. Franklin, needs to have her bandages changed at around three in the morning; but if it appears there hasn't been any more bleeding, you won't have to change them. Finally, Mrs. Sutton, in bed 9, just needs her blood pressure taken every so often. That's it! Have a good night!

19. What is the talk about?
20. How many patients do not need any scheduled medical attention during the night?
21. What does Mrs. Johnson in bed 10 need at two o'clock?