



Modul Bahan Ajar

LISTENING TO TRANSACTIONAL TEXTS

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PREFACE

This book is designed for the students of the Study Program of English, Department of Languages and Literatures, Faculty of Culture Studies, University of Brawijaya Malang, who are taking *Listening to Transactional Text* course. This course helps the students to comprehend the conversations in the provided recordings. The conversations are short functional texts and transactional texts. This module contains exercises the students should do in the classrooms by listening to the recordings provided by the teachers.

After completing this course, it is expected that the students are able to comprehend transactional texts and as a result they will be able to apply them in daily conversations.

It is expected that there will be further improvement on the quality of this book. Therefore, criticisms and suggestions for better editions are highly appreciated.

Team of
Listening to Transactional Texts
2014

COURSE OUTLINE

Course Identity

Name : Listening to Transactional Texts
Code :
Status : compulsory
Credit : 3 (150')
Semester :
Instructors :

Prerequisites : -

Course Description

Listening to Transactional Texts is a subject which deals with listening comprehension and how to understand transactional conversation like socializing, making request, taking message, eating out, living away from home, etc. Students will listen to the related recording and do the provided tasks based on what they listen to.

Course Objectives

This course is designed to provide the students with some understandings about
(1) Expressions used in some transactional texts
(2) Ways to make similar transactional conversations

Course Outcomes

By the end of the semester, the students are expected to be able to:
(1) Understand some transactional texts
(2) Make transactional conversations alike

Learning Method

- (1) Listening comprehension
- (2) Taking notes

Assessment

- 1. Midterm test (MT) : 25 %
- 2. Final test (FT) : 35 %
- 3. Assignment and presentation : 20 %
- 4. Quiz : 10 %
- 5. Attendance and class participation : 10 %

Grading Scale

81-100	A	4.00
76-80	-B+	3.5
71-75	B	3.0

61-70	C+	2.5
56-60	C	2.0
51-55	D+	1.5
45-50	D	1.0
0-44	E	0

Requirements: 80% of course attendance

References

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14. <http://www.bbc.co.uk/worldservice/learningenglish/business/talkingbusiness/unit1telephone/1connecting.shtml>
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16. <http://www.teachingenglish.org.uk/article/understanding-dialogues>
17. <http://www.123listening.com/classroom.php>

Schedule

Meeting	Competence	Topics	Material	Activities/methods
1	Being able to use expressions for socializing	Socializing	Modul Unit 1	Listening comprehension and doing the tasks
2	Being able to use expressions to make request	Making Request	Modul Unit 2	Listening comprehension and doing the tasks
3	Being able to use	Taking Message	Modul Unit 3	Listening

	expressions to take message			comprehension and doing the tasks
4	Being able to use expressions about eating out	Eating Out	Modul Unit 4	Listening comprehension and doing the tasks
5	Being able to use expressions to tell about living away from home	Living Away from Home	Modul Unit 5	Listening comprehension and doing the tasks
6	Being able to use expressions about shopping	Shopping	Modul Unit 6	Listening comprehension and doing the tasks
7	Being able to use expressions about sight seeing	Sight seeing	Modul Unit 7	Listening comprehension and doing the tasks
8	UTS			
9	Being able to use expressions to tell about travel	Travel	Modul Unit 8	Listening comprehension and doing the tasks
10	Being able to use expressions to tell about money and mail	Money and Mail	Modul Unit 9	Listening comprehension and doing the tasks
11	Being able to use expressions to tell about health	Health	Modul Unit 10	Listening comprehension and doing the tasks
12	Being able to use expressions to tell about emergencies	Emergencies	Modul Unit 12	Listening comprehension and doing the tasks
13	Being able to use expressions to tell about bureaucracy	Bureucracy	Modul Unit 12	Listening comprehension and doing the tasks
14	Being able to use expressions to tell about problems at work	Problems at Work	Modul Unit 13	Listening comprehension and doing the tasks
15	Being able to use expressions for interview	Interview	Modul Unit 14	Listening comprehension and doing the tasks
16	UAS			

Contents

Unit 1

Socializing	1
Going to a party	1
Expressing Concern for Someone	2
Where did you learn to skate?	3
Two students in a language school café	3
A Friendly Chat	4

Unit 2

Making Request	6
Borrowing Money	6
Dictation: Classroom	7
Do Your Homework	7
Asking for Services	8
A hard sell	9

Unit 3

Taking Message	11
Can I call you back?.....	11
Taking a Message	11
Leaving a message	12
Telephone connecting	13
Telephone: Appointments.....	14

Unit 4

Eating Out	16
What would you like?	16
Eating out	16
In a restaurant	17
Ask her out	18
A Good Lunch	18

Unit 5

Living away from home	20
A nice place to live	20
Move into a new house	21
Explaining your requirements (1)	22
Explaining your requirements (2)	22
Making sure of the facts	23
Dealing with problems	24
Life as an immigrant	24
Capsule Hotels	25

Unit 6

Shopping	26
Buy a PC	26

Shopping list	27
Buying a smart phone	27
In a shop	28
Understanding Shop Policy	29
Finding out more about a product	30
I'll buy it	30

Unit 7

Sight Seeing	32
Beautiful Hawaii	32
The Grand Canyon	33
Fish Are Everywhere	33
Visiting a Travel Agent	34
A short break	35
Tourist tips	35
Following a talk	36

UNIT 8

Travel and Tourism	38
---------------------------------	----

Unit 9

Money and Mail	41
-----------------------------	----

Unit 10

Health	44
---------------------	----

Unit 11

Emergencies	48
Getting the right healthcare	48
Registering for Surgery	49
Finding out The Health Service	49
Visiting The Doctor	50

Unit 12

Bureaucracy	52
Company Profile	52
Company Management	52
Introducing staff members	53
Job description and responsibilities	53

Unit 13

Problems at Work	55
-------------------------------	----

Unit 14

Interview	60
Starting Job Interview	60
Understanding what employers want	61

MODUL

LISTENING TO TRANSACTIONAL TEXT

Unit 1 Socializing



Objectives:

In the end of this section, students should be able to identify some expressions about socializing and use them in daily conversations.

1.1 Going to a party

A. Listen to a dialogue between Liza and Toni and complete these expressions.

1. Are you going to the party _____?
2. Really? Well, _____ it start?
3. _____ from school.
4. This party is going to have a _____.
5. Yeah, _____.

B. Listen the dialogue again and choose the best response or questions for expressions above (1-5)

1. a. I am thinking about it. Are you?
b. I was thinking about it. Are you?
c. I will think about it. Will you?
2. a. It starts at 8:00 pm, and I am really thinking to go.
b. It starts at 6:00 am, and I really think to should go.
c. It starts at 8:00 pm, and I really think you should go.
3. a. Well, who else going to be there?
b. Well, who all is going to be there?
c. Well, who all are gonna be there?
4. a. How do you know it's going to be so fun?
b. How do you know it'll be so fun?

- c. How do you know that going to be so fun?
5. a. So am I going to see you at the party?
b. So am I going to see you to the party?
c. So may I going to see you at the party?

C. Listen again and identify whether these statements are TRUE or FALSE. Check (✓) the correct answer.

		TRUE	FALSE
1	The party will be held on Saturday.		
2	The party starts at 8 am. on Saturday.		
3	Some people at the school will go to the party.		
4	The party is going to be fun because it will have a DJ and food.		
5	Liza is interested in that party.		

1.2 Expressing Concern for Someone

A. Listen to the dialogue and complete it.

Jennifer : Why _____ go to school _____?

Brian : I _____ home because I _____ feeling well.

Jennifer : What was your _____?

Brian : My _____ was _____ me.

Jennifer : Are you feeling _____?

Brian : I'm still feeling _____.

Jennifer : I'm going to _____, would you _____ any Pepto Bismol?

Brian : I'd _____ that.

B. Look at each conversation again and check (✓) your answer.

1. How did Brian feel yesterday?

☐ Excited ☐ sick ☐ feeling well

2. What does Jennifer offer to Brian?

☐ See a doctor ☐ Take a rest ☐ medicine

3. Do you think Brian take the offer?

☐ Yes, he does ☐ not at all ☐ Yes, but he refused

1.3 Where did you learn to skate?

A. Listen to the dialogue and complete it.

- Ted : Oh, I'm _____ sorry. Are you OK?
- Ana : I'm fine. But I'm _____ at this.
- Ted : _____ am I. Say, are you from _____ America?
- Ana : Yes, I am, _____. I was _____ in _____.
- Ted : Did you grow up there?
- Ana : Yes, I _____, but my family _____ ago, when I was
in Junior High School.
- Ted : And where did you _____ to skate?
- Ana : Here in _____. This is only my _____.
- Ted : Well, it's my _____. Can you give me _____?
- Ana : Sure. Just _____ me.
- Ted : _____, my name is Ted.
- Ana : And I am Ana. _____ you.

B. Listen to the rest of the conversation. What are two more things you learn about Ted?

1. _____

2. _____

1.4 Two students in a language school café.

A. Listen to the dialogue and complete these expressions.

1. Are you a _____ here?
2. I've been here for _____.
3. _____ Three. And what about you?
4. I _____ her name, but she's got _____ hair.
5. That's _____ Anne Wallis.
6. No. But she _____ me last term
7. I'm looking for _____ more _____.
8. Actually my friend has a _____ in her apartment.

9. she's looking for a _____.

10. That would _____! Thanks for your _____.

B. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	Ricky is a new student		
2	Hong lei has been in the school for seven months		
3	Ricky is in Advanced One		
4	Anne Wallis is their teacher in this term		
5	Ricky stays with his family near his school		

C. Answer these questions.

1. Does Hong Lei know Anne Wallis before?

2. Where does Ricky stay at the moment?

3. Does Ricky want to move and stay in another place?

4. Who is looking for a flatmate?

5. What does Hong Lei offer to Ricky?

1.5 A Friendly Chat

A. The dialogue is between Martin and Ana. They work together in Singapore. Listen and answer these questions.

1. Do they know at each other?

2. Where do you think they work?

B. Listen to the dialogue and check (✓) whether these statements are TRUE, FALSE or DON'T KNOW.

		TRUE	FALSE	DON'T KNOW
1	Ana started her job a month ago			
2	She works on reception			
3	She is from Brazil			
4	Martin hasn't been in Singapore long			
5	He has had the same job for three years			
6	Ana used to work in London			
7	Many of her family live in London			
8	She left her last job because of stress			

Unit 2

Making Request



Objectives:

In this section, you will learn how to make requests and give responses to them. In the end of this section, students should be able to express their request and response to the request.

2.1 Borrowing Money:

A. Listen to the dialogue and complete these expression

A: Can I borrow _____?

A: I want to _____.

B: _____ your money?

A: It's not in my _____.

A: I don't have even _____ in it.

B: It's always good to _____.

B. Listen to the dialogue again and circle the correct information.

1. The *man* / *woman* needs some money
2. She wants to buy *lunch* / *lounge*
3. Her *bag* / *wallet* is empty
4. It is good to have *friend* / *families*.
5. Being *broke* / *break* is no fun

C. Listen again. There is **one** mistake in each sentence. Cross out the mistake and write the correct one.

1. She needs 15 dollars.
2. Her money is not in her bag
3. Being broke is so fun
4. It is usually good to have friends.
5. Friends will borrow you money
6. As long as you turn them back

2.2 Dictation: Classroom

Listen to the expressions about how to make a request. Write down the expressions and responses.

1. A: _____
B: _____
2. A: _____
B: _____
A: _____
B: _____
3. A: _____
B: _____
4. A: _____
B: _____
A: _____
5. A: _____
B: _____
6. A: _____
B: _____
7. A: _____
B: _____
8. A: _____
B: _____
9. A: _____
B: _____
A: _____
B: _____
10. A: _____
B: _____

2.3 Do Your Homework..!

A. Listen to a dialogue between a mother and her son, and complete these expressions.

Mother : _____ your homework?

Mother : _____ why are you _____ TV?

Mother : _____ your homework.

Son : But the _____ over.

Mother : There _____ another show _____.

Mother : You know _____.

B. Listen again and identify whether these statements are TRUE or FALSE. Check (✓) the correct answer.

		TRUE	FALSE
1	Mother feels proud of her son		
2	The son really enjoy watching TV		
3	The son has finished doing his homework		
4	The show on TV is not the favorite one		
5	The mother wants her son to finish his homework		
6	The son is not allowed to watch TV at all		
7	The show on TV will be over soon		
8	There will be no another show next week		
9	The son should obey the rules at his house		
10	The son doesn't know about the rules		

C. Listen again and choose the best words to describe the character in the dialogue .

1. Mother : ☐ strict ☐ easy going ☐ other:

2. Son : ☐ diligent ☐ lazy ☐ other:.....

2.4 Asking for Services

A. Vicky works in an office. There is a problem with the office photocopier. She phone a local office supplies company. Listen and answer these questions.

1. Is the photocopier still under guarantee?

2. When did Kelta & Co buy it?

3. What is wrong with the photocopier?

4. Has Vicky tried to fix it herself?

5. When is she told someone can come to fix it?

6. What time does she finally agree?

B. Check (✓) these following words to describe the attitude of the assistant Vicky speaks to.

1. Helpful ☐

3. Unfriendly ☐

2. Professional ☐

4. Uncooperative ☐

C. How satisfied is Vicky with the service she receives. Check (✓) your answer.

1. Very satisfied ☐

3. Not very satisfied ☐

2. Quite satisfied ☐

4. Very dissatisfied ☐

2.5 A hard sell

A. Listen to Stuart, a salesman in Australia. He is visiting Melanie Clark, a potential customer at a large insurance company. Listen and answer the questions.

1. What do you think Stuart is trying to sell?

2. Check (✓) how would you describe Stuart's manner?

Friendly and flexible ☐

Rude and aggressive ☐

Confident and relaxed ☐

Direct and rather pushy ☐

Check (✓) how do you think Melanie feels?

Offended ☐

Amused ☐

Pressurized ☐

Impressed ☐

3. Listen again and write your answers to these questions.

1. What are the benefit of the Gold Plan?

2. How many computers will be covered by the plan?

3. What extra incentive does Stuart offer?

Unit 3 Taking Message



Objectives:

In this section, students should be able to identify some expressions about taking messages, leaving messages and use them in daily conversations.

3.1 Can I call you back?

A. Listen to the two conversations and complete these expressions below.

1. Hello, Tim _____
2. Hang on. I'll _____ his office for you.
3. Can I take _____
4. No, sorry. The _____
5. Hello. _____ Jane Garston.
6. _____ to leave a message?
7. I'll just put _____.
8. I'm afraid he's _____ right now.

B. Match the expressions above (1-8) with these functions below.

- | | |
|--|--------------------------|
| 1. Answering the phone | <input type="checkbox"/> |
| 2. Saying that someone isn't available | <input type="checkbox"/> |
| 3. Connecting someone | <input type="checkbox"/> |
| 4. Offering to take a message | <input type="checkbox"/> |

3.2 Taking a Message

A. Listen to Kieran, a personal assistant, take a telephone message. What does the caller want to do?

- | | |
|----------------------------|--------------------------|
| ▪ Set up a meeting | <input type="checkbox"/> |
| ▪ Change some arrangements | <input type="checkbox"/> |
| ▪ Complain about a problem | <input type="checkbox"/> |

B. Listen again and complete the message.

<i>Ivro Industries</i>	
Name	:
Contact Details	:
Message	:

3.3 Leaving a message

A. Listen to these expressions about leaving a message. Complete the expressions.

1. Could I _____, please?
2. Thanks a lot. I _____.
3. Does that _____?
4. Do you think you could _____?
5. Can I ask _____?
6. Have you _____?
7. _____, please?
8. _____ taking a message?
9. I _____. Thank you.
10. Sorry, I didn't _____.
11. Could you _____?

B. Which expressions (1 – 11) can you use:

- To ask to leave a message? ☐
- To thank the person taking the message? ☐
- To check the person has understood you correctly? ☐

C. Which expressions might you hear if the person taking the message wants to know your name?

3.4 Telephone connecting

A. Listen to the conversation and answer these questions.

1. Who is Karen?

2. Who wants to speak to Mr. Jackson?

3. Does Mr. Jackson available at the moment?

4. What time does Mr. Jackson will finish his meeting?

5. What will Mr. Jackson do after the meeting?

6. When should Mr. Jackson be free?

7. What message does he leave?

8. What does Karen say to response the message?

B. Listen again to the conversation and complete these expressions you hear.

1. Good Morning Mr Jackson's _____ speaking .

2. I'd like _____ Mr Jackson please.

3. I'm afraid Mr. Jackson is _____ at the moment, can I _____?

4. When will he be _____?

5. he has a _____ out of the office.

6. Can you _____ to phone me _____ in the afternoon?

7. have you _____ our flights and hotel for the _____ in Hong Kong?

8. You will be _____ on Saturday morning.
9. No I'm afraid we haven't _____ it yet.
10. I will let you know _____ they send it.

C. Listen to the conversation and write a suitable expression for each functions below.

1. Introducing yourself.

2. Asking to speak to someone.

3. Inform that someone is unavailable.

4. Asking when someone will be available.

5. Leaving a message.

6. Short response to the message.

7. Ending a call.

3.5 Telephone: Appointments

Listen and complete the dialogue.

Michelle: Mr Hibberd's office!

Peter: Hello, _____ to Brian Hibberd, please?

Michelle: I'm _____ he's in a meeting until _____. Can I take a message?

Peter: Well, I'd like to _____ an _____ to see him, please. It's Peter Jefferson here.

Michelle: Could you _____ for a minute, Mr Jefferson. I'll just look in the _____. So when's _____ for you?

Peter: Some time _____ if possible. I _____ he's away the following week.

Michelle: Yes, that's right, he's on _____ for a fortnight.

Peter: Well, I need to see him before he _____. So would next _____ be okay?

Michelle: Wednesday . let me see . he's out of _____ all morning. But he's free in the afternoon, after _____.

Peter: Three o'clock is _____. But I could make it after four.

Michelle: So shall we say _____ next Wednesday, in Mr Hibberd's office?

Peter: Yes, that _____ fine. Thanks very much.

Michelle: Okay, then. Bye.

Unit 4 Eating Out



Objectives:

Students should be able to identify some expressions about eating out, food, restaurant and use them in daily conversation.

4.1 What would you like?

A. Listen to a dialogue between a man and a woman talking about ordering food in a restaurant. Check (✓) their orders.

1. Soup.

Menu : ☐ Soup of the day ☐ Vegetable ☐ French Onion

2. Drink

Menu : ☐ Small ☐ Medium ☐ Large

3. Topping

Menu : ☐ Cheese ☐ Ketchup ☐ Mustard
☐ Onions ☐ Lettuce ☐ Pickles
☐ Mushrooms ☐ Tomatoes

4. Salad

Menu : ☐ Garden salad ☐ Pasta salad ☐ Three bean salad

B. Listen to the dialogue again and circle the correct information.

1. The woman doesn't like *vegetable* / *chicken*
2. Active lemon light has *no flavor* / *too much sugar*
3. The man thinks cheese *has too much fat* / *doesn't taste good*.
4. She doesn't like *onions* / *tomatoes*.

4.2 Eating out

A. Listen to the dialogue and complete these expressions.

1. I think _____ very _____.
2. Would you _____ with me?

3. Can I _____ you up _____?
4. That _____ great.
5. We'll go to a _____.
6. I think _____ love the _____.
7. I'm not _____ eat any _____!

B. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE

		TRUE	FALSE
1	The man think that the woman is friendly		
2	The woman doesn't want to have dinner with him		
3	The woman ready for dinner on Saturday night.		
4	The dinner will be at eight o'clock		
5	Snails are their favorite food		
6	The woman used to come to a French restaurant		

4.3 In a restaurant

A. Listen to these questions and check (✓) when a waiter might ask each question.

	Before the meal	During the meal
a		
b		
c		
d		
e		
f		
g		
h		

B. Listen again and match each question (a – h) with a reply below (1 – 8).

1. Yes, I have booked a table for eight o'clock. ☐
2. No, thank you. I'll keep it with me. ☐
3. Oh, yes, please. It is very nice. ☐
4. Yes, it is wonderful, thank you. ☐

5. Not yet, can we have a little more time? ☐
6. Not for me, thank you. I am full. ☐
7. Oh, it looks lovely! Thank you. ☐
8. Yes, please. I'll have an orange juice. ☐

4.4 Ask her out

A. Listen to the dialogue. Complete these expressions

1. I'm in love with _____.
2. Have you _____?
3. She would _____ at me.
4. Because _____ always do.
5. _____ all the same
6. Just ask _____ to dinner.
7. And then _____ know that you _____ her.

B. Listen again and identify whether these statements are TRUE or FALSE. Check (✓) the correct answer.

		TRUE	FALSE
1	The man doesn't like the girl		
2	The man doesn't want to tell the girl that he loves her		
3	The girl always laughs at the man		
4	The man doesn't want to ask the girl out to dinner		
5	The man wants to express his feeling to the girl		

4.5 A Good Lunch

A. Listen to the conversation and complete these expressions you hear.

1. Lunch was _____.
2. What kind of _____ was that?
3. That _____ so good.
4. I put _____ and _____ in it.
5. The _____ was good, too.
6. Everyone likes _____ and _____ sandwiches.
7. Especially on _____.

8. And the _____ were _____, too.
9. Tomorrow _____ have _____ and _____ for lunch.
10. I _____ wait.

B. Listen again and identify whether these statements are TRUE or FALSE. Check (✓) the correct answer.

		TRUE	FALSE
1	It was a very nice lunch		
2	The woman really likes tomato soup		
3	The woman doesn't like butter		
4	The man doesn't like sandwiches		
5	No rice and fish for lunch tomorrow		

C. Make a list of foods or vegetables you hear in the dialogue. What are they?

No	Name of foods or vegetables
1	
2	
3	
4	
5	
6	

Unit 5

Living away from home



Objectives:

In the end of this section, students should be able to identify some expressions about living away from home and use them in their daily conversation.

5.1 A nice place to live

A. Listen to a dialogue. Complete each expression below.

1. I like _____ here.
2. And it's not _____.
3. It has great _____ all _____ long.
4. It has _____ houses
5. It's _____ to the _____.

B. Listen again and answer these questions.

1. What kind of place Pasadena is?

2. Is it a big city?

3. How are the people?

C. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	It has great weather in certain seasons		
2	The people in Pasadena don't like roses		
3	Most of the houses are beautiful		

4	Pasadena isn't really close to the mountains		
5	The woman doesn't want to leave Pasadena		

5.2 Move into a new house

A. Listen to a conversation and circle the correct information you hear.

1. The current owners of the house will be moving on *Tuesday* / *Wednesday*.
2. The man wants to get the carpet *changed* / *cleaned*.
3. The man should contact utility company to make *appointment* / *arrangement*.
4. The man wants his *appliances* / *applications* to be delivered.
5. The man wants the wall to be *decorated* / *painted*.

B. Listen again and complete these expressions.

1. When can I _____ my new house?
2. So _____ you could _____ the keys
3. Will the _____ be turned on?
4. I _____ want to _____ the walls right away.
5. I would take a _____ to take _____ of those things
6. That way, _____ will be there
7. But you will have them _____.
8. Can you _____ me on my _____ day?
9. I think that I have _____ really _____ to do
10. I just _____ remember what it is.

C. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	The man moves to a new house because he is bored with his old house.		
2	The man can move to his new house on Tuesday		
3	The woman suggests something to the man		
4	The man asks the woman to help him on his move-in day		
5	The woman really enjoy helping the man on his move-in day		

5.3 Explaining your requirements (1)

A. Oleg has just started work in Dublin, Ireland. He is looking for a place to stay and decides to phone an agency. Listen and answer these questions.

1. Is he going to share or live alone?

2. Does he want to rent or buy a property?

B. Listen again and complete the following form.

Carter Property Management Ltd.	
Client requirement form:	
Name	: _____
Type of property	: flat / house
Location	: _____
No. bedrooms	: _____
No. people	: _____
Pets	: Yes / No
Smoker	: Yes / No
Other requirements:	_____
Budget	: _____ (max)

5.4 Explaining your requirements (2)

Listen to the second half of the conversation and check (✓) the property he decides to go and see.

74 North Foley Road, Dublin To let: € 1,250 per month 2 bedrooms, 1 bathroom Furnished		21 Ivy Court, Dublin To let: € 1,200 per month 2 bedrooms, 1 bathroom Furnished	
---	--	--	--

12 a Joyce Street, Dublin To let: € 1,400 per month 3 bedrooms, 2 bathrooms Furnished	
--	--

5.5 Making sure of the facts

A. Read these questions. Then listen to the property agent's reply. Write the letter of each reply (a – f) next to the correct question.

<u>Tenancy agreement</u>	
1 How long is the rental agreement?
2 Will the rent go up?
3 Is insurance included?
4 Can I sub-let?
5 How much notice must I give if I want to leave early?	...a...
6 Who do I contact if there is a problem?

B. Look at the statements below and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
a	You need to give two months' notice		
b	Contents insurance is not included		
c	The rent may go up after the lease expires		
d	You should pay for repair yourself		
e	The rental agreement starts from the day you move in		
f	You will be evicted if you break the terms of your tenancy agreement.		

5.6 Dealing with problems

Lucy and Samir are tenants in the same block of flats in London. They have a problem and call the rental agent, Mr. Lee. Listen and complete the chart.

		Lucy	Samir
1	What's the problem?		
2	When did it start?		
3	What does Mr. Lee promise?		

5.7 Life as an immigrant

A. Listen to the dialogue about two immigrants, Yu Hong and Ajay, to the United States. Complete these expressions.

1. Where are you from _____ Yu Hong?
2. I came here after I _____ from college.
3. I'm a _____ engineer.
4. What are some of the _____ of being an immigrant to the US?
5. I mean, I have a lot of friends but it is _____ thing.

B. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	Yu Hong came to US before 1992		
2	Yu Hong doesn't have any problems living in US because she has many relatives there		
3	Yu Hong has a lot of friends in US.		
4	In China, Yu Hong visits her relatives on holiday		
5	Ajay came to the US for the first time as a student		
6	Ajay graduated from his school in 1991		
7	Ajay has no problem with educational system in the US since he came for the first time		
8	Teaching method in the US is similar to India		
9	Ajay missed the weather and his family in India		

5.8 Capsule Hotels

A. Listen to Brad describe a “capsule hotel”. Check (✓) the words that best describe it.

busy ☐

cramped ☐

comfortable ☐

dangerous ☐

convenient ☐

expensive ☐

B. Listen again. In addition to a bed, what else does the hotel provides? Write four things.

1. _____

2. _____

3. _____

4. _____

Unit 6 Shopping



Objectives:

In the end of this section, students should be able to identify some expressions about shopping, complaining, shop policy and use them in daily conversation.

6.1 Buy a PC

C. Listen to the dialogue and complete these expressions.

1. What's the _____ with yours?
2. but I'm _____ give it to a _____.
3. I haven't _____ yet.
4. More and more _____ are using Macs.

D. Listen and answer these questions

1. Why does the woman need a new computer?

2. Do you think her computer is broken?

3. What will she do with her old computer?

4. What kind of computer does she need?

5. How many percent of people in the world use PC?

E. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	The computer doesn't work well because it's pretty old		
2	The woman prefers a laptop to a desktop		
3	The man thinks that a Mac computer is better than a PC		
4	It's about 90 percent of people are using Macs		
5	Most of people in the world use PC		

6.2 Shopping list

A. Listen to a dialogue and complete these expressions.

1. What do we _____ to buy?
2. Let me _____ our list.
3. Of course. _____?
4. What kind of _____?
5. Of course, the _____ with _____ in it.
6. I _____ want to pay for _____.

B. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	The man doesn't really need milk		
2	They need low fat milk		
3	They need to buy beef too		
4	The man doesn't want to buy cheese with holes in it		

C. Listen to the dialogue again and write their shopping list.

No	Things to buy
1	
2	
3	
4	
5	
6	

6.3 Buying a smart phone

A. Jennifer is thinking of buying a smart phone. Listen to her talk to an assistant and complete the expressions she uses.

1. I'm _____ a smart phone.
2. I'm _____ this one.
3. Can _____ wireless internet is?
4. Sorry, _____ 'hotspot' mean?

5. Could you _____ that?
6. I'd _____ more about that, please.
7. _____ the battery life _____?

B. Look at these functions of smart phone. Listen again and number each functions in **the order** it is mentioned.

- | | |
|-------------------------------------|----------------------|
| 1. Organize appointment | <input type="text"/> |
| 2. Take notes and write documents | <input type="text"/> |
| 3. Store addresses and contacts | <input type="text"/> |
| 4. Surf the internet | <input type="text"/> |
| 5. Read and send e-mail | <input type="text"/> |
| 6. Listen to music | <input type="text"/> |
| 7. Take photos and videos | <input type="text"/> |
| 8. Watch TV | <input type="text"/> |
| 9. Download video games | <input type="text"/> |
| 10. Transfer files to your computer | <input type="text"/> |

C. Answer these questions, then listen once more and check your answer.

1. What is the advantage of wireless internet?

2. What is a 'hotspot'?

6.4 In a shop

A. Listen to Jennifer who returns an item to a shop. Answer the questions.

1. What item is Jennifer returning?

2. What is the problem with it?

3. What does Jennifer ask for?

4. Why doesn't the assistant agree?

5. What does Jennifer decide to do?

B. Listen again and **circle five mistakes** in this complaint form.

Haywards Department Store	
Complaint Form CS 485	
Item	Ray Nichols Jeans
Purchased	Last Month
Receipt	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Problem	Item has shrunk (only washed twice)
Action Taken	Credit voucher given

6.5 Understanding Shop Policy

Anne is the manager of an electrical shop. Listen to her explain about her shop policy. Check (✓) TRUE or FALSE for each statement.

		TRUE	FALSE
1	Damaged and faulty items must be returned straight away.		
2	You can either have a refund or exchange the item.		
3	You must have a receipt.		
4	You have to pay a small administration charge for items that need to be repaired.		
5	Unwanted items can be refunded or exchanged if returned in under two weeks.		
6	If you return an unwanted item after two weeks of purchase, then no refund is possible.		

6.6 Finding out more about a product

A. Listen to the questions and write each question below.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

B. Listen again and repeat each question using the same stress and rhythm. What product do you think the customer is asking about?

C. Listen to the sales assistant's answer. Write the number of each answer (1— 6) next to the correct question in exercise A.

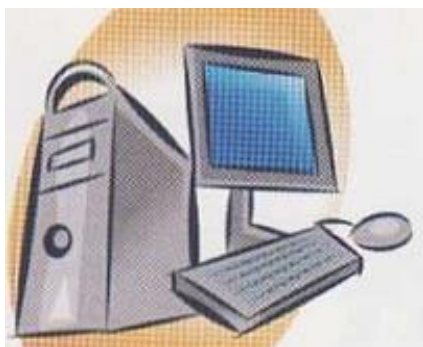
6.7 I'll buy it

A. People are shopping. Where are they going to buy the things? Check (✓) the correct places.

No	The mall	A second-hand store	A designer shop	Online
1				
2				
3				
4				

B. Listen again. Which ones are they going to buy? Check (✓) the correct picture.

1.



a. ☐



b. ☐

2.



a. ☐

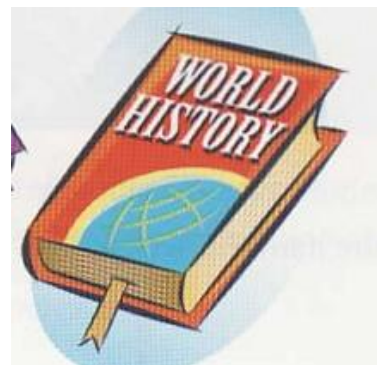


b. ☐

3.



a. ☐



b. ☐

4.



a. ☐



b. ☐

Unit 7 Sight Seeing



Objectives:

In the end of this section, the students should be able to identify and use some expressions about sight seeing.

7.1 Beautiful Hawaii

C. Listen and complete these expressions.

1. I went to Hawaii on _____.
2. I _____ it. I want to _____ there.
3. The _____ is so green
4. Did you go _____?
5. How was the _____?
6. What _____ you do at _____?
7. The _____ was _____.

D. Circle the correct answer.

1. The woman wants to *leave* / *live* in Hawaii
2. The woman likes the island because it is so *green* / *blue*
3. The weather is *hot* / *cloudy*
4. The woman goes *swimming* / *sailing* every day.

E. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	The woman likes Hawaii only because the food is delicious.		
2	The only thing she doesn't like from Hawaii is the people.		
3	At night, the woman likes to go out to eat		
4	The man thinks that the people in Hawaii are unfriendly		

7.2 The Grand Canyon

A. Listen and complete these expressions.

1. Are you going to go _____?
2. I was thinking of _____ to _____.
3. Yes. _____ been there.
4. I still remember how _____ it was.
5. You should try _____ on a trail to the _____.

B. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	The woman never comes to Arizona before		
2	The man doesn't like Arizona because of bad experience there.		
3	Riding a car is the best way to reach the bottom		
4	The woman thinks that she will like The Grand Canyon		

C. Answer these questions

1. When will the woman go to Arizona?

2. What does the man suggest to her?

3. Do you think the woman will do the suggestion? Why?

4. What does the man say to convince the woman?

7.3 Fish Are Everywhere

A. Listen and complete these expressions.

1. The ocean is _____.
2. You _____ the _____ of it.

3. It goes _____ forever.
4. I think it's _____ deep.
5. Are there _____ at the _____?
6. Are there _____ or _____?
7. I _____ so. I love to _____.

B. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	The ocean is not really deep		
2	There are more fish at the bottom of the ocean		
3	The ocean is less than five miles deep		
4	There are more fish than people		

7.4 Visiting a Travel Agent

A. Listen to the dialogue and complete these expressions.

1. Could you help me with _____?
2. I am open to _____ at this point.
3. would you like to go _____ with a _____?
4. I will _____ right now.
5. How much _____ is in your _____ for this trip?
6. Take your time _____ a destination
7. when you've _____ it down
8. I'll be happy to _____ make a _____.

B. Listen to the dialogue and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	The man doesn't know exactly where to go on his vacation		
2	The woman suggests to go to a cooler climate		
3	The man really likes cooler climate		
4	The man try to find the cheapest travel agent		
5	The man thinks that two hundred dollars is too expensive for him.		
6	Finally, the woman decides a destination for the man		

7.5 A short break

A. Mark is asking his friend Emmanuel for advice on going to Paris. Listen and check (✓) the topics Emmanuel mentions.

accommodation ☐

safety ☐

food ☐

transport ☐

money ☐

nightlife ☐

weather ☐

attractions ☐

B. Listen again and check (✓) whether these statements are TRUE or FALSE.

		TRUE	FALSE
1	Mark is going to Paris next weekend.		
2	He hasn't found anywhere to stay yet.		
3	Taking the metro is easy but expensive.		
4	It's possible to walk to most of the main sights.		
5	Changing money can be difficult.		
6	Emmanuel thinks Paris is more dangerous than London		

C. Answer these questions.

1. Where does Emmanuel say Mark can find a cheap place to stay?

2. Why is it a lively area of the city?

7.6 Tourist tips

A. Listen to an interview with a spokeswoman from the New York City Visitor's Center. Check (✓) the four topics she discusses.

planning a trip ☐

eating out ☐

safety ☐

tours ☐

money ☐

history ☐

B. Listen again. For each topic, write one piece of advice she gives.

- Topic 1.

Advice :

- Topic 2.

Advice :

- Topic 3.

Advice :

- Topic 4.

Advice :

7.7 Following a talk

A. Before you listen to the dialogue, make a list of everything you know about Peru.

B. Listen again and complete these statements.

1. Lima is also known as the City of _____
2. The Spanish founded the city in _____
3. There were around _____ Inca temples and palaces when the Spanish arrived.
4. Plaza Mayor is the _____ in Lima.
5. Lima was founded nearly _____ years ago.

6. In 1746 an _____ destroyed almost all the city.

C. Answer to these questions. Then listen again to check your answer.

1. For how many years was Peru a colony of Spain?

2. Who was Francisco Pizarro?

3. In which building does the President of Peru live?

4. How many buildings survived in the disaster of 1746?

5. What is the oldest building in Plaza Mayor?

UNIT 8 TRAVEL AND TOURISM



Objectives:

In the end of this section, students should be able to understand some expressions about travel and tourism.

- A. Listen to the conversation between the officer of travel agent and two married people came from the holiday and fill in the form below**

	<h2 style="margin: 0;">Far Away Travel Ltd.</h2> <h3 style="margin: 0;">Customer Complaint Form</h3>	
<p>Ref: XGR – 83274/W</p>		
<p>Date ^d</p>		
<p>Customer details</p>		
<p>Name ^a</p>		<p>Customer number ^e</p>
<p>Holiday destination ^b</p>		
<p>Dates ^c</p>		
<p>Nature of complaint</p>		
<p>had to pay ^f £..... each for ^g</p>		
<p>hotel room had no ^h</p>		
<p>the ⁱ in the hotel was terrible</p>		
<p>Contact details</p>		
<p>Tel: Walton ^j</p>		
<p><small>Far Away Travel Ltd. A member of the Travel Experience Group. Head office: Stevenson House, Broadwater Avenue, Monahan NSW 2230 Tel: 01800 835545 Fax: 01800 925542</small></p>		

Source: *Listening Extra ; Cambridge university press*

B. Pair Work; Look at These Pictures then Discuss the Questions Below



Source: *Let's talk 2 ; Cambridge*

1. Have you travelled on a ferry, high speed train or a plane? What was it like?
2. What types of transportation would you like to try ? Why ?
3. Do you prefer to go places quickly or take your time ? Why ?
4. Do you prefer to go places cheaply or in comfort ? Why ?

C. Listen three people are talking about memorable trips. Complete the chart.

	Alice	Rick	Nancy
1. How did they travel?	by train		
2. Why did they travel this way?			
3. How long did it take?			
4. What did they enjoy the most?			

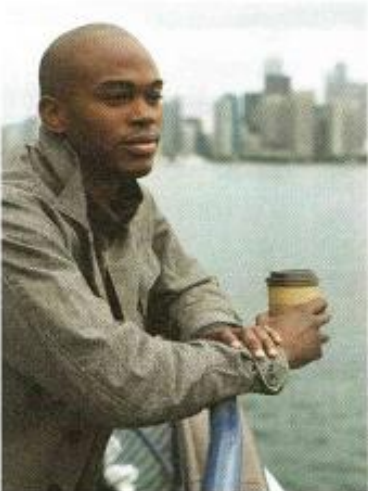


D. Listen again; Did anything go wrong on their trips? Complete the sentence.

1. Alice jumped off and left
.....
2. Rick decided to go and got
.....

3. Nancy had went wrong

E. Individual work. Complete the chart below with these phrases on your own ideas .

by airplane by bike by boat by bus by car by train on foot

What's the best way to travel between . . . ?	Fastest	Cheapest
the largest city and the second largest city where you live		
where you live and a famous mountain		
where you live and the best national park		
where you live and your favorite weekend getaway		
where you live and New York City		
where you live and Antarctica		

F. Pair work. Share your answer

"The fastest way to travel between . . . and . . . is by train."

"Isn't it faster to go by car?"

"I don't think so. There are often traffic jams and . . ."

G. Pair work. Plan one week trip for five different places in your country. Explain your route, what types of transportation will you use ? What activities will you do ?

"Let's go to a national park."

"Good idea. But let's do that at the end. First, we should go to . . ."

Unit 9 Money and Mail



Objectives:

Students should be able to understand some expressions about money and mail

A. Listen to the seminar about marketing and answer the following question

1. Where does the seminar take place?
2. What is the seminar about actually?
3. Who are the people in the audience?


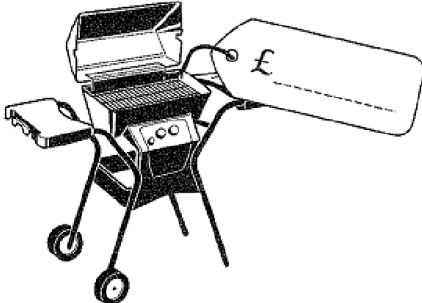
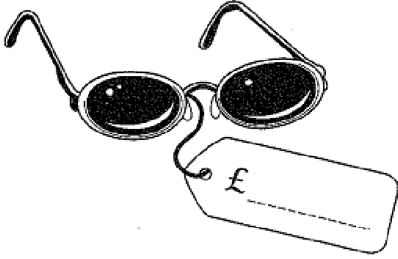
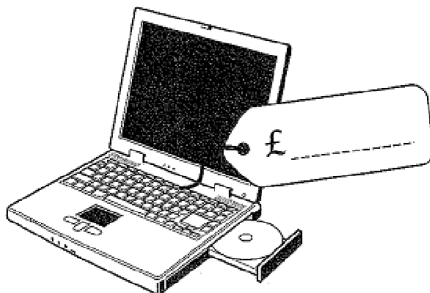
B. Listen again to the seminar and fill in the missing information in the form below

FREEMONT HOUSE TRAINING CENTRE	MOTIVATION SEMINAR		
<h2 style="margin: 0;"><i>SELL YOUR WAY TO SUCCES\$</i></h2> <h3 style="margin: 0;">FOUR STEPS TO A FORTUNE</h3>			
<h3 style="margin: 0;">◆ STEP 1</h3>	<p>Get their</p> <p>Rule 1:</p> <p>Rule 2:</p>		
<h3 style="margin: 0;">◆ STEP 2</h3>	<p>Get their</p> <p>a Say you are and want their opinion.</p> <p>b Show them as soon as you can.</p> <p>c Tell them it's if they let you</p> <p>.....</p>		
<h3 style="margin: 0;">◆ STEP 3</h3>	<p>Get their</p> <p>a Tell them about the</p> <p>b to them!</p>		
<h3 style="margin: 0;">◆ STEP 4</h3>	<p>Get their.....</p> <p>Trick 1: Go for their</p> <p>Trick 2: Make them feel</p> <p>Trick 3: Give them a</p>		
<h2 style="margin: 0;">GOLDEN RULE</h2> <p>.....</p>			
<table style="width: 100%;"> <tr> <td style="width: 50%;">Brad Winner Motivational Sales Specialist</td> <td style="width: 50%; text-align: right;">ACE Promotions Inc.</td> </tr> </table>		Brad Winner Motivational Sales Specialist	ACE Promotions Inc.
Brad Winner Motivational Sales Specialist	ACE Promotions Inc.		

C. Listen to the dialogue between two students. One of the students, Brian is talking about his monthly expenses then answer the following question.

1. How many different categories do Brian mention?
2. Mention the categories that Brian buys in that month?
3. How much does he spend the money for each category monthly?

D. Listen to the conversation between two people arguing about wasting money and complete the missing information below.

	<p>Bought by</p> <p>When?</p> <p>Why?</p>
<p>Bought by</p> <p>When?</p> <p>Why?</p>	
	<p>Bought by</p> <p>When?</p> <p>Why?</p>
<p>Bought by</p> <p>When?</p> <p>Why?</p>	

E. Listen to the conversation about cancelling mail. Fill in the blank space with the vocabulary that you hear.

Violet : 1___ I help you?

Kramer : I'd like to 2_____ my mail.

Violet : Certainly, how long would you like us to 3_____ it?

Kramer : I want out, 4_____.

Newman : I'll handle this Violet. Why don't you take your three hour 5_____?

Calm 6_____ everyone. No one is cancelling any mail.

Kramer : Oh 7_____, I am.

Newman : But, what about your 8_____?

Kramer : The bank can 9_____ them.

Newman : The bank...What about your 10_____ and letters?

Kramer : Email, 11_____, fax machines, fedex, telex, telegrams, holograms...

Newman : All right, it's 12_____. Of course, nobody needs mail. What, do you think you are so 13_____ for figuring that one out? But you don't know the half of what goes on here. So just 14_____ away, Kramer. I 15_____ of you.

Boss : Is 16_____ all right here, Postal Employee Newman?

Newman : Yes, sir. I 17_____ everything is all squared away. Isn't it, Mr. Kramer?

Kramer : Oh, yeah, as long as I 18_____ getting mail.

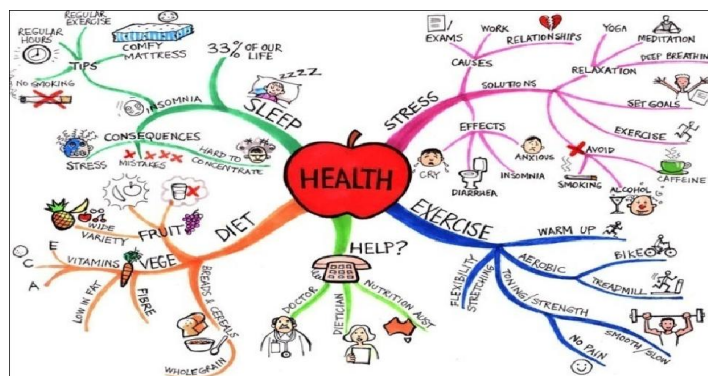
Newman : Hahahahahahahah

Unit 10 Health

Objectives:

Students should be able to understand some expressions about health

- A. Listen to the information about club house. Find the differences between the information you hear and the brochure below.**



Abbey Health Club



SWIMMING POOL

(Closed on Tuesday afternoons for cleaning.)

Classes

Swim for fitness: 2 pm Mondays, Wednesdays, Thursdays

Water aerobics: 10 am Tuesdays, Thursdays

All classes are 45 minutes.

FITNESS CLASS TIMETABLE

	Monday	Tuesday	Wednesday	Thursday	Friday
9.30 am	Yoga for beginners	Running	Dance for fitness	Yoga for beginners	Aerobics
10.30 am	Dance for fitness	Intermediate yoga	Aerobics	Cycling	Intermediate yoga
11.30 am	Kids club	Weight watchers	Cycling	Kids club	Running

Opening times

Monday-Friday

6.00 am to 10.00 pm

Saturday, Sunday

8.00 am to 10.00 pm

Additional facilities

Free car parking

Individual showers

Bar

Membership

Gold: any time, any day

Silver: Weekdays only

Bronze: Weekdays 9.00 am to 5.00 pm

Payment

Joining fee - £50

Gold membership - £59 per month

Silver membership - £40 per month

Bronze membership - £32 per month

Source: :*Listening Extra*; Cambridge University Press

List the differences in the following box

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

B. Listen to the story about health then arrange the pictures below in a good order based on the story



Source: Listening Extra ; Cambridge University Press

.....

.....

.....

.....

.....

.....

.....

C. Listen to the conversation between Bob and Julie about healthy quiz. Write down the question you hear and take note of Bob's answer.

How healthy are you?

Answer the questions, then check your score below.

		always	often	sometimes	rarely	never
1					
	9	8	6	3	1
2					
	1	3	5	7	9
3					
	9	8	6	3	1
4					
	8	6	4	2	1
5					
	1	2	3	4	5
6					
	8	6	3	2	1
7					
	8	6	3	2	1
8					
	5	4	3	2	1
9					
	1	2	3	4	5
10					
	1	2	3	4	5

To find your health and fitness level, add your score for each question.

- 58–71 You have excellent health habits. But be careful – you might be obsessed with health. You'll live longer, but what's the point?
- 40–57 You have good health habits. Well done!
- 24–39 Your lifestyle is a bit unhealthy. Perhaps try to make some changes.
- 23 or below is terrible! You are a real slob. Watch out, or you'll soon have problems.

UNIT 11 EMERGENCIES



Objectives:

Students should be able to understand some expressions about emergencies

A. Getting the right healthcare

1. Listen and match each speaker (a-d) with a picture (1-4)



Source: Cambridge English Skill 4; Cambridge

2. Can you remember what each person wants? Please make a note

a. Something for a headache

b.

c.

d.

3. Listen again and answer the following questions

a. What does MIU stand for?

.....

b. How much do the headache tablets cost?

.....

c. What does a new patient checkup involve?

.....

d. What time is the doctor's appointment?

.....

B. Registering for Surgery

1. Beta is a student from Germany. She is registering at Cranfield House Surgery. Listen and complete the steps of registration process.
 - a. Fill in form
 - b. Complete a card
 - c. Have a check
2. Listen again and answer the following questions
 - a. What kind of document does she need to provide?
.....
 - b. What additional information does she need to provide?
.....

C. Finding out The Health Service

1. Listen to the receptionist tell Beata about the range of services offered at medical practice. Number the services listed on the leaflet in order she mentions them.

Cranfield House Surgery		
<input type="checkbox"/>	Well Person Clinic	p1
<input type="checkbox"/>	Asking for advice	p3
<input type="checkbox"/>	Home visits	p4
<input type="checkbox"/>	Seeing the nurse	p5
<input type="checkbox"/>	Special clinics	p6
<input checked="" type="checkbox"/>	Making an appointment	p9
<input type="checkbox"/>	Repeat prescriptions	p10
<input type="checkbox"/>	In an emergency	p11

0131 732 8900

2. Read the statements below and decide whether it is true (T) or false (F).
 - a. You can only make an appointment by phone ☐
 - b. Usually you can see the doctor in less than 24 hours ☐
 - c. Only a doctor can give vaccination ☐

- d. You have to call before ten thirty if you want a home visit ☐
- e. A nurse or doctor is available seven days a week to give advice by phone ☐
- f. There is a well person clinic twice a week ☐
- g. There is no special clinic for people with hay fever ☐
- h. You have to ask two days in advance for a repeat prescription ☐

3. Now correct the false statements

.....

.....

.....

.....

.....

.....

.....

D. Visiting The Doctor

1. Listen to the conversation between two patients Ann and describe their symptoms to the doctor. Write A (Ann) and B (Brian) next to each symptoms below.

- a. Can't switch of ☐
- b. Is very lethargic ☐
- c. Is shivering and sweating ☐
- d. Has trouble sleeping ☐
- e. Has a high temperature ☐
- f. Feels tense and irritable ☐
- g. Feels weak and dizzy ☐

2. What do you think could be the matter with each person? Listen to the doctor's diagnosis and complete his notes.

Anne Bertrand
Problem: depression
Treatment: Nitropan. -week course.
One 1000mg tablet and another
Return visit Yes/No [If yes, when _____]

Brian Kingston
Problem: _____
Treatment: Cordazole 5. 1-week course.
250mg tablets, 3x per day before
Return visit Yes/No [If yes, when _____]

3. A few weeks later Beata is not feeling well. She goes to see her doctor. Listen and tick (v) the symptoms she mentions.

a. Has trouble sleeping ☐

b. Feeling nauseous ☐

c. Has stomach cramps ☐

d. Has diarrhea ☐

e. Has been sick ☐

f. Has high temperature ☐

4. Listen to the doctor diagnosis. Answer the following questions.

a. What's wrong with Beata?

.....

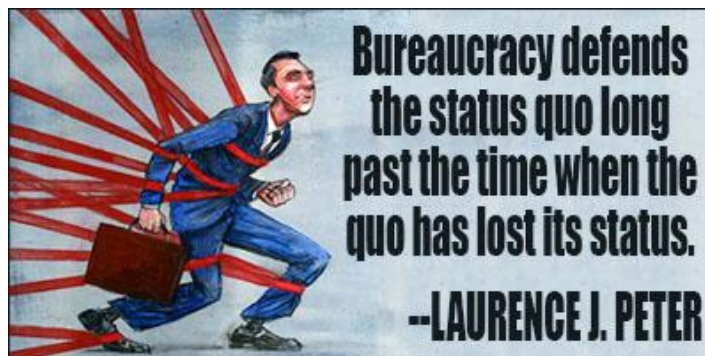
b. What does the doctor's diagnosis?

.....

c. Does she have to go back to the doctor?

.....

UNIT 12 BUREAUCRACY



Objectives:

Students should be able to understand some expressions about bureaucracy

A. Company Profile

What do you know about these international companies? Match each company with each area of business activity

- a. Oil and gas company ☐
- b. Banking and finance ☐
- c. Automotive ☐
- d. Retail ☐
- e. IT program ☐
- f. Internet search ☐
- g. Electronic manufacturing ☐

B. Company Management

1. Colin Vickerstaff is a company director. He is speaking to a group of graduate trainee. Listen and complete the company profile

Company profile

Name: AGM Industries

Established: _____

Main activity: _____

Headquarters: _____

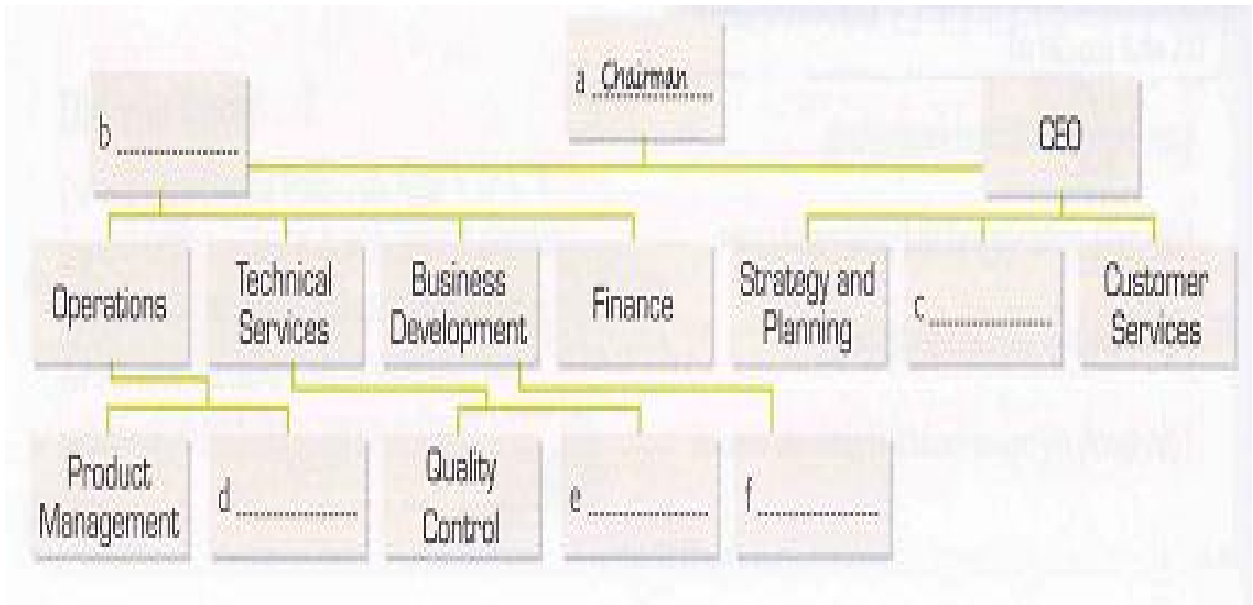
Turnover: _____

No. of employees: _____

Current market share: _____

2. Listen as Collin outlines the company's mission statement. Which slogan (a-d) best describes the value of company?
 - a. Committed to continuous improvement
 - b. Quality, price, and speed

- c. The customer is a king
- d. Investment in people
3. Listen Collin's description about company organization. Complete the chart below



C. Introducing staff members

1. Listen to the recording. Write the correct job next to each person

- a. Lisa Vickers.....
- b. Carol Parks
- c. Tim Starks
- d. Helen Green

2. What department do you think all those people work in?

.....

.....

D. Job description and responsibilities

1. Listen to four people talk about their jobs. Which department do you think each person works in?

- a. Michiko

.....

- b. Carl

.....

c. Youssry

.....

d. Heidi

.....

Finance	sales and marketing	human resources	public relation
Research and development	Customer Service		

2. Listen again and take a note the words or phrases that help you to identify the department each person works.

a. Michiko Promoting the company, raise our profile, image

b. Carl

.....

c. Youssry

.....

d. Heidi

.....

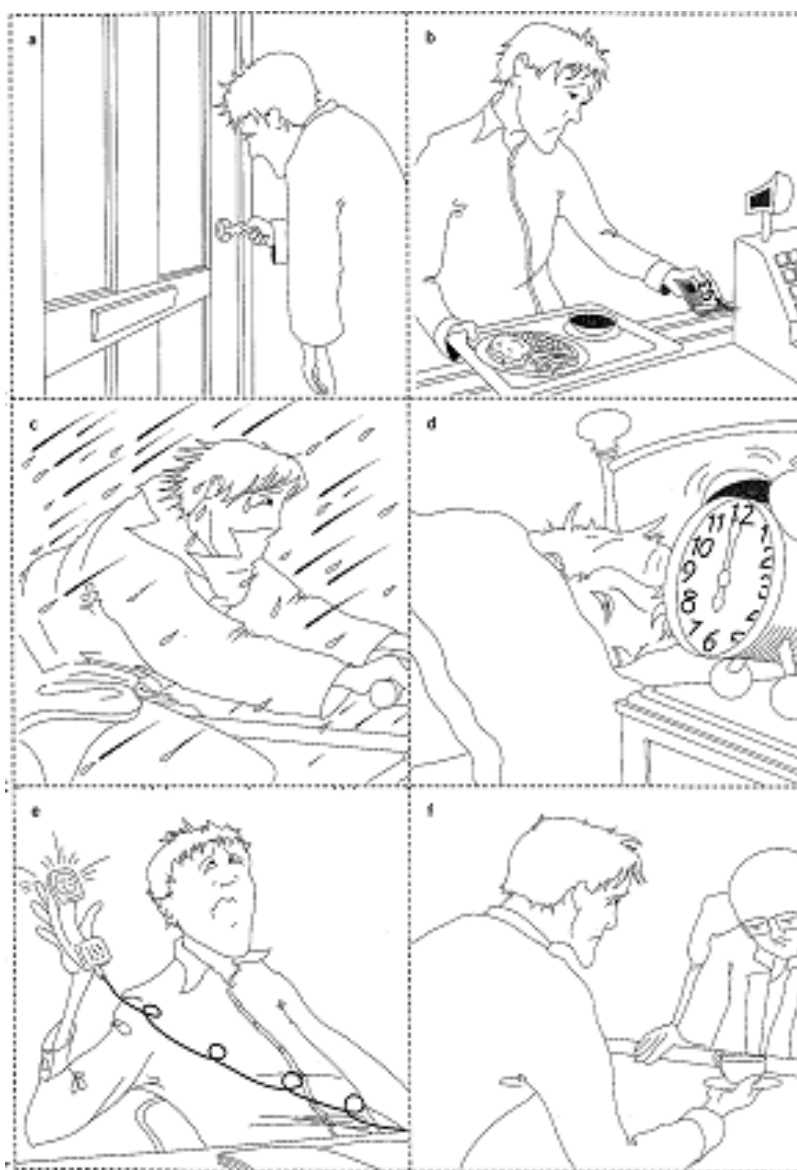
UNIT 13 PROBLEMS AT WORK



Objectives:

Students should be able to understand some expressions about problems at work

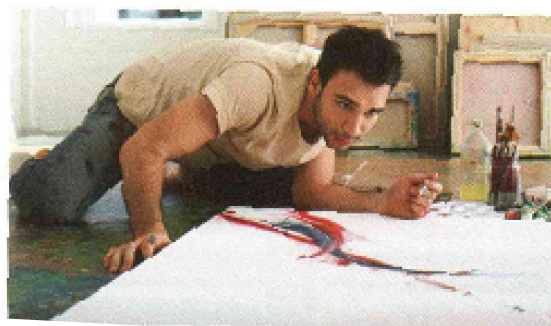
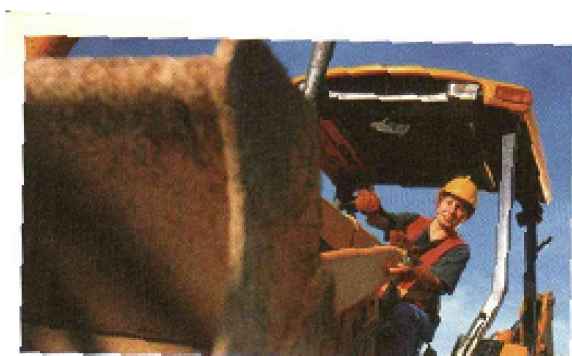
A. Listen to the story about the man and his job. Arrange the picture below in a good order clarify the reason why the man does not like such activities.



1.
.....

2.
.....
3.
.....
4.
.....
5.
.....
6.
.....

B. Pair Work. Look at this picture and discuss the question below.



1. What is each person's job?
2. What would you like and dislike about each job?
3. Do you know anyone with these jobs?

C. Pair Work. What are the people doing in each picture?

Sally:



Brad:



"What is Sally doing in the first picture?"

"She's using a computer. Maybe she's..."

Listen Sally and Brad are talking to their bosses on the first day of their new jobs. Check (✓) the things they have to do. Put an X next to the things they don't have to do.

Listen again Complete the sentences.

Sally's working hours are from _____ to _____.

Her lunch break is from _____ to _____.

Brad's working hours are from _____ to _____.

His lunch break is from _____ to _____.

D. Look at these pictures and discuss the question below



dolphin trainer



video-game tester



lumberjack



movie extra

- Do you think the people like their jobs? Why or why not?
- What do you think they do on a typical day?
- Which job would you prefer? Why?

"I think the dolphin trainer really likes her job. She's excited about working with dolphins."

"I agree. I think she has an exciting job."

E. Listen. You will hear interviews with the people in part A. Check (v) what they like about their jobs.

Linda dolphin trainer	<input type="checkbox"/> learning more about animals <input type="checkbox"/> performing in front of a crowd	<input type="checkbox"/> being "friends" with the animals <input type="checkbox"/> learning new things every day
Ellen video-game tester	<input type="checkbox"/> working indoors <input type="checkbox"/> playing the latest games	<input type="checkbox"/> having flexible hours <input type="checkbox"/> working alone
Bruce lumberjack	<input type="checkbox"/> earning good money <input type="checkbox"/> working with friends	<input type="checkbox"/> getting up early <input type="checkbox"/> working near home
Andy movie extra	<input type="checkbox"/> meeting famous people <input type="checkbox"/> learning new things	<input type="checkbox"/> being in front of a camera <input type="checkbox"/> having a lot of free time

F. Listen Again. What don't they enjoy about their jobs? Take notes

Linda	doesn't get much time off
Ellen	
Bruce	
Andy	

UNIT 14 INTERVIEW



Objectives:

Students should be able to understand some expressions about interview

A. Starting Job Interview

1. Maria Kelsey is a careers counselor and expert interview coach. Listed as she gives some advice on giving an effective interview. How many points in the top interview tips does she refer to?

.....
.....

2. Listen as she discusses what to say in an interview. Complete the notes.
 - a. Don't talk about your personal life
 - b. Talk about any relevant
 - c. Mention anythat relate to the job.
 - d. Mention any skills oryou have.
 - e. Explain what youto the organization.
3. Listen to three candidates in interview answer the question *can you tell me a little about yourself?* Look at the notes below and tick (v) who you think give the best response

Juan	<input type="checkbox"/>
Mark	<input type="checkbox"/>
Amelia	<input type="checkbox"/>

4. Listen again and note the good and bad points to each person's response

- a. Juan

Good :

.....

Bad :

.....

- b. Mark

Good :

.....

Bad :

c. Amelia

Good :

Bad :

B. Understanding what employers want

1. Listen to Maria Kelsley talk about the skills employers look for. Number each skill are (a-e) in the order she talks about (1-5)

- a. Research skill
- b. Interpersonal skill
- c. Problem solving skill
- d. Leadership skill
- e. Organizational skill

2. Listen to five questions that employers something ask an match each question (1-5) with a skill (a-e) that aims to uncover

1..... 2..... 3..... 4..... 5.....

3. Raj is having a job interview. Listen to him answer each question. Tick (v) your impression of each answer he gives.

	Good	OK	Poor
1	✓		
2			
3			
4			
5			

4. Listen again to each of Raj's answer and note the reasons for your impression.

a.

b.

- c.
-
- d.
-
- e.
-

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GLOSSARY

Appointments (U3, Pg.14, Noun) : Arrangements

Attitude (U2, Pg.9, Noun):manner

Borrowing (U2, Pg.6, Verb) : have a loan of

Buy (U5, Pg.22, Verb): pay money for

Café (U1, Pg.4, Noun):coffee bar

Capsule Hotel (U5, Pg.25, Noun):hotel with capsule shape

Chat (U1, Pg.4, Verb): talk

Classroom (U2, Pg. 7, Noun) : room for studying

Company Profile (U13, Pg.52, Noun):description of company

Concern (U1, Pg.2, Verb) : anxiety

Connecting (U3, Pg.13, Verb): unite

Department Store (U6, Pg. 29, Noun Phrase): supermarket

Eating Out (U4, Pg.16, Verb Phrase): eating outside

Emergency (U12, Pg.48, Adverb): urgent situation

Enjoy (U2, Pg.8, Verb): take pleasure in

Facts (U5, Pg. 23, Noun) : reality

Friendly (U1, Pg. 4, Adjective) : welcoming

Good Lunch (U4, Pg.18, Noun Phrase) : nice eating

Health (U11, Pg.44, Noun): physical condition

Homework (U2, Pg.7. Noun): task

Immigrant (U5, Pg.24, Noun): refugee

Interview (U14, Pg.60, Verb): talk

Manner (U2, Pg.9, Noun): behavior

Marketing (U10, Pg. 41, Gerund):selling

Memorable (U9, Pg.39, Adjective): unforgettable

Message (U3, Pg10, Noun): communication

Money (U2, Pg.6, Noun) : cash

Nice (U5, Pg.19, Adjective): pleasant

Party (U1, Pg.1, Noun) : social gathering

PC (U6, Pg.26, Noun): personal computer

Policy (U6, Pg. 29, Noun): course of action

Proud (U2, Pg.8, Verb): full of pride

Rent (U5, Pg.22, Verb): hire

Request (U2, Pg. 6, Verb) : demand

Requirements (U5, Pg.22, Noun): prerequisite

Responsibilities (U13, Pg.53, Noun): task

Restaurant (U4, Pg. 17, Noun) : eating place

Sell (U2, Pg.9, Verb): trade

Service (U2, Pg.8, Noun): check

Shopping (U6, Pg.26, Verb): buying something

Skate (U1, Pg.3, Verb): glide

Smart Phone (U6, Pg.27, Noun Phrase) : cellphone that can use like a computer

Socializing (U1, Pg. 1, Verb) : meet people

Surgery (U12, Pg.48, Noun): operation

Travel Agent (U7, Pg.34, Noun): an agent that gives some information about tourism

Wasting (U10, Pg42, Verb): throwing away