

Oxford Tactics for the TOEIC[®] test

Tapescripts and Answer Key

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Tapescripts

Unit 1.1

A Strategy

2 Test tactic

Follow up

1. They are focusing on the screen.
2. The couple are discussing something.
3. The people are sitting down to a meal.

3 Tactic practice

1. She is tying her shoe.
2. The boy is getting his hair cut.
3. The people are waiting in line.
4. The children enjoy splashing.

Understanding natural English

The couple are discussing something.
The trees are covered in snow.

B Mini-test

1. (A) The dog is running after the couple.
(B) The man and woman are picking up the wood.
(C) They are carrying their Christmas tree.
(D) The trees are covered in snow.
2. (A) The man is making coffee.
(B) The man is sitting near the boats.
(C) The cup is resting on the boat.
(D) The man is pouring a hot drink.
3. (A) The couple are pushing the cars.
(B) The men are working on the grass.
(C) The golfers are walking on the green.
(D) The woman is making a drive.
4. (A) The truck is stuck in the mud.
(B) The children are very tired.
(C) The driver puts on chains.
(D) The snowman is by the truck.
5. (A) The mountain view is incredible.
(B) The man gazes out the window.
(C) The man is unable to see.
(D) The waves break over the bow.
6. (A) Four people wait for the phone booth.
(B) The meal is on the table.
(C) The friends decide where to eat.
(D) The check is being paid.
7. (A) The student is sleeping.
(B) The woman faces the class.
(C) The woman is tired.
(D) The hat is for sale.
8. (A) The man is waving his arms.
(B) The man is trying to get a taxi.
(C) The man is walking on the road.
(D) The man is signing his name.

Unit 2.1

A Strategy

2 Test tactic

1. How do you come to class?
2. What did you get for your last birthday?
3. Why did you want to improve your TOEIC score?

3 Tactic practice

1. What are the arrangements for tomorrow?
(A) There's a range of goods.
(B) Yes, it's tomorrow.
(C) We'll meet at ten.
2. Who's taking the minutes?
(A) I've asked Steve to do it.
(B) It takes about an hour.
(C) Jim's talking now.
3. Why did he say he was late?
(A) The traffic was very light.
(B) His alarm didn't go off.
(C) He got up on time.
4. How were her findings received?
(A) Very positively
(B) She couldn't find them.
(C) The receiver is broken.
5. What company did you use to ship the parcel?
(A) I sent it by ship.
(B) There were a lot of packages to send.
(C) We used Freightstar, as usual.
6. How can I change my computer password?
(A) Yes, I think you need a change.
(B) You'll have to talk to the support staff.
(C) You have to close your computer when you finish.

Understanding natural English

Why did you quit your last company?
What did you get for your last birthday?

B Mini-test

- When does the last train get in?
(A) Platform six
(B) It's getting late.
(C) Around midnight
- What are you doing for your vacation?
(A) I'm taking my vacation.
(B) We'll probably go to Miami again.
(C) No, I don't think I'll do it.
- Are you working tomorrow?
(A) No, I'll probably take the bus.
(B) Yes, but not until 10:30.
(C) About eight hours
- How did you do on your exam?
(A) I don't think I did it.
(B) I have finished all my exams.
(C) Pretty good, I think.
- Where are you going for lunch?
(A) With Sally
(B) I haven't decided yet.
(C) In about an hour
- Why does Irving look so tired recently?
(A) I just saw Irving last week.
(B) Yes, I've been really tired.
(C) He's been working on the weekends.
- Are there any messages for me?
(A) Yes, just one.
(B) Yes, I gave him the message.
(C) It was very relaxing.
- Why did you quit your last company?
(A) I really want to quit my job.
(B) I didn't get along with the boss.
(C) Yes, he keeps bad company.
- How much overtime have you done this month?
(A) About twelve hours
(B) About two months
(C) This is my first month.
- What kind of food do they serve?
(A) My food is cold.
(B) I heard he served in the navy.
(C) Just typical meat and potatoes.
- Have you met the new manager?
(A) Yes, she seems very nice.
(B) Yes, she's the manager.
(C) Yes, she's met the manager.

- How much are the repairs going to cost us?
(A) We need to repair it right away.
(B) A lot more than they said at first.
(C) I hope we can afford the cost.

Unit 3.1

A Strategy

1 Language building Follow up

- It isn't a cheap brand
- The description on the box is wrong
- Give the part that wasn't included

2 Test tactic

B

Questions 1–3 refer to the following conversation

W Excuse me, I bought this CD Player yesterday, but when I got home I noticed that the AC adapter wasn't in the box, and I don't want to run it on batteries.

M Oh, really. May I see the player and your receipt, please?

W Yes, certainly. Here you are.

M Ah, as you can see on the label, this model doesn't come with an adapter. I can order one for you though.

- What does the woman want to do?
- What does the man tell her?
- What does the man offer to do?

3 Tactic practice

Questions 1–3 refer to the following conversation

M1 Hey Harry, I notice you have a new lawnmower. It looks pretty expensive.

M2 Yes, it was on sale down at the hardware store, so Martha got it for my birthday. My old one was just about finished.

M1 I am going to need a new one myself pretty soon. Do you think I could borrow yours later this afternoon to try it out?

M2 Sure. Although, I'm not sure I can recommend this model. It looks nice, and it's really quiet, but it doesn't actually do a very good job.

- What are the men speaking about?
- What does the neighbor want?
- What isn't Harry pleased with?

Questions 4–6 refer to the following conversation

- W** So, now that you've seen it, what do you think of the new training package?
- M** Well, it's certainly better than the old one.
- W** That's true, but what kind of feedback did you get from the trainees?
- M** It's hard to say. They all seemed to enjoy the session, but had mixed feelings about how useful it was. Some of them felt it lacked enough practical value while others said they'd be able to make use of the ideas immediately.
4. How does the man feel about their new training program?
5. What did the woman ask the man about?
6. What did some trainees criticize?

Understanding natural English

Do you think I could borrow your lawnmower?
Do you think you could mail these packages?

B Mini-test

Questions 1–3 refer to the following conversation

- M** Do you think you could mail off these packages for me? They have to get out by the 6 o'clock courier and I am late for a meeting as it is. I will really owe you a favor.
- W** Yeah, OK, I have some time now. Where do you want me to send them?
- M** The list with the customers' addresses is in this document and the number of the courier service is at the top of the page. I really appreciate this.
- W** Don't worry. I'll take care of it. You can get me a coffee tomorrow.
1. What does the man want the woman to do?
2. What does the woman ask?
3. Why doesn't the man do it himself?

Questions 4–6 refer to the following conversation

- W** Eric, are you by any chance driving down to the auction tomorrow?
- M** Yeah, as a matter of fact I am. Why? Do you need a lift?
- W** Actually I do. My car is in the shop and I really don't want to have to take the bus. Would you mind? I don't want to be any trouble.
- M** Not at all, I'd appreciate the company. I'll pick you up in front of the hotel around 8.
4. What does the woman want?
5. What is the woman's problem?
6. What will the man do?

Questions 7–9 refer to the following conversation

- M** Sorry, I wonder if you would mind moving your truck. You're blocking the emergency exit for the theater.
- W** Excuse me. I don't see any sign. And anyway, where do you expect me to move to?
- M** It's right there just behind the tree. If you go round the corner there's ample parking by the side of the building.
- W** Oh yeah, now I see it. Sorry about that, but you really should cut back those branches.
7. What does the man want the woman to do?
8. What is the woman concerned about?
9. Why couldn't the woman see the sign?

Questions 10–12 refer to the following conversation

- M** Hi. My watch has stopped and I need you to replace the battery. Also the strap is starting to crack a bit near the buckle.
- W** Well, we can replace the battery, but I'm not sure we have this model strap in black. We can always order one, of course. When did you want to pick it up?
- M** I'm going out of town on Wednesday morning so could I pick it up on Tuesday?
- W** Well, we can change the battery by this afternoon, but if you want us to replace the strap, I'm afraid that would take until Thursday.
10. What's the problem with the man's watch?
11. What will cause the delay?
12. When will the watch finally be ready?

Unit 4.1

A Strategy

2 Test tactic

B

Questions 1–3 refer to the following announcement

Attention Airstream Coach passengers. I am afraid I have to announce that the recent hurricane has damaged the bridge at Evanston. This means that service to Darby has been canceled for the foreseeable future. Destinations up to and including Evanston will also be delayed by heavy rain by approximately 2 hours, and for these passengers we will shortly be serving complimentary tea and coffee.

We are unable to say when service will continue past this point, and in the meantime we are arranging for a shuttle bus for passengers who wish to go to the Dalesville train station and make the journey by rail.

Passengers who wish can get an immediate refund for any unused portions of their journey at our main ticket counter.

We apologize for any inconvenience and hope you will continue to choose Airstream for your travel needs. Thank you.

1. Where is this announcement being made?
2. What is the problem?
3. What may people wishing to go to Darby do?

3 Tactic practice

Questions 1–3 refer to the following announcement

With its warm, steady winds and miles of secluded beaches, Antigua is a perfect spot for a tropical getaway to escape from this cold weather we are experiencing.

In October 1784 the legendary British Admiral Nelson established Antigua as Great Britain's most important Caribbean base and now, over 200 years later, her safe harbors and beautiful coral reefs continue to make Antigua one of the Caribbean's premier tourist destinations.

The Trade Winds that once propelled Britain's tall ships now fuel one of the world's foremost maritime events, Early April's Sailing Week. The winding coastline and rugged coral reefs that once deterred pirates, now provide a tremendous wealth of powdery soft beaches for hikers and sun lovers and attract snorkelers and scuba divers from all over the world.

To get more information on how you can make a Christmas escape to this island paradise visit your local SunFun Tours office or call us today at 555-3456. There's only six weeks till Christmas, so don't delay!

1. What is the purpose of this announcement?
2. What was Antigua originally established as?
3. When was this announcement probably first broadcast?

Questions 4–6 refer to the following announcement

As I am sure most of you have already heard the deadline for the Q-com project has been moved forward by a week, which means we now have only five days left to get everything prepared. For that reason, I'd like you, Jack and Cate, to drop what you are doing and lend us a hand checking the documents for any typos from tomorrow. Beth and Howard, I need you guys to finalize the image files by Thursday. And if anyone is feeling helpful, there are about 200 address labels that have to be written. I realize this has come out of the blue a little, but I think if we all work together we should have plenty of time to get it all done. So, before we all get to work, are there any questions?

4. Why was the meeting called?
5. When does the project have to be finished?
6. What are Beth and Howard asked to do?

Understanding natural English

We apologize for any inconvenience.
Check the documents for any typos.

B Mini-test

Questions 1–3 refer to the following announcement

Good afternoon everyone, I am here to summarize the 3rd quarter performance of our EL series computers.

I'll start with the EL 501, our top of the line executive laptop. We were pleasantly surprised with this model, as its light weight and impressive performance has benefited us a 17% increase over our sales from the previous quarter. Even more impressive were the gains made by our budget priced EL101, especially in the Asian market. The introduction of this economy desktop was extremely well received by new college and high-school students, allowing us to boost our sales in this segment by nearly 30%.

Unfortunately the last model in this range wasn't quite so impressive. Our EL301 standard desktop targeting the small business market, though traditionally a steady performer, showed a reduction in overall volume of roughly 9%.

1. Where is this presentation most likely taking place?
2. What customer group saw the best sales?
3. How were sales of their standard desktop?

Questions 4–6 refer to the following announcement

Danby residential waste collection begins service at 8 a.m. Please have all trash out by this time.

Residential garbage is picked up on Tuesdays and Fridays and should be bagged or placed within containers.

Grass and leaves are picked up citywide on Thursdays, starting from 7:30. These should be in a can, cart, or organic waste bag – no plastic bags, please.

Single containers should weigh no more than 50lbs each, as they are manually collected. Wheeled garbage carts are available for rental from the Waste collection department for only \$45.00 a year by calling 555-2035.

Help us help you keep your neighborhood looking nice! Sawdust, cat litter, shredded paper, packaging materials, etc., all blow in the breeze when containers are emptied by the collectors. Please bag these items before putting them out for collection.

Improper disposal of hazardous materials can cause pollution and endanger the health and safety of our employees. Call 555-1907 for proper disposal of any toxic products.

4. Which things were noted as blowing in the breeze?
5. What day are grass and leaves collected?
6. What is the maximum allowed container weight?

Questions 7–9 refer to the following announcement

At Auto and Marine, we understand that accidents can happen even to the most careful drivers. If you find yourself in this unfortunate situation, the following useful tips can help get you through it with the minimum of fuss.

First of all, check for injuries and call emergency services if necessary. Life and health are more important than damage to vehicles.

Next, call the police, even if the accident is minor. While you are waiting, write down personal information and license numbers of the other people involved. Also, get the names and addresses of any witnesses and make specific note of any special circumstances like the weather or visibility.

Last, but not least, at the first opportunity notify your local Auto and Marine agent.

We hope you are never involved in an accident, but if you are, we will be there to help you.

7. Who probably produced this announcement?
8. Which of the following things are NOT mentioned?
9. When does the announcement suggest calling the police?

Questions 10–12 refer to the following announcement

Can I have everyone's attention here for a moment, please?

As all of you are aware, our computer network went down yesterday afternoon, and the IT team has been working around the clock to bring the system back up.

What we discovered was a virus that has been distributed as an attachment to emails that use the name "Newsheet". Normally, our system of firewalls would have isolated the virus on one computer, but this new virus was able to bypass security, causing a systemwide failure.

We would like to remind all computer users to NEVER open email attachments, even from familiar senders, without consulting someone from the IT team. Failure to do so is a risk to the financial security of this company. We apologize for the inconvenience this may cause.

Thank you for your attention to this matter and

your patience while repairs are underway.

10. What is the purpose of this announcement?
11. What caused the problem?
12. What does the announcement say to do in the future?

Unit 1.2

A Strategy

1 Language building

B

1. The students are sitting around the table.
2. A guardrail divides the highway.
3. They are preparing for an examination.
4. The overpass casts a shadow on the road.

2 Test tactic

A

1. (A) The men are standing behind their chairs.
(B) The cups rest on the table.
(C) The woman is collecting their cups.
2. (A) The woman is talking on the phone.
(B) The baby is typing on the keyboard.
(C) The mother is feeding her baby.

C

1. (A) The woman is walking in the kitchen.
(B) She's folding the newspaper.
(C) She's standing by the sink.
(D) She's making a cup of coffee.
2. (A) The woman is picking up the computer books.
(B) She is sitting on the desk.
(C) She is working on the computer.
(D) The programmer is sitting at her desk.

3 Tactic practice

1. (A) The woman is withdrawing her money.
(B) The shop assistant is eating candy.
(C) The candy sits on the counter.
(D) The old lady is waiting to be served.
2. (A) They are programming their computers.
(B) The monitors cover the wall.
(C) They're taking a lot of pictures.
(D) They're monitoring the weather.
3. (A) They are lying on the rug.
(B) The family is sleeping outdoors.
(C) The children are playing in the field.
(D) The tent sits on the beach.

Understanding natural English

The family is sleeping outdoors.
The worker is operating the equipment.

B Mini-test

1. (A) They're walking along the beach.
(B) He's riding his horse by the sea.
(C) She can see the racehorses.
(D) The pony is running free.
2. (A) The snowboarders are getting ready.
(B) They're standing on the slopes.
(C) They're skiing down the hill.
(D) They're making a snowman.
3. (A) The ferry is under repair.
(B) It's raining hard in the city.
(C) The skyscrapers stand near the docks.
(D) The sailors are checking the ropes.
4. (A) He's sitting behind the counter.
(B) He's pouring some beer for the customer.
(C) He's drinking a glass of beer.
(D) The glasses sit on the counter.
5. (A) They're talking by the vehicle.
(B) The men are talking in his office.
(C) They're driving along the freeway.
(D) They're sitting in the back seat.
6. (A) They're standing by the piano.
(B) The woman is writing music for her child.
(C) The girl is playing with her dolls.
(D) She's showing her daughter how to play.
7. (A) The bridge crosses the freeway.
(B) The cars park by the road.
(C) The traffic is at a standstill.
(D) The people are walking into the city.
8. (A) The car is off the road.
(B) The officers are with the driver.
(C) The man is driving carefully.
(D) The police officers are eating donuts.

Unit 2.2

A Strategy

1 Language building

Follow up

1. I don't think she did.
2. Of course, I can.
3. He didn't say.
4. Not at all.

2 Test tactic

Follow up

1. Is this the last stop?
(A) Yes, it'll last for two hours.
(B) Yes, it's a new top.
(C) No, it's the one after this one.
2. Did you call the customer back?
(A) I sent an email instead.
(B) Yes, it's an old custom.
(C) No, it wasn't black.
3. You're working tomorrow, aren't you?
(A) No, I only walk on Mondays.
(B) Only in the afternoon.
(C) Yes, he's working in the morning.
4. Can you remember the details?
(A) Yes, it was very detailed.
(B) No, he's not a member.
(C) I've written them in my notebook.
5. You read through the notes, didn't you?
(A) Yes, but I couldn't understand them.
(B) Yes, I noticed him too.
(C) Yes, I went through there yesterday.

3 Tactic practice

1. Can you drive?
(A) No, I don't like diving.
(B) Yes, it's a can.
(C) Yes, but I'm not very good.
2. Are you interested in books?
(A) Not really. I prefer music.
(B) Yes, I've booked it.
(C) No, it wasn't very interesting.
3. Have you seen this poster?
(A) Yes, I've posted it.
(B) I saw it yesterday.
(C) He's never seen it.
4. You're new, aren't you?
(A) That's right. This is my first day.
(B) No, it's very old.
(C) I knew the answer, too.
5. Could you hold this for me?
(A) How big is the hole?
(B) It isn't for me.
(C) Sure. What is it?
6. Did you give him the letter?
(A) He wouldn't let her.
(B) Sorry, I forgot.
(C) Yes, there were ten letters.

Understanding natural English

I'm going to go after work.
Are you going to wait for Mark?

B Mini-test

1. Is anyone sitting here?
(A) No, it's not here.
(B) Sorry, I'm waiting for a friend.
(C) She's sitting over there.
2. Do you know where John is?
(A) Yes, he's wearing it.
(B) I think he's upstairs.
(C) No, he doesn't know.
3. Is it OK if I leave now?
(A) Sure. Go ahead.
(B) Yes, it's leaving now.
(C) Yes, I have to leave.
4. Have you checked the address?
(A) Yes, it's a dress.
(B) I haven't checked the price.
(C) Angie did it earlier.
5. This is your briefcase, isn't it?
(A) Yes, I'll be brief.
(B) Mine is under the table.
(C) I'll do it, just in case.
6. Are you going to wait for Mark?
(A) He said to meet him there.
(B) I'm going to mark it later.
(C) Yes, I'm going to weigh it.
7. Can I help you, sir?
(A) Yes, I'll help you.
(B) I can't be certain.
(C) I'm waiting to speak to the manager.
8. Have you been to the bank yet?
(A) No, I'm going after work.
(B) No, this isn't a bank.
(C) No, I've never been late.
9. Are you going with Paul?
(A) No, I can't pull it.
(B) We haven't discussed it yet.
(C) Paul is going, too.
10. Do you mind if I smoke?
(A) No, go ahead.
(B) No, he doesn't smoke.
(C) No, she didn't mind.
11. You're on holiday next month, aren't you?
(A) Yes, I just got back.
(B) Actually, it's next week.
(C) There are two national holidays next month.

12. Did you ask him why he was late?
 (A) Yes, it's getting late.
 (B) No, he didn't ask me.
 (C) He said he missed the bus.

Unit 3.2

A Strategy

1 Test tactic

D

1. **W1** Hi, do you know where the CD player is?
W2 Yes, I saw it in the kitchen, next to the coffee maker.
2. **M1** Did you hear that Dave crashed his car?
M2 Yeah luckily he wasn't injured, but it will cost him a lot of money.
3. **W1** Who filed these documents? They're in the wrong place.
W2 It must have been Dale. He has made the same mistake three times this week.

2 Test tactic

B

1. **M** I am planning on changing jobs.
W Really? Why?
M This one is too far away from my family and my mom hasn't been well recently.
W I know what you mean. I was in the same situation with my dad when I was working in Chicago.

C

2. **M** Customer Service. May I help you?
W Yes, I ordered a red sweater, but you delivered a green one.
M I am terribly sorry, madam. Please return it to us. We will pay for shipping and send you the correct color along with a 10% discount coupon good for your next order.

3 Tactic practice

Questions 1–3 refer to the following conversation

- M** How's your new job going?
W Not so well. I really like working in the advertising field, but my new boss is very pushy and likes to jump on every single mistake.
M Perhaps you should ask the other workers how they handle it?

- M** I did. It seems they take it for a year or so then look for another job. I think that's why I was able to get hired even though I don't have much experience.

1. What is the woman unhappy about?
2. What does the man suggest?
3. Why does she suspect she got the job?

Questions 4–6 refer to the following conversation

- W** Excuse me. I bought this coffee machine the other day and I'm not satisfied with it. I'd like a refund. Here is my receipt.
M I see. What seems to be the problem?
W It's too small for my family. It says it can make six cups, but they must be very small ones.
M I'm afraid that because the item's been used, we can't give you a refund, but since it was purchased less than a week ago, we can allow you to exchange it for a larger model.
4. What does the woman request?
 5. What does she say is the problem?
 6. What does the man say?

Understanding natural English

It'll be some time before he can run again.
 That'll get us there in five minutes.

B Mini-test

Questions 1–3 refer to the following conversation

- W** How long have you been working here?
M Since I finished college six years ago. Except for summer work, this was my first real job.
W Do you plan on making this a career or do you have any thoughts to move on in a few years?
M Well, I plan to take a year off to complete my masters course in business management, but I definitely plan on staying with the company.
1. How long has the man been working?
 2. What does the man plan for the future?
 3. How does the man feel about the company?

Questions 4–6 refer to the following conversation

- W** Hi. My car's smoking and making a funny noise and I seem to be losing power.
M OK, I will have a look at it, and should know what's wrong in about an hour.
W An hour! I'm in a bit of a hurry. What am I supposed to do for an hour?
M Sorry, lady. These things take time. You can grab a coffee and a seat, but you may just want to take a bus home and call me in the morning. I most likely won't be able to fix it before then.

4. Where are the speakers?
5. What is the woman unhappy about?
6. What does the man suggest?

Questions 7–9 refer to the following conversation

- W** Finally! I called you over 40 minutes ago. Usually they get here in about 15 minutes. I have a meeting in 15 minutes.
- M** Sorry, the traffic past the stadium was terrible because of the baseball game. Where to?
- W** It's your job to know these things. Take me to the United insurance building at 24th Street and Elm. And make it quick.
- M** Don't worry, I know a shortcut past the farmers' market that will get us there in five minutes.
7. What is the man's job?
 8. Why is the woman upset?
 9. What will the man do?

Questions 10–12 refer to the following conversation

- W** How is your brother doing after his accident?
- M** Well, he had to have two operations, but he's doing fine now. He's missed a lot of work though and it will be some time before he can start running again.
- W** That's too bad. He'll miss this year's marathon. Will the insurance cover his lost wages?
- M** No, but the other driver has agreed to cover all the costs since it was his fault. Mum and dad have specifically asked that he not replace Brandon's motorcycle though.
10. What is the woman doing?
 11. What does the woman think is unfortunate?
 12. Who will pay the expenses?

Unit 4.2

A Strategy

2 Test tactic

B

Part 1

Ladies and Gentlemen, fellow investors, I'd like to present this year's final quarter earnings report.

1. What kind of people might listen to this announcement?

Part 2

As I'm sure you are all aware, this last year has seen us expand our field of operations into the European

market, enabling us to almost double the potential number of customers in our target market.

2. What has changed in the European Market in the last year?

Part 3

I'm delighted to be able to report that the figures for this quarter suggest that this venture has been even more successful than we had anticipated. It looks like the European market is going to more than make up for the disappointing figures from our North American area, which were affected by unfavorable exchange rates.

3. What does the speaker say about the company's finances this year?

3 Tactic practice

Questions 1–3 refer to the following talk

OK, let me tell you a little bit about the property. It was built in the 1940s and, as you can see, it is in remarkably good condition considering the age. If you'll just follow me through the front door, you'll notice that the kitchen is quite spacious, and has all the mod-cons you could expect, as this was totally renovated just six months ago. The living room is through here, plenty of room for your furniture, and the bay window in here keeps the room bright and cheerful until early evening. Also, notice the real wood flooring in this room. That's something you wouldn't expect to find in a property in this price range. OK, feel free to take a look around, and then in a minute we'll go upstairs to check out the master bedroom.

1. What does the speaker say about the house?
2. What is mentioned about the living room?
3. What will the speaker do next?

Questions 4–6 refer to the following announcement

The Kiyai Karate club has been offering lessons to kids and adults in the Southill area for the last ten years. We offer a wide range of classes from complete beginners up to advanced level, and ages from 6 up to 66. We are also proud to boast two junior regional champions and one national runner up. Our coaching staff are all certified members of the National Karate Association, and our dojo master, Daniel Kanemoto, is a former two-time national champion. Whether you want to improve your techniques, learn some basic self-defence or just work out to improve your overall fitness, we have something to suit you. Call 0900 555 5203 for more details.

4. What is the aim of this announcement?
5. What is the minimum age for members?
6. What is special about the dojo master?

Understanding natural English

As you can see, it is in remarkable condition.
You can keep your entire photo collection safe.

B Mini-test

Questions 1–3 refer to the following report

Relief workers are still struggling to deliver much-needed aid to the more remote villages in the Orgola valley area. With roads devastated by last week's powerful quake, and aftershocks still bringing down boulders and mudslides, it is proving almost impossible for the trucks laden with aid to get through to those that so badly need it. Aid agencies are calling for more help and in particular for more helicopters to drop food and blankets to those cut off from the rest of the country. Fears are growing that, with winter not too far around the corner, some of this aid may come too late. In one piece of good news, a family of three buried in the ruin of their house were today pulled to safety. It is the one bright spot on an otherwise depressing afternoon.

1. What is this report about?
2. Why are relief workers unable to deliver aid?
3. What is the good news that is mentioned?

Questions 4–6 refer to the following talk

OK, I'd like to start by welcoming you all to FLS. My name is George Stevens, and I'm the head of the customer service department here at our DC office. I'm responsible for the overall running of this section of course, and for the next three days, I'll be taking you through all you need to know to become an effective, knowledgeable and successful customer service representative. Here at FLS we take our customers very seriously, and our goal is to give you all the skills you will need to be able to respond to customer needs, react to customer complaints and resolve customer problems. If you don't understand at any time, please don't hesitate to ask me. OK, as today is your first day on the job, let's start with a little activity to allow us all to get to know each other a little bit.

4. Who is most likely listening to this talk?
5. Why is the speaker addressing the group?
6. When should the listeners ask questions?

Questions 7–9 refer to the following advertisement

The GX203 is our latest model and includes a lot of new features that we think makes it stand out from all the other printers currently on the market. As you can see, it manages to squeeze a full color printer, scanner and copier into a very compact package, as well as including a fax machine and cordless telephone handset in one package. No more desktop clutter with this. What's more, in an industry first, our printer comes with a 40 gigabyte hard disk included, so you can keep your entire photo collection safe and print out your pictures without the need to connect to a computer.

7. What product is being described?
8. Which of the following best describes the product?
9. What is described as the unique feature?

Questions 10–12 refer to the following announcement

OK, before you all get back to work, I have a short announcement to make. As some of you may know, Chuck Adams, the janitor of this building for the last 25 years, is leaving us at the end of the month. As he's been here longer than any of us – yes, even you Frank – and done a great job of keeping the office clean and tidy over the years, I thought it would be a nice gesture if we got him something nice for his retirement. I'll be collecting money over the next week, so if you want to contribute something, then I'll put it towards whatever we decide to get him. And don't go mentioning this to him; remember it's meant to be a surprise.

10. What is the purpose of this announcement?
11. When is Chuck leaving?
12. Why shouldn't people tell Chuck about this?

Unit 1.3

A Strategy

1 Language building

B

1. The woman is checking her weight.
2. The baker is making bread.
3. The woman is standing in front of the oven.
4. The woman is wearing a bathrobe.

2 Test tactic

C

1. (A) The man is looking at the backpack.
(B) The man is standing near the wall.
(C) The hiker is wearing sunglasses.
(D) The man sits on his bag.
2. (A) The young boy is riding the bike.
(B) His grandfather is taking off the wheel.
(C) Many people stand near the trees.
(D) They are fixing the boy's bicycle.

3 Tactic practice

1. (A) The people are keeping out of the rain.
(B) The beach isn't crowded.
(C) The day is very cloudy.
(D) The seaside is popular today.
2. (A) The chickens are in the yard.
(B) The chef is standing by the grill.
(C) The food is ready to serve.
(D) The restaurant is very busy.
3. (A) A forest grows in the valley.
(B) The fire truck leaves the station.
(C) Logs are stacked in the yard.
(D) The wooden figurines are on sale.

Understanding natural English

A forest grows in the valley.
The man is drawing a diagram.

B Mini-test

1. (A) The woman waits for service.
(B) The jacket has been ruined.
(C) The women discuss the cleaning bill.
(D) The clothes hang in the closet.
2. (A) The man is discussing the documents.
(B) He is writing on the paper.
(C) He is focused on his work.
(D) He is working on his computer.

3. (A) The backpack is being filled.
(B) The hikers enjoy the view.
(C) The mountain is steep.
(D) The trawler goes out to sea.
4. (A) A lamppost stands next to the building.
(B) The signs are posted on the wall.
(C) Traffic is heavy on the highway.
(D) The signs are in plain view.
5. (A) The couple are out shopping.
(B) They are checking the information.
(C) They are watching television.
(D) They are discussing the TV program.
6. (A) The man looks bored.
(B) The man is drawing a diagram.
(C) He is cleaning the whiteboard.
(D) He is looking for a marker.

Unit 2.3

A Strategy

1 Language building

C

1. It seems like forever, but actually it's only about six years.
2. If you go across the street and turn left, you should see a Chinese restaurant about a block down.
3. They don't usually drop them off until after 6 o'clock.
4. Well, I was born in Scotland, but I grew up in Canada.

2 Test tactic

B

1. Excuse me. Where are the stairs?
(A) Go out this door and walk around the corner.
(B) They're away on business.
(C) It's not polite to stare.
2. When did they cancel the order?
(A) Back in March, I think.
(B) Yes, they were ordered to do it.
(C) I really think we have to cancel it.
3. How long did you have to wait?
(A) Yes, it is very long.
(B) I was waiting for it on Tuesday.
(C) Not as long as I thought I would.

4. Do you know where my keys are?
(A) Yes, it's the wrong key.
(B) In the drawer, as usual.
(C) I locked the front door.
5. Do you know of a good cleaners near here?
(A) I think it's not so clean.
(B) I prefer a different cleaner.
(C) There's one on Bank Street.

3 Tactic practice

1. How do you get to the university from here?
(A) Take the number 11 bus.
(B) It's a long road.
(C) The university isn't here.
2. When did the package arrive?
(A) This morning
(B) I've packed it.
(C) Yes, it's arrived.
3. Where is the A4 paper kept?
(A) It's for the photocopier.
(B) No, don't throw away any paper.
(C) In the storeroom
4. How long did the journey take?
(A) Every Friday
(B) Just under three hours
(C) About three kilometers
5. Could you tell me where a bank is?
(A) This isn't a bank.
(B) There's one around the corner.
(C) About a kilometer

Understanding natural English

Where is the A4 paper kept?
When is the taxi coming?

B Mini-test

1. How did the meeting go?
(A) I'm going to meet him tomorrow.
(B) Very well, I think.
(C) We went to New York.
2. Where is the staff entrance?
(A) Customers can't use it.
(B) The staff enter together.
(C) At the back of the building
3. How do I get to the boardroom?
(A) I can tell he's getting bored.
(B) Take the stairs to the 3rd floor and look for 302.
(C) There's no room in the elevator.

4. Could you show me the way to the hospital?
(A) Sure, just follow this street.
(B) The hospital is on the way.
(C) It takes about two hours.
5. When is the taxi coming?
(A) In about ten minutes
(B) Because I'm late
(C) There are no buses today.
6. What time should we leave?
(A) He left at three o'clock.
(B) Let's take the train.
(C) As soon as I've finished this.
7. How long are you planning to stay?
(A) About two kilometers from the city
(B) About three or four days
(C) I've stayed here before.
8. Where are you taking them?
(A) On Thursday
(B) It won't take long.
(C) Back to the hotel
9. What's wrong with the computer?
(A) His train is late.
(B) I'm going to buy a new computer.
(C) It seems to have crashed.
10. Why is everyone standing?
(A) The chairs are locked in the cupboard.
(B) Please take a seat.
(C) I have to chair a meeting.

Unit 3.3

A Strategy

1 Language building

B

1. **W** I'd like two tickets to Dallas for tonight please.
M Certainly, ma'am. Would you like a sleeper car?
W No, coach class is fine. What time is that?
M It leaves at 9:00 from track 11.

Where is the woman?

2. **M1** Hi. Do you have any vacancies for tonight?
M2 For how many people?
M1 Just me and my wife. With a bath if you have it.
M2 I'm sorry, sir. Except for a single room, we're fully booked.

What is the man doing?

3. **M** I think you will really like the features on this new unit. The sound is much better and it's lighter too.
- W** Yes, it looks good, but it's almost \$30 dollars more than your old model.
- M** True, but if you take delivery this week, we can offer a 10% discount of your first order.
- W** OK, but let's start with 50 units and see how fast they sell.

What is the man's job?

3 Tactic practice

Questions 1–3 refer to the following conversation

- M** Hi. Are you looking for anything special?
- W** Yes, my husband's birthday is coming up and I was wondering if you had a recording of this piece. I think it's quite rare.
- M** Let me see. Yes, that's available on a double CD that was released last month, but it sold out very quickly and we don't have any left. Would you like me to order it for you?
- W** That would be great.
1. Where are the speakers?
 2. What is the woman doing?
 3. What does the man imply?

Questions 4–6 refer to the following conversation

- W** Have you seen this?
- M** Yeah, but the money's not great and it doesn't really say much else about the working conditions.
- W** That's true, but you've always wanted to work overseas. And, anyway, in a foreign country everyday would feel like a holiday, wouldn't it? If I hadn't just got a new place I would consider it myself.
- M** I'm not sure. I'm not that desperate to find a job at the moment. I'd rather take my time and look for jobs closer to home.
4. What are the speakers doing?
 5. What can be inferred about the speakers' relationship?
 6. What does the man imply?

Understanding natural English

That's what we were told to expect.
You've always wanted to work overseas.

B Mini-test

Questions 1–3 refer to the following conversation

- M** I hope you had a pleasant trip to Guadeloupe. I've heard the Mardi Gras carnival is a wild and amazing experience.
- W** That's what we were told to expect, but in fact it turned out to be a bit of a nuisance.
- M** Really? But surely the town was full of color and lights and dancing, it must have been exciting.
- W** Sure, the first day was great, but our hotel was right in the middle of the parade route, and the late night revelry continued all week. We hardly slept.
1. What does the man assume about the woman's trip?
 2. What can be inferred about the woman's feelings about her trip?
 3. Where was the woman's hotel located?

Questions 4–6 refer to the following conversation

- M** Excuse me, do you think you could explain something to me? I think there is a mistake on my bill.
- W** Of course, sir, what seems to be the problem?
- M** Well, it says here that the special is 15 dollars, but the sign I saw was offering the special for only 10 dollars. Where's this extra 5 dollars come from?
- W** Ah, I see, sir. Actually, this special is only available until 1:30 p.m. and it is now already 2.
4. Where does the conversation probably take place?
 5. How much should the man pay?
 6. What can we infer about the situation?

Questions 7–9 refer to the following conversation

- M** I can't believe we have only until Thursday to get the reports finished, typed up and checked before we have to send them out.
- W** I know what you mean, but if we get started straight away, it shouldn't be too much of a problem, should it?
- M** That's easy for you to say. Your team is already half way through the calculations. We are still waiting to hear some of the results. James has gone too far this time.
- W** Actually, I'm pretty glad he's not my manager.
7. What can be inferred about the man's manager?
 8. What does the woman initially think?
 9. What is the man waiting for?

Questions 10–12 refer to the following conversation

- W** Here it is. It made a funny noise and shut down last night, and it was such a hot night too! Can you tell me how long it's going to take?
- M** Shouldn't be more than a couple of hours if I have the parts. This is a pretty old unit. Wow, it sure is warm in here.
- W** I'll get you some ice tea. Then if you need anything else, I'll be out by the garden.
- M** Thanks very much. I just have to get some tools from the truck and I will get started right away.
10. How long does the man say it will take?
11. Who is the man?
12. Where are the speakers?

Unit 4.3

A Strategy

1 Language building

B

1. (A) Many boxes were broken in transit.
(B) The parts weren't on the ship.
(C) The customer must pay the damages.
2. (A) Work has been going on for four weeks.
(B) The job hasn't started yet.
(C) They estimate it will take another month.
3. (A) He did a lot of things to support the members of his group.
(B) He was a very large man.
(C) He scored many goals.

2 Test tactic

C

Spectators should try to get down to the Jamestown marina early to get a good place to watch the action. Pre-race events include knot-tying contests, tours of the 90-year-old tall ship *Columbia* and a chance to see 150 artifacts from the Civil War era ship recently salvaged from Jamestown harbor. Gates open from 9:00. Parking is limited to 200 cars, so latecomers had better take public transit.

2. How many salvaged civil-war items are on display?

3 Tactic practice

Questions 1–3 refer to the following announcement

Before we start today's meeting I would like to check which of you will be able to attend the Metallurgy

conference starting next Saturday. As you know I was planning to attend myself, but due to a clash with the shareholders' meeting, I will not be able to make both days of the conference. I would appreciate it if a couple of you could attend the conference and take notes on the three plenary discussions scheduled for Saturday afternoon. The presentations shouldn't last more than about two hours. I realize that this is scheduled for a non-working day, so I would be open to arrange a swap for those people attending, allowing you to take a half-day off another day. If you are interested in this, please come and see me at the end of the meeting. Right, let's move onto the first point of the day...

1. How many people are required to attend the conference?
2. How long does the conference last?
3. How much time off can volunteers expect?

Understanding natural English

... both days of the conference.
She's one of the top designers.

B Mini-test

Questions 1–3 refer to the following announcement

You have reached the Monterrey Cinema Schedule hotline. Today's feature presentations are as follows. In cinema 1 we are showing *Long Vacation*, rated PG, featuring Tom Knott and Sandy Edwards. Shows start at 1:10, 4:05, 6:40 and 9:00pm. In cinema 2 we are showing *Indigo Heart*, rated PG-13 featuring Andy Vega and Myra Hassan. Shows start at 3:15, 6:55, and 8:55pm. In cinema 3 we are showing *Phantom Knight*, rated NC-17, featuring Deborah Legg. Shows start at 6:55 and 9:40pm. Late shows are for ages 18 and over only. If you wish to reserve a ticket, please use our online reservation service on www.monterreymovie.com. Thank you for calling the Monterrey Cinema Schedule hotline.

1. Who can attend the last show of *Indigo Heart*?
2. Which movie features Deborah Legg?
3. How many movies are showing?

Questions 4–6 refer to the following announcement

We are very lucky to have a special guest at today's meeting. Elvira Kaur is one of the top upcoming designers in our London office. She won the Herbert Award for young designers when just 19 years old, and following her graduation from City College, she joined us. In just two years, she has gone from the drafting section into the head design team, and from September she was given her own project group. We are very optimistic that her eye for detail and

understanding of fabrics will have a successful impact on our sales target for the coming year, which, as you all know, is our most ambitious yet. Elvira is here today to explain her designs for next year's Spring/Summer collection. I'll hand you over to her.

4. What does Elvira Kaur do?
5. How long has Elvira been working for the company?
6. What is Elvira planning to speak about today?

Questions 7–9 refer to the following announcement

Attention all officers.

Be on the lookout for James Cheeby, who is wanted for seven counts of armed robbery. Cheeby escaped from the Brownsville detention center at 8:10 this morning. He is a white male, age 23, 6 foot 3 inches tall, with long brown hair and blue eyes.

Cheeby was born and grew up in the Downview area and his two brothers and his sister are still living in the area, so officers on patrol between 3rd Avenue and 5th Street should be on particular alert.

Officers should also be vigilant around the vicinity of the Buena Vista Pool hall and Social Club on Miller Boulevard. Cheeby was employed here for three years and is believed to maintain contacts with the owners and patrons, many of whom are believed to have ties to underworld elements.

7. How many crimes is the man wanted for?
8. How many of the man's family are said to live in the area?
9. Who is this announcement intended for?

Questions 10–12 refer to the following advertisement

The *Iron-man Springblade* is a new innovation in personal fitness training technology. By combining the power of springs with the flexibility and balance of the body-blade, you get an all over work out that you can still carry with you wherever you go.

Springblade's advanced torsion technology means that you can adjust the level of resistance – loose for single handed use, ideal for strengthening your biceps and shoulders, and tight for double-handed use, ideal for working on those abs. And for early applicants we'll include a fitness workout video free-of-charge, to ensure you make the most of this revolutionary product. The *Iron-man Springblade* – only \$29.99 plus post and packaging. Call now on 555 3546 for more details.

10. What kind of product is being advertised?
11. Why might people use the single-hand technique?
12. How much is the product?

Unit 1.4

A Strategy

2 Test tactic

C

- (A) The motorbike is in front of the bicycle.
(B) The woman is behind the car.
(C) There is a fan next to the cyclist.
(D) The cyclist is between the vehicles.
- (A) The computer is under the desk.
(B) The commuter is at a disco.
(C) The man is using the computer.
(D) The keyboard is behind the computer.

3 Tactic practice

- (A) They both have classes tonight.
(B) The couple sit beside each other.
(C) The lamp is next to the table.
(D) The couple raise their glasses.
- (A) The guitars are being played.
(B) The guitars are on display.
(C) The guitars are behind each other.
(D) The cars are next to the wall.
- (A) The woman is looking at the outfit.
(B) The woman is writing down her address.
(C) The woman is getting dressed.
(D) The woman is hiding some clothes.

Understanding natural English

He walks for hours.

He works for hours.

The ship is in the water.

The sheep is in the water.

The man tastes the food.

The man tests the food.

B Mini-test

- (A) The man is inside a bank.
(B) The man is drawing a machine.
(C) The man is taking out his card.
(D) The computer is going to crash.
- (A) The girl is writing on the board.
(B) The books are under the shelves.
(C) The girl is sitting next to the stool.
(D) The girl is using a tool.
- (A) They are sitting on a fence.
(B) They are sitting back-to-back.
(C) They are sitting near a bench.
(D) They are holding hands.

- (A) The children are in front of the kitchen.
(B) The children are watching the fish.
(C) The children are in the sink.
(D) The children are doing the dishes.
- (A) The desert is full of people.
(B) He is decorating the cakes.
(C) The room is deserted.
(D) The chief is being trained.
- (A) The man is leaving the park.
(B) The man is walking in the park.
(C) There are leaves on the ground.
(D) The man is under a tree.
- (A) The man is standing on the drain.
(B) The woman is weeping.
(C) The man is wearing a cape.
(D) The man is sweeping the street.
- (A) The customer is paying by card.
(B) The girl is in pain.
(C) The clerk is on the counter.
(D) The story is about clothes.

Unit 2.4

A Strategy

2 Test tactic

Follow up

- Can you show me how to fill out this card?
(A) Sorry, my wife has the car today.
(B) Yes, of course I showed him it.
(C) Sure, it's actually pretty simple.
- Do you need any help handing out those papers?
(A) My paper wasn't delivered this morning.
(B) No, I can manage fine thanks.
(C) Yes, I really appreciated all your help yesterday.

3 Tactic practice

- Could you carry these books for me?
(A) Yeah, OK. Where are they going?
(B) Sorry, I already carried my books.
(C) I think it's not my book.
- Do you think we will be able to get the contract?
(A) I really don't believe they have laid enough track.
(B) I know that he wasn't able.
(C) Frankly, I doubt our chances.

3. How did you like the show?
(A) Well, I can show you it after I finish this.
(B) Terrific! It was really well done.
(C) I'm really looking forward to it.
4. Can I get you anything for dessert, sir?
(A) I think I'd like the apple pie.
(B) No, it's far too hot for me in the desert.
(C) Yes, please get it for me.
5. Would it be OK if I smoked?
(A) No, I don't smell smoke.
(B) No, I gave up smoking.
(C) Actually, I would prefer if you didn't.

Understanding natural English

Could you carry these books for me?
Would you mind showing Mark the system?

B Mini-test

1. Would it be OK if I borrowed this chair?
(A) No, it wasn't OK.
(B) Sure, go right ahead.
(C) Yes, of course. I'll bring it right back.
2. Can I offer you a beer or a glass of wine?
(A) No, I'm afraid I can't.
(B) Yes, the house wine is excellent.
(C) No thanks, I have to drive.
3. Excuse me, where is the bathroom?
(A) No, he isn't in the back room.
(B) Down this way on the right.
(C) There's no room there at the moment.
4. Why did he call you into the office?
(A) He wanted to discuss the summer bonuses.
(B) I think he called for Mr. Smithers.
(C) He says his office is too small for the meeting.
5. What is your opinion of the new policy?
(A) I don't think it makes much sense.
(B) I'm afraid I haven't heard his opinion yet.
(C) I really don't know why the police were here.
6. Do you need me to stay late tonight?
(A) Don't worry, the night is young.
(B) Yes, it's getting really late.
(C) No, but thanks for asking.
7. Could I take next Monday off?
(A) I'm off to Kuala Lumpur next Monday.
(B) Sure, we aren't that busy right now.
(C) No, they couldn't do it.

8. Would you mind showing Mark the system?
(A) Mark is pretty new in the system.
(B) I don't think he minds much.
(C) No, I'd be glad to.
9. What do you think's wrong with the air conditioner?
(A) My hair is very dry in this season.
(B) I think the filter is dirty.
(C) He is really in a poor condition.
10. How can I get this chair fixed?
(A) You have to take it to the maintenance section.
(B) Yes, they fixed it just last week.
(C) He has chaired that committee for years.

Unit 3.4

A Strategy

1 Language building

C

- M1** Hi Eric, could I ask you to draw up these contracts for me this afternoon? I have a meeting with a client this evening.
- M2** I'm afraid not, John. I'm leaving to catch a flight in about 30 minutes. Hawkins is sending me to visit the Chicago office. I only came in to get some papers.
1. Why can't Eric do what he asks?
W Do you need a lift to the train station? I'm going down to the market and it's not far out of my way.
M Thanks very much for the offer, Daphne, but I was planning to cycle down. I could certainly use the exercise.
 2. How is the man planning on getting to the station?
M Could you clean and press these two shirts and repair a tear in these trousers? I have a meeting in the morning and really need them before 11 o'clock.
W Well, I am sure we can have the shirts ready, but unfortunately we won't be able to get you the pants before tomorrow. All repairs have to be sent out of the hotel.
 3. What does the woman say about the man's request?

2 Test tactic

B

1.

M1 Do you think I should get a new car? It seems to cost me more money in repairs each year.

M2 I think that's not a bad idea. It might be cheaper in the long run to trade it in on a newer model.

2.

W What are you doing for your vacation this year, Dario?

M I really haven't decided yet, but I was thinking of hitch-hiking across Europe.

3.

M1 I see you are applying for the sales clerk's job. Do you have any experience in sales?

M2 Well, during college I worked as a part-time clerk in the school store and I also worked a summer as a sales assistant at a local clothing store.

4.

M1 Mr. Green, I was wondering if it was OK if I took next Friday off.

M2 Well, we have a lot of work to do this week, Bob. It would be a better if you could wait until the week after next.

3 Tactic practice

Questions 1–3 refer to the following conversation

M1 Hi, I'm looking to rent a place. I saw in your ad that you have some places available.

M2 What kind of place were you looking for?

M1 I was hoping for something with two bedrooms on the East Side, not too far from the beach.

M2 I'm sorry, the last two-bedroom place on the East Side just went about an hour ago. However, I think I have a nice three-bedroom place that might not be too expensive. I could take you to see it this afternoon if you like.

1. What does the first man want to do?

2. What is the problem?

3. What does the second man offer?

Questions 4–6 refer to the following conversation

M1 Hey, Bob, I don't suppose you could lend me ten bucks, could you? I left my wallet at home and now I don't have any money to get lunch.

M2 I'm really sorry, Jim, but I only have a few dollars myself. Have you tried asking Darryl? He might be able to help you out.

M1 Well, I suppose I could, but I don't really know him all that well. I'd feel a little awkward asking him for money. You couldn't ask for me, could you?

M2 Hey, you're the one who forgot your wallet!

4. What is Jim's problem?

5. What does Bob do about the situation?

6. What does Bob finally decide?

Understanding natural English

I could certainly use the exercise.

I was wondering if you could drive me there.

B Mini-test

Questions 1–3 refer to the following conversation

W Jack, do you have a minute? I need to ask you a favor.

M Sure. What can I do for you?

W Well, I'm going to the airport tomorrow. I have to be there by eleven, and I was wondering if you could possibly drive me there, if that's not too much trouble.

M Tomorrow by eleven ... ah, sorry. I'd love to help, but I've already arranged to take Mr. Wong to play golf tomorrow morning, and it's a bit too late to cancel.

1. What does the woman ask the man?

2. What is the man's response?

3. Where is the man going tomorrow?

Questions 4–6 refer to the following conversation

W I've got a trip to New York coming up next month. I hear you flew with Prestige Air last time. Would you recommend it?

M I'm afraid it didn't quite meet my expectations. The seats certainly reclined fully, but the footrests were so short that I couldn't relax and stretch my legs.

W Ah, You are pretty tall though. I've heard that the in-flight entertainment is a cut above the competition. Would you agree?

M It might have been, if my volume control hadn't been broken.

4. What was the man's experience of Prestige Air?

5. Why did the man have trouble with the seats?

6. What does the man say about the in-flight entertainment?

Questions 7–9 refer to the following conversation

W1 Can I help you?

W2 Yes I have been having trouble with this vacuum cleaner. Is there any way I can get a replacement?

W1 Could you tell me a little bit more about what the problem is, and where and when you bought it?

W2 Sure. It doesn't pick up much dust, and it makes a terrible racket whenever I use it. I got it

at the Central Mall in Atlanta two weeks ago. It's kind of far for me to go to take it back there, so I wanted to check first.

7. What is the caller complaining about?
8. What is wrong with the product?
9. What information does the service representative want to know?

Questions 10–12 refer to the following conversation

W Hi, I just arrived on flight 245 from Copenhagen. I waited until all the luggage came off the carousel, but my case wasn't amongst the bags.

M Hmm. I guess it might have been put on the wrong flight. There's a chance it won't arrive until tomorrow.

W Tomorrow! But it has all my documents in it!

M Well, I'm very sorry, ma'am, but there isn't really anything I can do about it. I suggest you talk to an airline representative.

10. Where does the conversation probably take place?
11. What is the woman's problem?
12. How does the man help her?

Unit 4.4

A Strategy

2 Test tactic

B

Questions 1–3 refer to the following announcement

If you are looking to create the right first impression without breaking the bank, then Seymour suits may have just what you are looking for. At Seymour, we pride ourselves on using not only the finest-quality material, but also on keeping prices affordable. You'll always know it's a Seymour suit by the patent breathable lining that gives you just the right amount of warmth in winter, but lets your skin breathe to keep you cool in those summer months. Whether it is formal, business or smart casual you are looking for, Seymour has a suit to suit all occasions. And, as a special offer to celebrate our fiftieth anniversary, we are offering a 25% discount on all men's suits and shoes. Hurry now, while stocks last.

1. Why should customers choose Seymour suits?
2. How can customers tell if their suit is a genuine Seymour suit?
3. Why should customers hurry to buy the suits?

3 Tactic practice

Questions 1–3 refer to the following announcement

Your attention, please, ladies and gentlemen, this is a customer announcement. Would a Mr. G. Heinrich traveling to Berlin please come to the duty free sales counter to collect his boarding pass? Also, we would like to ask all passengers on flight 145 to Moscow, to please make their way to gate number 12, where this flight is now ready for boarding. For your safety, we would like to remind all passengers not to leave bags unattended, and to ask passengers to report any suspicious-looking packages to airport security as soon as possible. Once again, thank you for using Wellmore Airport.

1. Why should Mr. Heinrich go to the duty free sales counter?
2. Who is told to go to gate number 12?
3. Why should passengers going to Moscow hurry?

Questions 4–6 refer to the following announcement

Thank you for choosing LDM Hotels. For your convenience, we offer 24-hour room service, which can be accessed by dialing 1 from your room telephone. Vending machines are available on every other floor, providing refreshments as well as single-use toiletry and personal grooming products. If you wish to make an outside call, please dial 9 before entering the country or area code. Collect calls may be arranged by calling the operator. Dial 1 to be connected. For any other services, taxi appointments and any enquiries, please call the concierge. Dial 2 for this service. Any laundry you have that requires cleaning can be brought to the housekeeper on the first floor. For your safety, we would like to remind you to check the fire evacuation notice posted on your door. We hope you have a pleasant stay.

4. How can guests purchase razors or toothbrushes?
5. How can outside calls be made?
6. Why might guests visit the housekeeper on the first floor?

Understanding natural English

In the first year, he made a profit of just \$25. These developments are revolutionizing his factory.

B Mini-test

Questions 1–3 refer to the following announcement

Welcome to the Aswell Soda Museum. Join us as we travel through the ninety-six year history of Fizzade, the drink that put Aswell on the map. We'll be starting

our tour with the origins of the soda industry, with Samuel Farnestock's patent soda fountain in the early nineteenth century. Until the 1950s, it was from soda fountains such as this one that most people bought their soda, and bottles, and then cans, were a much later innovation. Fizzade's secret recipe, developed by Dr. Templeton Longbotham, was first sold in Vera Mulligan's drugstore, which used to stand on the corner of Thirteenth and Bayview. In his first year, he made a profit of just \$25. Amazing if you think of how famous Fizzade has become. This particular fountain still shows the original tariff list from 1924. As you can see, prices have gone up a little since then!

1. Who is probably giving this speech?
2. How was Fizzade usually served until the 1950s?
3. How much profit did Dr. Longbotham make in his first year?

Questions 4–6 refer to the following announcement

Well, after the last few days' warmer-than-average temperatures and clear skies, it is time for the temperatures to get back to more typical ones for the time of year. In the East coast, we can expect clouds and some light rain or snow, and a high of 30 degrees Fahrenheit. So wrap up warm if you are out and about. Moving south, in the DC area, we can expect slightly brighter weather to start with, but those clouds will be moving in later in the afternoon, so if you are planning to do any washing, you might like to bring it in early. At night, temperatures will be dropping below freezing, so please be careful on those roads. Finally, the outlook for the weekend: cold, with showers and temperatures about the same, in the low 30s. That's all from us for tonight.

4. How will the weather change in the next few days?
5. When should people in the DC area hang out their washing?
6. Why should drivers be careful?

Questions 7–9 refer to the following announcement

Ladies and gentlemen, the train now arriving at platform 12 is the delayed 12:35 rapid service to Boston. The train was delayed by half an hour, due to a points failure, and will now be leaving at 1:05. We would like to offer our sincerest apologies for any inconvenience this delay may have caused. Unfortunately, in order to speed up the departure time, we are afraid that we will not be able to resupply the buffet car as scheduled. Passengers are invited to take advantage of the platform kiosks, where sandwiches and other refreshments are available. Once again, our apologies for any inconvenience.

7. Who would be particularly interested in this announcement?
8. Why was the 12:35 train delayed?
9. Where should passengers purchase refreshments?

Questions 10–12 refer to the following announcement

OK, I'm sure you have questions following that presentation, but remember that Mrs. Patel will be part of our plenary discussion later. Before I announce the next speaker, I have one quick announcement for conference attendees. Due to the late start of today's presentation following the fire alarm this morning, lunch is now scheduled to start at 1:30. Please accept our apologies for the delay. Now, our next speaker is someone that should be familiar to any of you who attended our conference here last year. Mr. Park Sun Lim, the head of Park-Lee industries, which is now the number two producer of semi-conductors in South East Asia. He is here today to talk about recent developments in production technology that are revolutionizing his factory in Seoul.

10. Why is lunch going to be delayed?
11. How might people know the next speaker?
12. What is the topic of the next presentation?