

Listening scripts

MODULE 1.1 002

Conversation 1

- A Are you going to London on business?
B Yes. How about you?
A Yes, I am too. I'll be there for a few days. I'm David Abbot, by the way.
B Pleased to meet you. I'm Anita Sanchez.
A Nice to meet you, Anita. Is this your first trip to London?
B Oh, no. I go there about twice a month. My family says I spend more time on a plane than at home.
A Is that true?
B Well, not exactly, but I travel a lot ...

Conversation 2

- A Mr. Archer?
B That's right.
A I'm Keiko Nakamura. Nice to meet you.
B Nice to meet you, too, Ms. Nakamura.
A Have you been waiting long?
B No, not at all. I just finished breakfast a few minutes ago.
A Oh, good. Did you get any sleep on the plane?
B A little, but I'm a bit jet-lagged.
A Ah, yes. That's always a problem. Well, why don't we get going? My car's outside.
B Fine. Oh, I'm sorry, but I left my laptop in my room. Would you mind waiting a moment?
A Not at all.

Conversation 3

- A John, have you met Lee Woo-jin?
B No, I don't think so.
A Woo-jin, let me introduce you to John Kern. John is the new sales coordinator in Seoul.
C Good to meet you, John. Are you giving a presentation this afternoon?
B Yes, that's right.
C I'm really looking forward to it ...
B Thank you.
C I'm very sorry. Would you excuse me? I need to get ready for my presentation.
B Of course. It was nice talking with you.

MODULE 1.4 005

- 1 A So, you work for Intel, don't you?
B Not exactly, I work for a new company which was set up by Intel.
A Oh right, so what do you make - computer chips?
B No, we make cells to make solar electricity.
A That's very different from computer chips.
B Yes, it is. The market is growing very quickly and we want to be part of it.
- 2 A We have our headquarters in Tianjin, in northern China.
B I see. And what do you produce?

- A We are China's biggest instant noodle maker.
B So do you have any plans to expand the business?
A Not with instant noodles, but we do plan to open snack noodle restaurants in China. 1000 restaurants by 2015!
- 3 A Do you have any high street stores?
B No, we're an Internet company. We started in June 2000. We focus on the latest fashions, what celebrities are wearing, and so on. So, for example, if you see a celebrity in a dress you like, you can often buy a dress like that from our site in three or four weeks.
A So I guess you have a lot of products.
B Yes, we have over 19,000 products available and we add 1,000 lines every week.
A Every week?
B Yes, and that's why I'm over here - to talk to some of our suppliers.
- 4 A Where are most of your hotels?
B Most of them are here in South-East Asia, you know the Oriental in Bangkok?
A They say it's the best hotel in the world, don't they?
B Yes, it has won lots of awards. Anyway, that's one of ours, but we have other luxury hotels in the US and Europe.
A Is the company expanding?
B Yes, we plan to build more hotels in China and the Caribbean over the next few years ...

MODULE 2.1 007

- 1 A Good morning, Fraser Foods.
B Hello. Could I speak to Ms. O'Brien in the Accounting department, please?
A May I have your name, please?
B Bob Jansky from Crane Supermarkets.
A One moment, please.
C Bob! What can I do for you?
B Hi, Mary. It's about the invoice you sent me last week.
- 2 A Good morning, Atlantic Seafoods. How may I help you?
B Good morning. Could I speak to Craig Watson in Sales, please? This is Bob Jansky from Crane Supermarkets.
A Certainly, sir. He's on another line, Mr. Jansky. Would you like to hold?
B No, thank you. I'll call back later. Goodbye.
A Goodbye.
- 3 A Lockitt Security. Good afternoon.
B Good afternoon. Could I have extension 325, please?
A Certainly, sir.
C Service department. Tony Goodman speaking.
B Could I speak to Grace Chang, please?
C I'm sorry, she's away from her desk right now.
B Do you know when she'll be back?
C I'm afraid I don't. Can I take a message?
B Yes, my name is Bob Jansky. Could you ask her to call me? She has my number.

- C Sure, Mr. Jansky. I'll ask her to call you when she gets back.
 B Thank you. Goodbye.
 C Goodbye.

MODULE 2.2 008 & 09

Conversation 1

- A Good morning, ABC Foods.
 B Good morning. Could I speak to Mr. Takahashi in Sales, please?
 A I'm sorry, he's not in the office right now.
 B Could you put me through to his assistant?
 A OK, no problem.

Conversation 2

- A Yoshi Takahashi speaking.
 B Hello, this is Bob Jansky from Crane Supermarkets.
 A Hello, Mr. Jansky. I heard you called earlier. What can I do for you?
 B I'm calling about that e-mail you sent me last week.

MODULE 2.4 011

- Hi, Bob. This is Nancy Bonetti. I've been calling all day, but your line is busy. I can't open the e-mail attachment you sent me. It's the February sales report. As it's urgent, could you fax me a copy? Thanks. My fax number is 599-2373.
- Mr. Jansky, this is Scott Magee. I'm calling about the new printer you ordered. There's been a delay at the factory, I'm afraid, and we can't get it until next month. I hope this won't cause you any problems.
- Bob, this is Karen Lee. We need to talk about this month's special offers. Could you call me before 4:30? After that I'm in a meeting till six o'clock. Thanks, Bob.
- This is George Tanabe from CKT Designs with a message for Mr. Jansky. I'm calling about the new shopping cart design. We have some ideas to show you. I hope we can meet next week to discuss them. Could you call me this afternoon?
- Bob, it's Suzanne. I have to see you. I have something important to tell you. Could we meet this evening? I'll be in front of the station on 22nd Street at seven. Hope you can make it. Bye.

MODULE 3.1 012

- A I need to see you about the new catalogue, Ken. How about sometime next week – Monday, if possible?
 B OK. Let me have a look at my schedule. How about nine o'clock?
 A No, I'm afraid that's not possible. I'm making a presentation to the board at 9:30, then I'm meeting someone from the printers at eleven. How about lunchtime?
 B Sorry, I'm having a working lunch at twelve.
 A Are you doing anything in the afternoon? I'm visiting a client at one o'clock, but I'm free from 2:30.
 B Well, I'm leaving for San Diego at five o'clock. Could we make it four o'clock?
 A That doesn't give us much time, Ken, but I guess it'll have to do.

- B OK, then. Monday afternoon at four.
 A Fine. See you then.

MODULE 3.4 014

- A Can we discuss the schedule for VI's new CD? Andrew, how are things going?
 B No problem. Let me just get my diary ... uh, well I'm having a meeting with the band's manager on Wednesday to discuss the final details of the contract. Has he confirmed the time yet, Miwa?
 C Yes, the meeting's at 2:30 in the New Park Hotel. Then the band's coming here to the office to sign the contract. That's next Monday at five o'clock. After that, you're all having dinner at Luigi's. I've booked a table for 6:30.
 B Ah, yes, I'm looking forward to that.
 A I'm sure you are, but don't forget that we start recording at nine o'clock next Tuesday morning – and we only have two weeks in the studio! If we want the CD in the stores in time for the holidays, it's going to be a tight schedule. Miwa, how are things going with the cover design?
 C Everything's on schedule. We're having a meeting to discuss the cover design a week from next Friday, that's the 21st. The final design should be ready by mid-September, in good time for the promotion campaign.
 A So we can start sending demo CDs to radio stations at the beginning of October. VI's promotional tour begins in November. We're holding a big launch party on November 10th, so the CDs should be in the stores the day before.
 B That's right, and we have to send stock to Japan at the beginning of December because the band's Asian tour starts at the end of January.
 A Sure. Oh, and before I forget ...

MODULE 4.1 015

I'm sorry to say that sales last month were rather disappointing. Let me start by showing you some figures. Now, if you look at graph a, you can see that sales of home improvement supplies rose slightly, to just over three million dollars. Graph b shows that in the stationery section, sales remained constant at \$1.8m. As for household appliances, you can see in graph c that sales fell sharply from 3.2m to 1.7m. However, I have some good news. As you can see in graph d, cosmetics sales rose sharply last month from 1.5m to 4m. Now let's look at the figures in more detail.

MODULE 4.3 016

... And now news on one of this year's most successful motor companies. GoGreen Cars, which employs 22,500 people around the world, has increased its sales by 2.75% since last year. That might not sound like a lot but it represents one third of the market for zero-emission cars and even more impressively they sell 78% of all the world's hydrogen powered cars. But they aren't cheap, their top of the line GoGold costs \$75,000.

MODULE 4.5 018

Thank you for coming everyone. I'd like to talk to you today about the latest sales figures for March this year compared with March last year.

As you can see from the chart, there are big differences between the different brands and the different models. First of all, I'd like to show you the figures for Toyota. If you look at the figures for the Prius, you'll see that sales went up from 100 to 130, so they rose by 30%. That's quite impressive. As you know, people want greener cars and that's why the Prius is very popular, and these are its best sales figures ever. The other Toyota models were OK, but sales of the Camry fell by about 5%. They went down from 60 to 57 this year. Now let's take a look at ...

MODULE 5.1 019

- A Are there any phones here that you like?
 B Well, I like the look of this one.
 A That's one of our most popular models.
 B Who is it for?
 A It's for people who are based outside the office.
 B What kind of features does it have?
 A It has a lot of great features – a big colour screen, a 10-megapixel camera, Internet, MP3 ... and you can access all our information services, like news and weather, because it has broadband.
 B How long does the battery last?
 A With normal use, about 300 minutes.
 B What's this model called?
 A It's an NTK E2000.
 B How much does it cost?
 A It's \$300.

MODULE 5.4 020

- A Who do you work for?
 B A company called Kwintessential. We run training courses.
 A Really? What kind of courses are they?
 B They are cultural training courses – basically we teach people how to work and live in different countries ...
 A That's interesting. What do you do?
 B I run courses for people moving abroad. Nowadays there are lots of business people who move with their families for maybe two or three years.
 A Where do they go?
 B Places like India and China.
 A But why do people need to take a course? I mean, a job in China or India sounds nice. What's the problem?
 B Well, some people have problems when they move to a new country. Everything is new – new people, new food, new language. I mean, I love the food from that area but not everyone does.
 A Do you teach languages too?
 B Yes, we usually give them lessons for a few weeks – it's not much, I know. But even speaking a little of the local language helps a lot. But what we really look at, is the new country's culture, their history, the way they do business, all kinds of things.
 A Are the courses effective?
 B Yes, very effective – and we also teach the wives or husbands as well, because that is very important.
 A That's interesting ... tell me – do you have a card?
 B Sure ... here you are.
 A Thanks. Look, I'd like to keep in touch because maybe we could use you in our company some time.

- B Oh, I see. Do you have offices abroad?
 A Not at the moment, but next year we're opening a new office in Seoul.

MODULE 5.5 021

- A Hi, I'm Suzanne Jones.
 B Hello, Suzanne, I'm Masaru Takashi – thanks very much for coming.
 A You're welcome.
 B Please have a seat.
 A Thanks.
 B Now, can I get you something? Would you like a coffee? Or a tea perhaps?
 A A coffee would be great, thanks. White, no sugar.
 B OK, now where should we start?
 A I think it's probably a good idea if you tell me about your situation and I'll see if we can help. What are your plans for next year?
 B OK, well basically, we are going to open an office in the US next year ...
 A Right ... Where will the office be?
 B Just outside Dayton, Ohio and we have five people from this office who are going to move to the USA to work there.
 A There are five of them, right?
 B Yes.
 A And how old are they?
 B Oh, late 20s, early 30s. ... Now the problem is they do not speak English ...
 A OK, did they study English at school?
 B Yes, a bit maybe, but really they are beginners.
 A OK, no problem, we can arrange some classes for them.
 B Can the classes be here? That would be more convenient for us.
 A We can arrange classes here if you like.
 B Oh good. Now, how many weeks will they need?
 A Well, that's very hard to say at the moment. The teacher will have to meet them, talk to them and see what they need to learn. ... maybe six months ... maybe more. It depends on many things. How many lessons do you want a day?
 B Two or three hours ...
 A That will be fine ... we can make a lot of progress.
 B How much will it cost?
 A I'm not sure exactly – but I will talk to the financial director and we can send you an estimate.
 B OK, well, thanks very much for coming along. Is there anything else you need to know?
 A No, that's all for the moment ... Thanks for letting me come and we will be in touch.
 B OK, I look forward to seeing you again. Goodbye.
 A Goodbye.

MODULE 6.1 022

In the early 1970s, demand for American motorcycles was high, so American motorcycle companies increased production. Quality went down and demand fell, because production increased too quickly and there were problems with manufacturing. At this time Japanese

motorcycles were very popular, so American companies lost some of their market share. In the 1980s some American companies decided to modernize operations, using new business practices from Japan, like worker involvement and the Just-In-Time inventory system. As a result, quality improved. Through the 1990s profits rose in the industry, because sales kept increasing steadily. Today overall sales in the US are down, so the industry is fighting back by targeting younger riders with lighter, sportier machines.

MODULE 6.4 024

- 1 We wanted to make a car that was environmentally friendly; in other words, a car that produced as little pollution as possible. After a lot of research, we decided to make a car that used hydrogen. The result was that in 2008, we launched the world's first commercially-produced hydrogen car, the FCX Clarity.
- 2 Our objective was to attract business travelers in Brazil and other Latin American countries, so we decided to offer schedules that allowed passengers to fly to major cities and return the same day. We also introduced a luxury service. As a result, we had a very good year, and profits rose sharply.
- 3 In 1994 we were already a successful publishing company, but we wanted to develop our list of children's books as well. So we set up a department to look for new authors, and we were very lucky. Only three years later, we published the first Harry Potter book by J K Rowling, and the Potter books went on to sell millions of copies worldwide.
- 4 When we entered the Russian market back in the 90s, our brand of shaving products wasn't well known to Russian consumers. Sales were slow, so we decided to carry out a big advertising campaign. We advertised on billboards and buses and on TV sports programs. As a result, 80% of the urban population now knows our name, and we have 50% of the Russian razor blade market.

MODULE 7.1 025

- 1 A How can I help you, Mr. West?
B I'm afraid I have a complaint about our last delivery.
A Oh, what seems to be the problem? I hope it arrived on time.
B Oh yes, it arrived this morning, but unfortunately the items in two of the cases were damaged.
A I see. I'm sorry about the inconvenience, Mr. West. Well, as you know, our policy is to replace any damaged items free of charge, and we'll pay the extra shipping charges. Could you give me a few details?
- 2 A I understand there's a problem with last week's delivery, Mr. Gates.
B Yes, that's right. We ordered the X-200 model, but you sent the X-250.
A One moment, please. Ah, yes, it's our mistake. I'm very sorry about that, Mr. Gates. We'll take care of it right away.
B Thank you. Oh, and there's one more thing ...

MODULE 7.4 028

Conversation 1

- A Yes, ma'am. Can I help you?
B Yes, I'm afraid there's something wrong with my headset. I can't hear anything, and I want to watch the movie.
A May I take a look at it for you?
B Yes, of course.
A No, it's not working. I'll get you *another one* right away.
B Thank you.

Conversation 2

- A Good afternoon, ma'am. Can I help you?
B Yes, I hope so. I bought this MP3 player here yesterday, but it doesn't seem to work.
A May I take a look?
B Sure.
A Yes, you're right. Did you drop it or anything like that?
B No, no.
A Hm. Do you have your receipt?
B Yes, here it is. I paid by credit card.
A Would you like a replacement?
B Well, I'd rather have my money back, if you don't mind.
A Yes, that'll be fine.

Conversation 3

- A Excuse me!
B Yes, sir.
A We ordered dessert and coffee twenty minutes ago.
B I'm very sorry, sir. I'll bring you your dessert and coffee right away.
A I'd appreciate it. And could you bring the check at the same time? We're running late.

Conversation 4

- A Reception, how may I help you?
B Hello, this is Mr. Taguchi in Room 304. The mini-bar is empty. I opened it just now and there's nothing in it.
A I'm very sorry, sir. I'll send someone to take care of it right away. Is everything else in order?
B Yes, I think so.
A Good. Well, I apologize for the inconvenience, Mr. Taguchi, and I assure you it won't happen again.
B Thank you.

MODULE 8.1 029

- A Good morning, Dan Rubin speaking.
B Good morning, Dan, it's Cindy. How are you?
A Fine, thanks, Cindy. What can I do for you?
B I was wondering ... have you finished the arrangements for my trip to Brazil yet?
A No, I haven't finished yet, but everything is under control.
B Great.
A I've reserved your flights, I'll e-mail you the details.
B OK. Now, what about hotels?
A That's all done - I've made reservations at the Hyatt in São Paulo and the Sonesta in Brasília.
B Fine - have you arranged a car for me?
A Um no, I haven't organized anything yet.

- B Is there a problem?
 A Oh, no, I'm just waiting for the price list – the rental company is going to send me an e-mail some time today.
 B And what about the meeting with Mr. Viana?
 A Um, I haven't arranged an appointment yet, but I've been in touch with his assistant. He's away for a few days, so she's going to e-mail me when he gets back.
 B That's fine, thanks for all that. Could you let me know when you're done?
 A Yes, of course.

MODULE 8.2 30

- A How's the work going at the new hotel?
 B It's great – we've made a lot of progress, but we still need another six months, maybe seven.
 A Have you finished the main building?
 B Yes, we have.
 A What about the other accommodation? Have you started the bungalows yet?
 B We've started but we haven't finished yet.
 A What about the sports facilities? Have you completed the pool?
 B They're coming on well – we've completed the pool.
 A Have you begun the golf course yet? Do you know when you can start that?
 B Well, no, we haven't started work on the golf course yet, and that's going to take time and, of course, it depends a lot on the weather.
 A I understand. It sounds like you are doing very well. Good job!

MODULE 8.4 31

- A I'd be very interested to hear a bit about your new company. It sounds like a great idea.
 B Thanks, so you've already heard something about Rocksure?
 A Yes, but not much – I understand you are a real estate company?
 B Yes, we started the company six months ago and we buy luxury houses around the world. In seven years, we are going to sell them and our investors will share the profits.
 A What do you do with the houses before that?
 B We rent the houses out – of course the investors can stay for free for a few weeks a year, and the rest of the time we have other paying guests. So each house is like a small luxury hotel and has a cook, a gardener, a cleaner, and so on ...
 A Have you found any investors yet?
 B Oh yes, there has been a lot of interest ... and so far we've raised over \$12 million.
 A And have you bought any houses?
 B Yes, and we've chosen places that have good weather most of the year ... so for example, we have bought a beautiful house in Marrakech and a lovely villa in Portugal. In North America we've bought a place in Colorado, in the Rocky Mountains, which is great for skiing. And in South America we've found a fantastic place in Brazil.

- A Have you got anything in the Far East?
 B Yes, we've found a lovely place in Phuket in Thailand – but that's not for rent at the moment.
 A Why is that?
 B We bought it last month, so we haven't finished it yet. At the moment they're painting it, putting in new furniture, doing the gardens, and so on ... it's going to take maybe three or four months.
 A Do you have plans for any other houses?
 B Yes, next we're going to look at places in Malaysia, Kenya, and Mexico. We're also going to buy a couple of luxury apartments in New York and Paris for people who want city breaks.

MODULE 9.1 33

- A ... thank you and now I would like to talk to Professor King about the economy. Professor, what do you think will happen to the economy in the next six months?
 B Well, I think the economy is now getting better, and in a few months I think we will see a big change in unemployment. A lot of companies are doing well, and they will need to find more workers. So I am sure that unemployment will start to fall soon ...
 A Right. Now, I know that a lot of people are worried about the cost of living and inflation. Do you think we will see any changes there?
 B Well, I am worried about the cost of living too. The price of oil has gone up, so the price of gas will go up. And of course food, electricity, and transport will also go up.
 A And how do you think that will affect the stock market?
 B That's hard to say ... but I don't think things will get better. Investors are nervous, and we have had some big rises and falls in share prices this year ... so I think the stock market will be unstable for the rest of the year.

MODULE 9.4 35

- A ... so are there any shares that I have now that I should sell?
 B Well, yes, there are one or two. Now you have some shares in airlines, don't you?
 A Yes, a few thousand in AMR. ... but they are doing quite well.
 B They are for now, but I am worried about the next few years. With the oil price very high at the moment, airlines will definitely have to increase fares.
 A OK, but they need to increase fares to cover the extra costs.
 B Yes, but nobody likes higher prices. If the airlines increase fares, they will probably lose customers. And there's another thing to remember. There's a lot of competition, so some airlines might go out of business.
 A So you think it's a bit risky.
 B Yes, let's have a look at the price of your shares today ... \$29.32 and you bought them at \$18.22 ... that's a good profit.
 A So do you think I should sell them?
 B Yes, I do. The shares probably won't stay so high for a long time, people are already getting nervous. So now is the time to sell ...

- A OK, let's sell them, then.
- B Good. You've made a good profit already so you definitely won't regret it.
- A OK, so if I sell them, should I buy something else?
- B Yes, there are some small pharmaceutical companies that look interesting. For example, Endo Pharmaceuticals has a new pain killer, and I am sure it'll do well. The company is well managed, so the shares are safe. I expect they will be a good investment.
- A Does it just produce the one medicine?
- B No, it is developing a few more. I suppose these new medicines might do well. It's very hard to tell this early on. There's always a risk in the development stage, but the pain killer is different, it's already approved. I don't think they will have any problems marketing it. It may not make you a millionaire, but I am certain you won't lose any money if you invest in Endo.
- A OK, well thanks for that ...

MODULE 10.1 036

- A On 'My Line' today, we're talking with Ricky Ventura, a flight attendant with Southern Airlines. Thanks for coming to the studio today, Ricky.
- B You're welcome.
- A How long have you been a flight attendant?
- B About three years now.
- A Could you tell us something about your job? Do you have any useful advice for any of our listeners who are interested in becoming flight attendants? To start with, do you have to be physically fit?
- B Yes, you do. We are on our feet for long periods of time and it can be very tiring. You also have to have excellent communication skills – that's very important.
- A Do you have to speak a foreign language? For example, Spanish.
- B No, you don't if you work for a domestic airline like I do – but of course it can help a lot. But I suppose the most important thing you need is good social skills.
- A I can see that – but what about qualifications – do you have to have a college degree?
- B No, a high school diploma is good enough ... but you have to be at least twenty.
- A What are the working hours like?
- B Well, that's where the airline industry is very different from other jobs. You have to work shifts, work at weekends, holidays, and so on, so I guess it's difficult if you are married or have kids. But I'm single, so it suits me fine.
- A Do you have to have previous experience to get a job?
- B No, not really – at Southwest you get all the training you need, but of course any experience of working with people can help.
- A Well, thank you, Ricky. And if you would like any more information, please go to the website, where we have all the details of ...

MODULE 10.4 037

- A Are you looking forward to the trip, Craig?
- B Yes and no – to be honest, I don't really like flying, and this will be my first long-haul flight. But you travel a lot,

Melissa – do you have any tips?

- A Well, there are some things you can do before you go. It's a good idea not to eat any rich or fatty foods the day before you go, and don't drink any alcohol the day before either.
- B And what about on the flight?
- A Again, it's best to avoid alcohol on the flight ... but make sure you get plenty of water ... I find it's best to take a big bottle of water with me.
- B But they give you water, don't they?
- A Yes, but the little cups are so small, and it's annoying to have to call the flight attendant all the time ...
- B And it's OK to take water onto the plane?
- A Yes, though you need to buy it in the departure lounge, after you go through security.
- B What about food?
- A Don't eat too much, but that's not difficult.
- B So is it best to be quiet, stay still, and try to get some sleep?
- A No, not at all ... you should get up and move about during the flight. Walk around a little and do some stretching exercises.
- B Right – and what about jet lag? Any advice on that?
- A Well, it will be a problem, mainly because the time difference will be something like twelve hours ... but you should try to adjust to the new time zone as quickly as possible.
- B But I'm only there for a couple of days – by the time I get used to the new time I will have to come back and change it all again ...
- A Don't try and keep to your own time zone.
- B OK ... I guess I'll be pretty tired when I arrive.
- A Probably, so it's not a good idea to get straight down to business. Give yourself time to get to the hotel, take a shower, relax a little first if you can.
- B That's a good idea ... and what about ...

MODULE 11.1 038

- A OK, are we ready to start? The first item on the agenda is the schedule. The trade fair runs for five days, and we want to have an interesting and varied program. Does anyone have any suggestions? Bruce?
- B I think we should have the fashion show on the first day. It'll attract a lot of media attention. What do you think, William?
- C Yes, good idea. And maybe we should have an Australian bush band on the first day too.
- A I'm not sure about that. What do you think, Alison?
- D Why don't we have the bush band on the last day, instead? Live music is always popular, and it will be a chance for people to hear some real Australian country music. And it will make a great ending to the whole event.
- B That's true. And how about holding cooking demonstrations and wine tastings too? We can create a kind of party atmosphere.
- A OK, that sounds good. Now, have you had any further thoughts on the exhibition idea, William?
- C Let's do it. People are very interested in Aboriginal art these days.

- A I agree. An art exhibition will attract a lot of people.
And now we should talk about trade promotion.

MODULE 11.4 40

- A OK, everyone, can I have your attention, please? As you know, this meeting has been called to discuss our website. I'd like to agree on some basic principles first, before we discuss the details. Peggy, would you like to start?
- B Well, it's very important to have a clear, simple layout. We want to make the website user-friendly.
- A Norman?
- C I agree. A good layout is very important and we don't want lots of big graphics and videos if possible.
- B What do you mean?
- C Well, if you don't have broadband, big graphics really slow things down. You have to wait a long time while they download.
- A Doesn't everyone have broadband these days?
- C Generally yes, but a lot of broadband speeds aren't as fast as the providers claim.
- A That's a good point, Norman. Anyone else? Sarah?
- D We should check the information on the website regularly. For example, when prices change we should make sure the website is updated immediately.
- A Yes, absolutely right. Now, what about languages? Winston, you've done some research into this. What do you think?
- E Well, most of our customers speak English, but I think we should have some pages in Cantonese.
- A I think we need to talk about that in more detail. And shouldn't we have a search facility? Norman?
- C I'm not sure about that. The website will be quite small. What do you think, Sarah?
- D I think I agree with Norman. The site won't be very big at first. We can add a search box later if we need it.
- A OK, I think that covers the basics. Let's move on to the next topic.

MODULE 12.1 41

Good morning, ladies and gentlemen. I am very pleased to be here and thank you all very much for coming along today. My name is Melanie and today I'm going to talk about how to give a good presentation.

I'm going to start by looking at preparing a presentation, then we will have a look at notes, and finally I'd like to talk about confidence.

First of all, then, let's look at preparing a presentation. Never try to give a presentation without thinking about it first. You can prepare it at home, maybe even practice it in front of the mirror, but you must make sure you know what you are going to say.

Now I'd like to turn to the question of notes. You can prepare small cards if you like, or if you are doing a PowerPoint presentation, you can make some notes on your copy. But remember that they should only be short notes – people want to hear you speak – they don't want to hear you reading out a long report.

Finally, I'd like to talk about the most important thing of

all – confidence. You must look completely confident and happy to be there, even if you are feeling nervous inside. So smile, speak calmly and clearly, and try to look as relaxed as possible. The way you look and the way you speak are sometimes more important than the things you actually say. Well, I think that's all we have time for at the moment, but I'm sure we can discuss all of this again in more detail over the next few weeks. In the meantime, please feel free to ask any questions, and I'll do my best to answer them.

MODULE 12.3 42

Good evening, everyone ... could I have your attention for a moment? Thanks, thank you.

First of all, Alexia, I'd like to thank you for organizing this great party and I hope you are enjoying it as much as I am. And I'd also like to thank you all for everything you have done to finish the new series on time. I really appreciate all the hard work you have done and I'd especially like to thank the production team for meeting their deadlines.

Looking ahead, I know that many of you will be moving on to new projects and I will miss seeing you every day on set. But I am sure the series will be a big hit and I look forward to seeing you again and working with you on other projects in the future. In the meantime, I would like to wish you all the best of luck.

In conclusion, I would like to propose a toast. To the new series!

TOEIC Listening

43 PART 1

EXAMPLE

- (A) He is parking his car.
(B) He is standing in a phone booth.
(C) He is opening his car door.
(D) He is making a phone call.

44 EXERCISE

- 1 (A) She is putting on her coat.
(B) She is looking at the flowers.
(C) She is planting in the garden.
(D) She is putting the plants on the table.
- 2 (A) The women are looking at the paper.
(B) There are some books on the counter.
(C) The women are sitting at the table.
(D) A woman is drawing on the whiteboard.
- 3 (A) The windows are being washed.
(B) There are some bricks on the sidewalk.
(C) The street is very crowded.
(D) There are some plants on the wall.
- 4 (A) They are standing behind the table.
(B) They are looking at the screen.
(C) They are having a meeting.
(D) They are writing in their notebooks.

45 PART 2

EXAMPLE

Who prepared these documents?

- (A) I think Bill had them repaired.
- (B) Sorry, I haven't finished the documents yet.
- (C) Helen and I worked on them together.

46 EXERCISE

- 1 Where is the conference being held this year?
 - (A) I heard it was in Chicago again.
 - (B) Actually, I think it was last year.
 - (C) Yes, I really enjoyed the conference.
- 2 How long did it take you to finish the report?
 - (A) Just about a week after I got the data.
 - (B) I think it should take four or five hours.
 - (C) Mr. Johnson told me the report is too long.
- 3 Why were you late last Tuesday?
 - (A) It came in late Tuesday evening.
 - (B) I don't know why the delivery was late.
 - (C) I'm afraid I missed the bus.
- 4 What do you think of John's proposal?
 - (A) I think John should take care of the disposal.
 - (B) It's a good idea, but it might be expensive.
 - (C) Why don't you write up a proposal?
- 5 When are you planning to take your break?
 - (A) I feel like Italian food today.
 - (B) I usually go around 1:00.
 - (C) I broke it yesterday.
- 6 Could you drop off this package at the post office?
 - (A) No, I think John mailed the package.
 - (B) Yes, of course I dropped it off.
 - (C) Actually, I'm not going in that direction.
- 7 Did you forget to pay the phone bill again?
 - (A) No, they take the money directly from my bank.
 - (B) Yes, remind me to call Bill when I get home.
 - (C) I think I forgot my phone on the train.
- 8 Would you be able to work a late shift this Friday?
 - (A) Sorry, I already have plans for Friday night.
 - (B) No, the shop wasn't really working on the weekend.
 - (C) Yes, shipments are often late on Fridays.

47 PART 3

EXAMPLE

M: Helen, those new MP3 players you recommended look really good. I am thinking that perhaps we should have put in a larger order.

W: I'm glad you think so. I was just talking to their salesman on Monday and he said that if we order over 3,000 units, he can give us an extra 5% discount.

M: Well, before we make any decision I want to discuss it with Peter in Marketing. Can you see if he can meet us later this afternoon?

W: Actually he's been on vacation for the last week. He should be back on Friday.

What are the speakers discussing?

When did the woman speak to the salesman?

What does the man ask the woman to do?

48 EXERCISE

W: Hi, Thomas, I am just calling about your presentation next week. I want to confirm what equipment you need.

M: Thanks, Sophie, I am really looking forward to it. It will be my first time in Malaysia.

W: Well, we are glad you can come. We all love your books, and I think this tour will be a big help for sales. Anyway, we have a projector and you're bringing your own computer, right? Will you also need a CD Player?

M: No, that will be fine, but I will need some speakers.

1 What are the speakers discussing?

2 Who most likely is the man?

3 What does the man already have?

M: I'm afraid we have a big problem with our new city restaurant guidebook.

W: Yes, I heard that they mistakenly printed incorrect menu samples for a few hotels. It's not a major issue, is it?

M: Unfortunately the hotels in question are very famous and very upset. They complained to our major distributor, and they are asking us to fix the problem or they won't ship any more copies. They say they want a full reprint.

W: Oh no. That would cost a lot. Perhaps we can arrange a discount or something?

4 Where do the speakers probably work?

5 What problem are the speakers discussing?

6 What does the woman believe?

49 PART 4

EXAMPLE

Good evening, and welcome to Stage Left. My name is Loreen.

Tonight we have a special show for you. Our main performance is 'Return to the Birdcage'. This has been a smash hit on Broadway and our lead actor has won several awards. Before that we will have a couple of really amusing local comedians which I am sure you will enjoy. They will be coming on stage in about 30 minutes so that should give you plenty of time to relax and choose your dinner selections. While you make your choices, can I get you something to drink?

Who most likely is the speaker?

What does she say about the first performers?

What will happen in 30 minutes?

50 EXERCISE

Good evening, ladies. Tonight's speaker, Mr. Ben Watanabe, has had an illustrious career in both the academic and industrial worlds. Although he worked for many years as a chemical engineer for a large oil company, he is best known for his research into sustainable, environmentally friendly sources of energy. Last year, in recognition for his work he was awarded the presidential award of excellence.

He is currently in the process of writing a book on his fascinating work and experiences. We will look forward to seeing that early next year.

After his presentation we will be providing some refreshments at the back of the hall. At that time Mr. Watanabe would be pleased to answer any questions about his work, or his new book.

So please welcome Mr. Ben Watanabe.

- 1 Who is being introduced?
- 2 What are we told about Mr. Watanabe?
- 3 What will Mr. Watanabe do after his talk?

Do you love fine dining, but also care about your health and watching your waistline? Well, come on down to Fusion at 23 Elm Street. You will find yourself treated to dishes made from only the finest farm fresh vegetables and produce. Fusion features a mix of Mediterranean and South American cuisines that make for a healthy and delicious experience.

Fusion is open every day except Monday from noon until late. Reservations are not necessary, but on the weekends they feature a live band, so you should phone ahead to ensure a table.

Also, don't forget to try the lunch specials served daily from Tuesday to Friday.

- 4 What is the speaker discussing?
- 5 What day is Fusion closed?
- 6 For which times should customers make a reservation?

TOEIC Speaking

51 QUESTIONS 7-9

- 1 Man: Good morning. This is Tony Scanlon from Omni Semiconductor. We have reserved a booth at the trade show and need to start to organize our display. Can you tell me when we will be able to come and set up our booth? [beep]

Man: I heard there was an orientation for all exhibitors on September 7, but I don't finish work until 4:00 that afternoon. Can I do it then? [beep]

Man: What about the registration procedure? Can you tell me where and when it is, and what we have to do? [beep]

- 2 Man: Good afternoon. My name is Tracy Burns. I am booked on your Norchester walking tour and I would like some information. Where does the tour start and what time? [beep]

Man: I have plans to meet my friend for dinner at 7:00. Will the tour be finished by then? [beep]

Man: I heard in the morning we would visit the port and the castle. Can you tell me what is scheduled for the afternoon? [beep]

52 QUESTION 10

- 1 Man: Hi. This is George Flemming up in room 4B and I have a problem. I booked this room about ... uh ... three or four weeks ago and when I did, I specifically made a request that I would need to have a projector and speakers I could hook to my computer. Anyway, there's a projector here but there are no speakers. That's a real big problem because I really need them for my presentation. Also, I was hoping there would be someone here to show me how to hook my computer to the projector. I am not very good with tech stuff and I am not sure how to get it set up. Listen. People are going to start showing up for the workshop in about twenty minutes so I really need someone to get these things taken care of. Can you call me back right away and let me know that you can get these problems sorted out? Thanks.
- 2 Woman: Hello. Is this Donnie's auto repair? Yeah, this is Barbara Blake. I brought my car in on the weekend because it had been ... uh ... stalling out. The mechanic in your shop told me it was a simple electrical problem and charged me over \$150 to fix it. He assured me that the problem was gone. Well, it's definitely not gone, because I'm sitting here at the corner of St. Albert Street and Vine Avenue and my car is dead. It seems like exactly the same problem I paid you guys to fix. Now I am stuck on the side of the road and I have an important meeting to get to in about two hours and I definitely need a car to get there. If I don't get to that meeting, I will lose my job. Your mechanic told me the car was fixed, so this is definitely your responsibility. I need you to call me and tell me what you are going to do.