

Student's Book *audio scripts*

1 Friends and family

LESSON A, Ex. 5 [p. 4, CD 1 Track 2]

1. Marcos

Well, I guess the biggest change in my life over the last five years is that I got married. You know, I used to be into going out with friends every weekend – and staying out late. We were pretty wild and crazy back then. Now, I'm more of a family man. I don't mind staying at home, watching TV – that kind of thing. I'm even learning to cook! It's not so bad. I guess you could say that I started to grow up. I wasn't so interested in going out all the time. I was ready to settle down and have a family.

I have to be honest. My heart wasn't really in the right place before. I mean, before, I didn't mind being, well, a little irresponsible at times, even selfish. I was always out having fun with my friends, but I never wanted to hear about their problems. I just didn't care. But with my wife and little boy, it's different. I'm trying to become more, you know, more kind and generous. I want to be there to help them out, no matter how small the problem.

2. Heather

I have to say, five years ago I was a completely different person. I never said much in a crowd, and I always tried to avoid making small talk with people I didn't know very well. But really, I was just incredibly shy and reserved. Anyway, then I went away to college, and I had this roommate, Nora. She had a great sense of humor and laughed at all my jokes. That really gave me a lot of confidence.

Nora and I joined a small study group at school. When we finish studying, a bunch of us go out for coffee. Conversation is easy because we all have a lot of the same interests. Now my new friends think of *me* as the “funny one” in the group. Can you believe it? So, I'd say I'm much more friendly and outgoing now. I don't worry about speaking up and giving my opinion anymore. In fact, I'm thinking about joining a few more clubs so I can meet even more new people and do more things.

LESSON B, Ex. 2 [p. 6, CD 1 Track 4]

Paul: So, Andrea, I heard you're staying with your in-laws for the holidays.

Andrea: Well, yeah, I guess I've got no choice. My flight leaves tomorrow afternoon. How about you, Paul?

Paul: Actually, I still live with my parents, so I don't have to go anywhere. You know, you don't sound very excited about your trip.

Andrea: I guess I'm just a little nervous. The whole time I was growing up, it was just me and my mom and dad. It was quiet around the house – *very* quiet. But my husband's family is *huge*. I mean, there's so many people!

Paul: Wow! How many?

Andrea: Well, he grew up in an extended family. So there's his parents and his grandparents. And his little sister, and

his two younger brothers – no wait, *three* little brothers. All under one roof! So that's what, nine total?

Paul: Wow. What do they all do?

Andrea: Oh, let me think. My sister-in-law, she's the youngest, maybe twenty or twenty-one. She's a law student here in Chicago. And the oldest brother-in-law is a musician in New York. The other brothers are a lawyer and what, maybe a teacher, I think. We haven't been married long, so I don't know them that well, you know. But they all seem very nice and friendly. So, how about you? How big is your family?

Paul: Well, when I was a kid, our family was a lot like your in-laws'! It was me, my parents, my older sister and brother – and my grandparents too. But both my grandparents passed away a while ago, unfortunately, so it's just the five of us now.

Andrea: Are your sister and brother coming in for the holidays?

Paul: Yeah, they're coming with their families. My sister and her husband live near Boston. They have two little girls. Then my brother and his wife and their three kids will come over as well. My brother's a doctor here in Chicago. It'll be great! We love getting together.

Andrea: So that's . . . How many people is that?

Paul: Uh, 12, I think.

Andrea: Wow, that's even more than my in-laws.

Paul: Yeah. The hard part about it is my mom has to cook so much food. Of course, the great thing about having a big family is that there are a lot of people to help her.

Ex. 6 [p. 8, CD 1 Track 6]

Sue: Hey, Victor, you're back in town. So, how did it go?

Victor: Oh, it was great! I wasn't sure I was going to enjoy it, but it turned out to be a lot of fun.

Sue: Was your grandma surprised?

Victor: Completely! She knew we'd do something special for her 80th birthday, but she never expected that the whole family would turn up for a reunion.

Sue: How many people were there?

Victor: Lots – I'd say about 80 or so. Folks showed up from all over the place. We had people from Texas, Chicago, Florida, California, and even Mexico. I got to see people I hadn't seen for years, like Lu Ann, my uncle's cousin. Actually, I don't think I've seen her since I was a little kid. Oh, and my brother Rudy was there with his wife and their new baby – Grandma's first great-granddaughter.

Sue: That sounds like fun. So was there anyone there you didn't recognize?

Victor: Yeah, but that was OK because as soon as we got there, we each got a name tag showing how we were related to Grandma. Like mine said: “Victor – Anita's grandson, Hector's son.”

Sue: That's a cool idea. So you could immediately see how you were related to someone.

Victor: Yeah, most people have changed a lot over the years, plus my mother-in-law came along because she hadn't seen any of these people since our wedding, so the name tags worked out really well.

Sue: So, were there other people like your mother-in-law? I mean, she's not *really* a relative.

Victor: Oh, sure. There were quite a few people who weren't directly descended from Grandma, like people's in-laws, neighbors, friends of the family. . . . But their name tags said who they were and what the connection was.

Sue: Sounds like it must have been a lot of fun. I bet your grandma was happy.

Victor: Yeah. Really happy.

2 Mistakes and mysteries

LESSON A, Ex. 2 [p. 10, CD 1 Track 8]

Have I ever made any bad decisions? Me? Oh yeah, all the time. I made a terrible decision just the other day. My next-door neighbor knocked on my door and said she was going to visit her sister in Canada for a week, so could I feed her cat while she was away? I didn't know her very well, but she said the person who usually takes care of her cat couldn't do it this time. And without even thinking about, I said I'd help her.

Now, for me, this was just a terrible decision. I mean, for one thing, I'm allergic to cats. I mean really allergic. And also, I knew I was going to be really busy at work – I mean *really* busy – and there was no way I'd have time to take care of it properly. And on top of that, I'm a really absent-minded person in general. I forget stuff all the time. That's why I don't have a cat of my own. I don't have any pets. I don't even have a plant!

But my neighbor just made me feel like I had to help, I guess. So I agreed to do it. And the problems started right away. I was supposed to start feeding the cat on Thursday morning, but I just forgot to do it. I should have marked my calendar so I wouldn't forget. But I didn't. I mean, I told myself to mark that calendar, but I just never did. The next thing I knew it was Thursday afternoon, and I was in the middle of a meeting at work, and suddenly I remembered! So I had to leave work early to go home and feed the cat.

Then, the next day, I knew I needed to leave work on time to catch the train home and feed the cat. But my boss said I had to stay late to finish this report. So I missed that train, and the next one didn't come for an hour. When I finally got home, the cat was OK, luckily. But he was pretty hungry, and he was mad at me, I guess, because he scratched me.

Then it was the weekend. I brought the cat over to my own apartment. I thought it would be easier to remember it that way. But I really shouldn't have done that because of my allergies. I remembered to feed the cat, but I was sneezing all weekend!

Ex. 6 [p. 12, CD 1 Track 10]

1. Ray

The problem that I had, well, it was a real learning experience. You see, I went to the doctor for my yearly checkup. I think it was last spring. And, anyway, the doctor said I'd gained some weight and – and this was a surprise to me – but he said my health wasn't really too good. He told me I needed to start exercising and eating better. So, I got one of those low-fat cookbooks. And I started jogging around my neighborhood. And you know, at first I felt great! But then one day I was jogging, and I guess I was pushing myself too hard, and I fell and twisted my ankle. So, after that, I didn't do any exercise for a few days. And I started to feel really lazy and unhealthy, so – and here's where I made my mistake – I started jogging again, even though my ankle was still a little sore. I really shouldn't have done that. I should have gone to the doctor about it and followed his advice. Well, surprise surprise, after a few days of that I was running and I felt this awful pain. It was just terrible, it hurt so much. I could barely walk home. So I went to the doctor after that – finally. He told me that I shouldn't have started running again so soon. That just aggravated the problem. Now I can't go jogging for a couple of months.

2. Felipe

The problem was our next-door neighbor, Eddie. It got so bad that I just wanted to move out and sell my house, but then I figured no one would buy it. You see, my neighbor's hobby is fixing up old cars that he can sell later. That's fine, I guess, but he always runs into some problem while he's fixing them up, and then he just quits. So the cars just sit there in the front yard. Right now he's got three out there, and they're horrible to look at. For a long time, I didn't say anything, but I kept getting madder and madder. Then last Saturday morning about seven o'clock, Eddie was out there working on a car and making so much noise it woke us up. Well, I had to do something. So I stomped out there in my pajamas and started yelling. Of course, Eddie started yelling back. It got pretty bad. I guess I shouldn't have done that. So later that day when I was a little calmer, I went out and suggested he build a fence so I wouldn't have to look at that mess. He thought it was a good idea, surprisingly, but he also thought I should pay half the cost. We haven't solved the problem yet, but at least we're dealing with it. We're talking about it like adults.

3. Jennifer

One time, my best friend Keiko and I were supposed to work on a big school project together. It started off OK. We figured out what needed to be done, and then we divided the work between us. The problem was, I didn't do the work I was supposed to do. Keiko kept calling me, and I kept making excuses – you know, just ignoring the whole problem. The day before we had to hand it in, I had to tell her that I hadn't done my share. She worked all day and all night and finished the project by herself. The teacher loved it and told the class what a great team Keiko and I were. I didn't say anything, and neither did Keiko. I avoided her in class that week, and when she called me, I didn't answer or call her back. See, I really hated confrontation. I couldn't deal with problems like that. I thought it was better to just pretend there was nothing wrong. I thought Keiko might be mad for a couple of days

and then forget about it. That was five years ago. Now, when I see Keiko, she just says hello and keeps walking. I guess I should have apologized right away. Then I might have avoided the whole problem. Or better yet, I should have just done my share of the work.

LESSON B, Ex. 5 [p. 16, CD 1 Track 12]

David: Good evening listeners, and welcome to *Still Unsolved Mysteries*. Tonight we're going to talk about the strange case of Betty and Barney Hill. They were convinced that one night in 1961, they were abducted by aliens. Could this really have happened? Martha Stevens is here to talk about it. Martha, what's the story?

Martha: Hi, David. Well, one night, while the Hills were driving home from a vacation in Montreal, they saw a bright point of light in the sky. Barney assumed it must be a plane or maybe a satellite, but Betty thought it could be a UFO. There were no other cars on the road, so Barney drove slowly so they could watch it. The object seemed to be flying beside them. Barney began to agree that it couldn't be a plane, so he stopped the car. And Betty said she saw about ten creatures looking at them through windows in the object.

David: And then what happened?

Martha: As they drove quickly away, they suddenly felt tired, and their bodies felt strange. Their next memory was driving on the highway again. They arrived at their home early the next morning. They said things were still strange.

David: How were they strange?

Martha: Well, they couldn't remember the drive home clearly. Betty found pink powder and stains on her dress. She had no idea where they might have come from.

David: Did they contact anyone?

Martha: Betty wrote a letter to the Air Force about their strange experience and about the terrible dreams she was having. The Air Force said Betty must have been having the dreams because she thought she saw a UFO. They said she couldn't have seen aliens. Betty and Barney were interviewed and hypnotized many times by doctors. They told stories about having medical tests on the spaceship.

David: What did the doctors think?

Martha: They doubted the story. They said dreams like this can be triggered by science fiction TV shows. Barney's description of the creatures matched creatures from a TV show. Doctors figured the Hills must have seen the show. Betty said Barney couldn't have seen the show because he worked in the evenings when it was on TV.

David: Hmm. I suspect the doctors were right. That must be the real explanation.

Martha: Well, maybe. There's one more thing. Doctors asked the Hills what time they left Montreal, and what time they got home. The trip should have taken four hours. The Hills were amazed to realize it had taken them seven hours. What happened to the missing three hours?

David: Good question, Martha. I guess that's why it's still an unsolved mystery!

3 Exploring new cities

LESSON A, Ex. 2 [p. 18, CD 1 Track 14]

Andy: Well, this is Andy Wong, and we're just about at the end of another episode of *Where in the World* . . . ? But before we sign off, I'd like to tell you a little about tomorrow's program. Tomorrow we'll have a very interesting report on two very exciting cities that I'm sure you won't want to miss. Our reporters in the field, Diana and Matt, are standing by to fill us in on the details. Diana! Can you hear me?

Diana: Yes, Andy, loud and clear!

Andy: Well, where are you?

Diana: You know I can't tell you that, Andy! You'll have to watch tomorrow's program to get the answer.

Andy: Oh, right, . . . that's right. Well, tell us about the place anyway.

Diana: OK. This city is a very exciting place to visit. First of all, it is one of the ten largest metropolitan areas in the world. It is a very cosmopolitan city with a strong identity of its own. And the local food is delicious! I am really enjoying the restaurants that serve barbecued beef, which is grilled right at your table. But I must warn you, much of the food is extremely spicy, so come prepared. Do you like spicy food, Andy?

Andy: I sure do!

Diana: Well, you should come on over, then! Andy, this city is very old. And it's divided by the beautiful Han River. The city has a striking combination of modern and ancient architecture. With its efficient subway system, it's very easy to get around and see the sights. But be sure and use public transportation because the traffic is terrible!

Andy: Great, Diana. Thanks so much for . . .

Diana: Oh, wait, Andy! One more thing I forgot to mention! The shopping. The street vendors here sell everything from shoes to electronics to furniture – all at discounted prices! Oops, have I said too much?

Andy: No, no, not at all. Sounds like you're having a fantastic time. We're looking forward to hearing your full report tomorrow, and finding out just where in the world you are right now! Before we run out of time, though, let me turn it over to Matt. Matt? Are you there?

Matt: I sure am. Hello, everyone. Well, my city is *very* old. It was founded over 3,000 years ago by the Greeks. It is now the largest city in the country, with about three and a half million inhabitants – that's about a third of the population of the country. It's quite fascinating. It's surrounded by mountains, and it overlooks the sea. And if you enjoy swimming, there are beautiful beaches in the suburbs.

Andy: Well, Matt, I guess we know where you've been the last few days! On the beach!

Matt: Well, not exactly, Andy. There's so much to see and do here. By the way, this city has some of the world's best museums and one of its best-known monuments. This world famous ancient Greek temple that sits on the top of

a rocky hill in the center of the city has to be seen with your own eyes to be believed.

Andy: Mm-hmm. I'll take your word for it. So, what do people who live there like to do at night?

Matt: Well, there are a lot of theaters, including outdoor theaters. And there's a local restaurant district just down the hill from the temple where people eat, talk, sing, and dance all night.

Andy: Great! Thanks a lot, Matt. Well, that certainly has given our listeners plenty to think about, but I'm sorry to say we're out of time. That's it, folks. This is Andy Wong reminding you to tune in tomorrow for the next installment of our travel show, *Where in the World . . . ?* So long, everybody!

Ex. 6 [p. 20, CD 1 Track 16]

Interviewer: Hi, guys.

Carlos and Vicki: Hi. Hi ya!

Interviewer: Thanks for agreeing to meet me here on such short notice.

Carlos: No problem.

Interviewer: Well, listen, as I said to you on the phone, I'm doing a story for a magazine. I'm interviewing foreign students to get their impressions of different cities in America. Um, . . . this should only take about ten minutes or so. Let's see . . . Uh, do you mind if I tape-record our interview?

Vicki: Oh no, not at all.

Interviewer: OK, then. Carlos, why don't we start with you. What do you think of San Francisco? How do you like it here so far?

Carlos: It's OK, I guess.

Interviewer: Oh, you don't sound very enthusiastic.

Carlos: No, no, I like it. It's just that I've been so busy studying. I haven't had much time to explore the city.

Interviewer: Oh, that's too bad.

Carlos: Yeah. And when I have the time, well, it's so cloudy and foggy here – especially in the summer. I never thought I'd be wearing a sweater in July!

Interviewer: Well, this is Northern California. Hey, maybe you should move south. I hear Los Angeles is warmer. Vicki?

Vicki: Oh, I love it here. I think this is a beautiful city. The rolling hills, the views of the bay – it's very romantic.

Interviewer: Yeah. So how do you guys spend your free time?

Carlos: Well, I'm studying architecture and I'm somewhat of a photographer.

Interviewer: Really?

Carlos: Oh, I'm just an amateur. Anyway, I . . . I'm always taking pictures of the buildings in this city. You know, the Victorians, the modern skyscrapers downtown . . . There's such a variety of buildings in this city. The architecture is really great. I've also taken pictures of other landmarks like the Golden Gate Bridge. It looks totally different when the weather changes.

Interviewer: Wow! That's interesting. Ah, well, Vicki, it's your turn. What do you like to do?

Vicki: I'm a bit of a night person. There's always a new club, or a film, or a great outdoor café to check out with my friends. And we also like to explore the different neighborhoods. It's pretty easy thanks to BART. That's Bay Area Rapid Transit.

Interviewer: Yeah, that's a great subway system.

Vicki: Anyway, yesterday we went to the Italian neighborhood, North Beach, to buy some pastries and have a cup of espresso. Today I'm going down to the Mission district to get a burrito for lunch.

Interviewer: Hey, sounds like you like to eat Mexican food.

Vicki: Yes. And actually, I like the Mission a lot. It's a Latino neighborhood. We don't have anything like that where I come from.

Interviewer: Uh, well, that's about it. Any final comments?

Carlos: No, not really.

Vicki: I'd just like to say that this is a great place to live. I'm glad that I got a chance to study here.

LESSON B, Ex. 5 [p. 24, CD 1 Track 18]

Interviewer: How do you enjoy living in Sydney, Maria?

Maria: I love it. I lived in a little mountain town in the U.S. before I moved here, so I'm really enjoying Sydney life. And the climate is great most of the year.

Interviewer: What do you like most about it?

Maria: Well, for one thing, it's a very easy city to get around. The public transportation is pretty good, which is important for me because I don't have a car. So you see, I use buses and trains most of the time. I can usually get wherever I want to pretty easily.

Interviewer: How about you, Ian?

Ian: Well, it's a very beautiful city. I love the harbor and the opera house. And the beaches are great, of course.

Maria: Oh, yeah, the beaches *are* great! There are great beaches close to town, like Bondi beach.

Ian: I know, it's true. But I don't have a lot of time to go to the beach because I have to work two jobs to make enough money to pay the rent. Actually, I'd really prefer to live somewhere smaller. I find Sydney too fast, too noisy, and definitely too expensive.

Maria: Oh, I don't know. Maybe I'm just lucky, but my rent's not bad at all. Actually, since I'm splitting the rent with two roommates now, it's about the same as I was paying in the U.S. And . . . um . . . yeah, I love the nightlife here too. On weekends my friends and I usually go to a club or a place with live music. There's always something interesting going on downtown. I've made lots of friends since I moved here.

Interviewer: That's great. Ian, what do you do for fun in Sydney?

Ian: Well, not much, I'm afraid. It's so expensive to do anything here. Also, you know, because of the high rents I can only afford to live out in the suburbs. And there

isn't much happening out there, believe me. Hmm . . . I guess once in a while I like to go to Chinatown, though. There are plenty of restaurants there where you can eat fairly cheaply. Good ones too.

Maria: Is that right? I can't seem to find cheap food anywhere. In fact, the restaurants near me are so pricey that I hardly ever eat out.

Interviewer: All right, here's a question. If you could change one thing about the city, what would it be?

Ian: The traffic, without a doubt. I used to drive back in my hometown, but I hardly ever drive here. There are far too many cars, and drivers are very aggressive. You have to know where you're going, and you have to drive fast, otherwise other drivers can be really rude.

Maria: See, I don't have a car so that doesn't really bother me. Actually, you know, I wouldn't change anything. It's so much better here than the tiny little town where I used to live!

Ian: I don't know. Sometimes I think life is better back home. Sure, it's smaller, but it's easier to live a good life. And you get to know the people better too.

1-3 Communication review

Ex. 3 [p. 27, CD 1 Track 20]

Host: Hello and welcome to *Who's sorry now?* Today we're going to be taking your calls about what you *could* have done, what you *wish* you'd done and what you really *should* have done, because you're sorry now! Here's our first caller. Hello, Mark.

Mark: Hi, Chris.

Host: So, Mark, what did you do? What do you think you should, or maybe shouldn't, have done?

Mark: OK. When I was in college I shared a house with a couple of other guys. We used to play practical jokes on each other. You know, hide each other's shoes, put salt in the sugar bowl, that kind of thing.

Host: OK. Right.

Mark: Well, I'm pretty good at faking voices. So this one time my roommate, Luke, applied for a job at a store in town. The store manager called to ask him to come in for an interview. I pretended I was Luke.

Host: OK.

Mark: I told him that I – I mean, me pretending to be Luke – that I didn't really want the job.

Host: And?

Mark: So I didn't tell Luke about the call.

Host: Uh-huh.

Mark: So Luke thought they weren't interested in him and that was that.

Host: Not very nice.

Mark: No, I felt terrible. I still do. I should have told him about the call.

Host: So who's sorry now, Mark?

Mark: I am. I'm really, really sorry, Luke.

Host: OK. Thanks, Mark. Next caller. Anna?

Anna: Well, I was on vacation with my family. We were driving around national parks. It should have been a great trip, but my brother had just gotten a harmonica for his birthday. He loved it and he played it all the time. And I had to listen to it, *all the time*. And he was terrible. So we stopped at this place in the desert and, when he wasn't looking I threw it as far away from the car as I could. When he discovered it was missing, he looked everywhere for it.

Host: You didn't really need to throw it away, did you? You could have just hidden it.

Anna: Yeah, you're right. I should have just put it in my suitcase or something. I didn't have to throw it out. But I did.

Host: And you're sorry now?

Anna: Yeah, very. He saved up and bought a drum set when we got home and then I had to listen to *that* every night.

Host: Aw, too bad for you! Next caller! Luke?

Luke: Hi, Chris. Your first caller was my old roommate, Mark. He told you about my job interview.

Host: Right. He never should have done that. That was mean. I bet you're mad.

Luke: No, not really. I decided I didn't have time for a job – I really needed to study – and called the manager to tell him. He told me he already knew. I knew right away it was Mark.

Host: So you weren't angry when you found out what he'd done?

Luke: A little. He *was* supposed to be one of my best friends. I probably should have told him I knew what he'd done. But I kind of enjoyed his call tonight. He's had to live with his "secret" all these years. So, all I can say is: I got you, Mark!

Host: OK, OK. That's all we have time for tonight on *Who's sorry now*. Tune in next week to hear more . . .

4 Early birds and night owls

LESSON A, Ex. 5 [p. 30, CD 1 Track 22]

1. Sean

You know, I never appreciated all the things my mother did until I moved here to go to school. Since getting my own place, I've had to grocery shop, cook, clean, and do laundry. And I have to go to classes, research stuff at the library, write essays, and study! Having all this stuff to do really makes me feel pressured. And when I feel pressured, I get stressed out, and then I have no energy to do anything. So, when I start feeling that way, I call home. I talk to my parents and have a few laughs with my kid brother. As soon as I start talking to my family, I feel better. It's like magic.

2. Lisa

I just don't think there are enough hours in the day. My husband and I both work and we have two small children, so

we're on the go from the moment we get up until the time we go to bed. We love our jobs and we adore our kids, but sometimes, enough is enough. Every so often, my husband and I just need a little down time. If we don't get any, we start to feel the stress and fatigue building up. After the last time it happened, I found the perfect solution. Now, before things get out of hand, I arrange for my children to sleep over at my neighbor's place. It's fine because Betty – that's my neighbor's name – Betty and I are good friends. And her kids and our kids are friends too. Actually, the kids really like going over there. So anyway, after the kids leave, my husband and I have a quiet dinner and maybe watch a video, or just listen to some music and talk. I can almost feel the stress melt away. Of course, the neighbors' kids sleep over here sometimes too.

3. Victor

Traffic stresses me out. My family lives in a quiet little suburb north of the city. That means I have to drive in for school and my part-time job. I used to start getting tense even before I got on the highway. Some rush hour drivers can be very rude, and the traffic is usually bumper to bumper. You have to be alert because someone's always trying to cut in front of you. Anyway, now I leave home before the traffic gets too heavy. I know I'll be early, but as soon as I get there, I go to a little café I know and have a coffee and look at the paper, or review for my classes. I've made friends with the other regulars, so now I'm always full of energy and ready to start the day.

LESSON B, Ex. 4 [p. 34, CD 1 Track 24]

Kate: Hey, Sérgio, do you ever have recurring dreams?

Sérgio: Yeah, sure. Why, Kate?

Kate: Well, I had one last night. I'm back in high school, and in my dream, the school looks mostly the same as it did, but much bigger. The weird thing is, although I'm 23 years old, I'm back in high school with all these 15-year-olds. It's very embarrassing. No one seems to notice that I'm much older and shouldn't be there in the first place. But still, it's very uncomfortable. I keep thinking, "What am I doing here?" Well, I know it must be the end of the school year because everyone's talking about final exams. And that's when it hits me that I've forgotten to go to math class all year and there's a big math test today.

Sérgio: Oh, that's terrible.

Kate: Yeah, I'm totally unprepared. So I start to go to class, but then I realize I can't find it. No matter how far, how many hallways, I just can't find it. I know I'm late for class, and this really worries me. Finally, I wind up in my math class, but it's almost over. So I've missed most of the test, and I think I'm going to fail or something. Basically, that's the dream.

Sérgio: That's a bad one. Do you have that dream a lot?

Kate: Sometimes. I guess it means that I'm worried or overwhelmed about something that is happening in my life.

Sérgio: Yeah, I sometimes have this bad dream – I guess really it's a nightmare. I'm in danger, but I'm not sure from what, and I can't move or scream or anything. I can feel something coming closer and closer to me. You know,

it's really strange because usually in the dream I am exactly where I am in real life – like in my own bed in my bedroom – and everything is very realistic. The only part that is dreamlike is that I can't move. Sometimes I can't even open my eyes, or I can only open one eye. Usually I have to alert someone, or possibly save someone, although the person often changes. Anyway, I can't do anything because I can't move. It's really terrifying.

Kate: Yeah, it sounds terrifying. So what do you think it means?

Sérgio: I'm not sure, but you know, I think the dream means that I'm feeling there's something in my life that I can't control, although I feel like I should be able to. Once I had the dream when one of my friends was very sick, and I just felt completely helpless. I hate feeling that way.

Kate: Yeah, I know what you mean.

5 Communication

LESSON A, Ex. 5 [p. 38, CD 2 Track 2]

1.

Liz: Hi, are you Pete?

Pete: Yes. Hello.

Liz: I'm Liz Morton. Tom Morton's mother?

Pete: Oh, right. Nice to meet you, Mrs. Morton.

Liz: You too. So, are you enjoying the party?

Pete: Yeah, it's great. This might be the last time I see some of these people for a long time, so I've been pretty busy trying to make sure I get a chance to talk to everyone.

Liz: You know, it's strange to think that all you kids are graduating. Do you have any plans after graduation?

Pete: Well, I've applied for a teaching job overseas. I guess I'll probably find out if I got the job or not next week.

Liz: You're more adventurous than Tom. I can't believe he's going to take a job right here in town. But it's a good job, I guess. And of course I would miss him if he went far away.

Pete: Yeah, I know. My mom doesn't want me to go far away, either. Oh, . . . wait a minute. I'm sorry. I think another friend of mine is leaving. Excuse me, Mrs. Morton, I need to say goodbye to him before he goes.

Liz: Oh, sure. It was great to meet you, Pete.

2.

Man 1: Hey, Jim, great music. What group is it?

Man 2: I don't know. It's the radio. Maybe they'll say after it's over.

Man 1: Well, it's a good thing my wife isn't here, or she'd make me dance to it. You know she loves that old-fashioned dancing.

Man 2: Yeah, I know, my wife's the same way.

Man 1: Myself, I haven't danced since my wedding day. And I intend to keep it that way.

Man 2: Yeah, I'm with you.

Man 1: Although I do like this old-fashioned dance music. The bands back in those days could really play. Not like today. It's all image now, you know?

Man 2: Oh, I don't know about that. It's just the style's changed, that's all. I mean, a lot of those pop stars are actually pretty talented.

Man 1: You really think so?

Man 2: Sure. Actually, I've been listening to this CD my grandson left behind at the house last Thanksgiving. It's some of that – what do you call it? That hip-hop music.

Man 1: You what? You've got to be kidding me.

Man 2: No, no. A lot of it isn't bad! I mean, at least the lyrics are about something, you know?

Man 1: Hmm. I don't know.

Man 2: No, try it! You'll see! Wait, wait, I'll put it on now.

Man 1: I'd rather go out dancing. Anyway, I should get going. I'll call you later.

3.

Woman 1: Mmm, Jenny . . . this is delicious. I love stuffed grape leaves.

Woman 2: Yeah. Me too. It all tastes delicious. Do you think they made all this themselves? Or did they have it catered?

Woman 1: Oh, no. George is a great cook. Why would they cater it?

Woman 2: Really?

Woman 1: Oh, yeah.

Woman 2: George cooks?

Woman 1: You didn't know that? Lynn's always saying that's half the reason she married him!

Woman 2: Well, that is a good reason. Is she ever lucky! I wish my husband liked to cook. He completely avoids anything that has to do with the kitchen.

Woman 1: You know, my husband's talking about signing up for an Italian cooking class on Saturdays. I hope he does it.

Woman 2: Oh. I wonder if I could convince my husband to do that. I'd sure love being the taste tester for his recipes.

Woman 1: Exactly what I was thinking. Well, I'll let you know when the class starts.

Woman 2: Great! Please do. In the meantime, I think I'll go mention it to him. Talk to you soon.

Woman 1: OK. Bye.

LESSON B, Ex. 5 [p. 42, CD 2 Track 4]

1. Nicole

Nicole: I got some incredible news over the weekend!

Man: Yeah? What happened, Nicole?

Nicole: Well, my sister is finally getting married.

Man: Really? Well, that is exciting! How long have they been seeing each other?

Nicole: Oh, I mean, it's been over four years since they met. My mother has always said that they would get married someday, but no one expected it to happen now. And you know what? The funny part is how it happened.

Man: Yeah?

Nicole: Yeah. OK, listen. My sister told me that they were eating at this fancy restaurant, and while they were reading over the menu, listening to some classical music . . .

Man: Ah . . . let me guess. He pulled out a ring and asked her to marry him.

Nicole: No, smarty. The other way around. She asked him! She said she got right down on one knee and proposed.

Man: Yeah?

Nicole: Yeah! And he was pretty surprised, I think, but of course he immediately said "yes." Listen, they're planning a wedding for the fall.

Man: Well, that is great news. Yeah . . . and I'm sure they'll be very happy together.

Nicole: Yeah. Now I have to start thinking about the wedding. She asked me if I would be a bridesmaid in the wedding, so, you know, I have to buy a dress and then . . .

2. Tony

Woman: Why the long face, Tony?

Tony: Oh, I got some bad news today.

Woman: What happened?

Tony: Well, you know my job at the design studio?

Woman: Yes.

Tony: Well, . . .

Woman: Oh, no!

Tony: Oh, yes. Today the boss called me into his office and told me they had to lay me off. That means as of April 30th, I'm out of work.

Woman: Oh!

Tony: No more job.

Woman: Oh, Tony, I'm so sorry. You said you really liked working there too.

Tony: Yeah, well, it's not all bad news. The boss told me there's still a small chance that the company would call me back in the summer if the work picked up. You never know what'll happen. They may need me then.

Woman: Oh, this is so sudden, isn't it?

Tony: Well, not really. See, the boss also explained that two other employees had already been laid off. I had a feeling I might be the next one in line. You know, I've only been working there ten months, so I don't have any seniority. If they're going to lay someone off, it's always going to be the newer employees first.

Woman: What are you going to do?

Tony: Like I said, I've still got a job until the end of the month. Starting in May, I plan to send out résumés and go on some interviews. Depending on the outcome of the interviews . . .

6 What's the real story?

LESSON A, Ex. 5 [p. 46, CD 2 Track 6]

1.

It's seven o'clock and time for the news. First, this just in from the World Health Organization, or the WHO. The WHO has reported that we are facing a potential global epidemic due to untreatable cases of tuberculosis, also known as TB. TB is dangerous because it affects the lungs. The number of cases is growing worldwide, and this has researchers worried. According to a recent study, as many as a third of all known TB cases are untreatable because of new drug resistant strains. The drugs normally used to treat TB are simply not working. For now, the WHO is planning an international program to educate people about the dangers of TB.

2.

And now we have a report on a scandal involving famous nineteenth-century painter Vincent van Gogh and one of his most famous paintings. *Sunflowers*, done in 1888, was recently bought by a large multinational company for several million dollars. Well, the scandal erupted in London yesterday over the authenticity of this painting. An art expert from the Dutch Art Institute is claiming that the painting is a forgery. Authorities are looking into the matter.

3.

Next, to Mexico, where Hurricane Pauline pounded Cancún and nearby areas last night, leaving many people homeless. The strong winds and heavy rains made for horrible conditions. Floods and landslides destroyed homes and cars, especially in the beachfront areas. Rescue is particularly difficult because streets are blocked, in most cases, by mud. It's believed that some people are trapped inside their homes and cannot get out. Most people have left their homes and are now safely in temporary shelters. Mexican authorities predict that the disaster is going to have a huge impact on the tourist business in Cancún this year.

4.

And finally, a story for all you parents out there: How often do your kids push you to your limit, and what do you do about it? One tired and harassed mother from Illinois decided she'd had enough yesterday. Instead of yelling at her children, as she normally would, she decided to leave. She walked out the door and climbed a tree – the tree with her children's tree house in it, that is. She told her children she had decided to stay in their tree house until they started appreciating her more. She put a sign in front of the tree house that said, "On Strike – No cooking, cleaning, doctoring, banking, or driving until demands met!" The children tried to persuade her to come down, but no luck. Finally, one of them had the smart idea of baking their mother's favorite treat – brownies. Well, they must have smelled good because that did the trick. Mom agreed to come down and meet her children at the bargaining table. No word yet on the outcome of those negotiations, though. That's it for now. We'll be back in an hour with more news.

LESSON B, Ex. 2 [p. 48, CD 2 Track 8]

1.

You see, my mother had this ring. It was kind of old. It had been given to her by her mother, my grandmother. It had been in our family for years. Anyway, my mother asked me to take it to the jeweler's to get it repaired. She told me to be very careful with it.

Later that day, I dropped the ring off at the jeweler's and ran off to do the rest of my errands. It was a busy day, and I was feeling really stressed. I went back to the jeweler's just before they closed, paid for the ring, and raced home. Everything seemed fine.

But when I got home . . . I mean, I was sure I'd picked up my mother's ring at the jeweler, but then I couldn't find it when I got home. I checked all my pockets, but all I found was the receipt. The ring wasn't there. I looked everywhere! You can imagine how panicked I felt. Up until then, I had never lost anything important, so I didn't know what to do.

Just then, the phone rang. It was the jeweler's. They were calling to say I had run out of the store in such a hurry that I'd forgotten to take the ring! They still had the ring at their store. So, the ring wasn't lost after all. What a relief!

2.

I had this big meeting at work that day. Really important. I had left for work a little earlier than usual. I always take the subway to work. So I got to the subway station, and the train was right there. What luck, right? And I got on *just* as the doors closed.

Well, after a couple of minutes, I realized that my skirt had been caught in the subway doors. I couldn't pull it out! A woman standing next to me tried to help me, but we still couldn't get it out. By this time, I was so embarrassed. Other people were staring at me. And my skirt was really stuck.

Well, wouldn't you know it, the doors to the subway opened on the other side for the next six or seven stations. I had to miss my stop. I just stood there, with my skirt stuck in the door, unable to move. Finally, the doors opened on my side. I was able to leave the train. But now I was really late.

When I got to work, my boss asked to speak to me. I knew he would never believe why I was late. I felt so stupid! Of course, later we all laughed about it.

Ex. 4 [p. 50, CD 2 Track 10]

Host: Welcome back, everyone. We're talking to Hollywood star Tom Wiley. Before the break, we were talking about your life, Tom, before you became a big star. I mean, you didn't just become a big star overnight. You struggled for many years.

Tom: You can say that again.

Host: Tell us a little about it.

Tom: Yeah, uh, OK. Well, I think I must have worked 20 or 30 different jobs.

Host: Really? That's a lot.

Tom: Well, in the beginning, I couldn't find steady work as an actor, so I had to do something to put food on the table. You have to eat, right?

Host: That's interesting. So, what kinds of jobs did you have?

Tom: A little bit of everything, I guess. I worked as a taxi driver, in a department store, and painting houses, to name a few. I wasn't good at any of them. I think I ended up getting fired from most of those jobs.

Host: Oh, yeah? Come on, tell us a few stories.

Tom: This is so embarrassing. Well, one time I was working for a big department store in Chicago – in the luggage department. It was so boring! I mean, we didn't have many customers during the day, and that's when I worked. Sometimes, when I got sleepy, I used to lie down behind the luggage racks and take a nap.

Host: So, what happened?

Tom: Well, one day I got caught – by my boss. And he fired me on the spot. It was terrible. Then there was the time I decided to paint houses. You know, you have to climb these high ladders to do the job, right? Well, it turned out that I was afraid of heights. The first time I climbed up a ladder, I got dizzy and fell and broke my wrist.

Host: No!

Tom: Yes! But the worst thing was that when I fell, I knocked the paint over and it came down all over my coworkers. So naturally, I got fired again.

Host: Any other war stories?

Tom: Well, you're not going to believe this, but I got hired as a cab driver. I drove a taxi, but that only lasted a few days.

Host: Did you get fired?

Tom: How did you guess? On my third day, I had an accident. Luckily, no one was hurt – my passenger was fine – but it scared me to death. That was enough for me and that was the end of my days as a driver.

Host: It seems you're a little accident prone. It's a good thing you made it as an actor!

Tom: Yes, I guess you could say that.

Host: Thanks for sharing your stories with us. Coming up after the break, we'll talk with Tom about his latest movie, scheduled for release in September.

4-6 Communication review

Ex. 3 [p. 53, CD 2 Track 12]

Good morning, everybody. Thank you for coming. I know that you're all busy studying for finals and finishing your projects. I hope coming here so early this morning hasn't been too stressful for you.

I'll be talking about the causes of stress for college students. Then I have some suggestions for dealing with stress. We'll end with a short relaxation activity.

One cause of stress that I probably don't need to tell you about is not having enough money most of the time. This affects so much of your life on campus. Do you buy a book that you need, or do you reward yourself for all your hard work by going out

for a good meal? Now this is a pretty obvious one. Some of you may, in fact, be dealing with this already by working part time.

This leads me to another major cause of stress in students – trying to juggle going to classes, keeping up with coursework, studying for exams, and working. Some of us also try to fit in a social life.

There are, of course, other causes of stress for students. You may be studying too much. You may not be getting enough physical exercise. You may not be eating the right food.

So, how do you handle stress? I've got a few suggestions. First, find a physical activity that you enjoy and make time for it. For example, playing tennis, going for a walk, swimming, anything that gets you moving. Secondly, organize your time and set reasonable goals that can be accomplished. Third, don't make unnecessary appointments or impossible deadlines. Learn to say "No." Number four, make time to relax. Create opportunities when you can relax your entire mind and body. Time to just chill out. Five, eat breakfast and try to space your meals evenly throughout the day. Don't drink too much coffee. And six, learn to develop a sense of humour about yourself and your problems.

Now, we're going to try that relaxation activity . . .

7 The information age

LESSON A, Ex. 4 [p. 55, CD 2 Track 14]

Host: Our question today is: How do you feel about the Internet? Call in and let us know! Here's our first caller. What's your name?

Edward: It's Edward.

Host: Hi, Edward! How do you feel about the Internet?

Edward: Well, I use it every day at work. It's true that it makes my life easier. E-mail and instant messaging are especially useful for me at work. When I'm at home, I do a little online shopping, because it's just so convenient. There's no doubt that it's a useful tool, but it's not healthy to spend too much time with it, if you ask me.

Host: OK! Thanks, Edward! Let's take another call. Hello? What's your name?

Ting: I'm Ting.

Host: How do you feel about the Internet, Ting?

Ting: Well, basically, I'm the outdoorsy type, and I'd much rather be kayaking or hiking than Web surfing. But, I'll admit that the Internet is the best place to get the news, so I'll go online for a couple of minutes a day. Plus, I'm taking this class that's only offered online, so I have to use the Internet for that class and to do homework for it, too. So I'd have to say that online is not my favorite place to be.

Host: Fair enough, Ting! We've got time for one more call. Hello? What's your name?

Maria: Maria.

Host: How do you feel about the Internet, Maria?

Maria: Well, I don't know how I'd live without it! I use it at work, of course, but that's only the beginning. As soon as I get home, I log on to my favorite chat room to talk to my friends. We've all got webcams set up so we can see

each other too. Plus, I'm always downloading the latest computer games – I love to play. Oh, and I've just started my own blog! When I'm online, I'm having so much fun that I sometimes forget the time and . . .

Host: Well, that's all we have time for today. Tune in again tomorrow for . . .

LESSON B, Ex. 5 [p. 60, CD 2 Track 16]

Host: Sports and weather are coming up. But first, here's Health Watch, with our medical specialist, Dr. Linda Byrne. Dr. Byrne, there's no question that technological advances in the last decade or two have made our lives easier, but all this technology has its downsides as well, doesn't it?

Dr. Byrne: That's right, Peter. Especially for those suffering with syndromes caused by the stress of our high-tech lifestyles.

Host: And this is a relatively recent development, isn't it?

Dr. Byrne: Definitely. Such syndromes were nearly unheard of in 1980, before the growth of the Internet and the high-tech industry. Since 1990, however, nearly 300 cases of technology-related stress syndrome were identified. There was a slight drop off after 1990, but soon the number of cases jumped to three times 1990's rate, which is where it stands today.

Host: Could you give us some examples?

Dr. Byrne: Well, one of these syndromes is eyestrain, in which the eyes become red, watery, and itchy. Eyestrain is caused by long hours in front of the computer and compounded by long nights playing video games or watching TV without getting much sleep. One treatment that's recommended is to get away for several days and just look at some beautiful natural scenery – with *no* computers.

The second is the well-known carpal tunnel syndrome – a very painful condition of the hands and arms caused by the overuse of keyboards and mice. A trained physical therapist can help with a regimen of stretching and strengthening exercises that have brought good results in many cases.

Host: So, the syndromes are usually physical?

Dr. Byrne: There can also be psychological problems. Take, for instance, a third syndrome we informally call “gadget addiction.” It applies to people who use electronics all day long, nonstop. These people have a deep sense of loneliness whenever they hang up their cell phone or log off the Internet. One suggested treatment is to learn to disconnect from the wired world. Leave technology behind for a few hours. Take up a creative hobby or go for a bike ride with friends – just be sure to leave all the gadgets alone.

Host: Thanks, Dr. Byrne. And for more information, go to our website and click on our Health Watch link. And *then* turn off the computer!

8 Putting the mind to work

LESSON A, Ex. 5 [p. 64, CD 2 Track 18]

1. Samira

Well, um, I guess I'd have to say that creativity is essential to my work. I'm an architect, and the creative part is looking at old things and trying to make them look new. What I mean is we recycle a lot of ideas and then adapt them to fit our needs. And of course we have to stay on top of new trends. We have to know all about new building styles and efficient ways to use energy – you know, um, the kinds of things that homeowners worry about. No one wants a house that isn't heated or cooled efficiently, or one that looks outdated. And we work long hours. But I have to say, the job's pretty interesting. You never know what to expect next!

2. Alex

Well, I run my own small business. I think all business owners, especially small business owners, have to be pretty creative. I mean, we have to do everything. I do the work, answer the phones, take care of the accounts, whatever. And you know, there are so many potential problems, and there's no one else to turn to. I mean, I can't just ask my boss for help. I *am* the boss! The hardest part is figuring out how to identify your customers. Who are they? Where are they? How can you get to them? You also need to think creatively about the competition. How can you make your business services more attractive than what the competition has to offer? Well, it's certainly challenging, and I think it requires a lot of creativity.

3. Naomi

I'm an interior designer, so what I do is go into people's homes and create a suitable environment for them. You know – my clients – they don't know what they want, so I have to look at their homes and help them decide what would look best. Not every idea works in every home. You have to match the appropriate idea with the right place. So, after I come up with an idea, I present it to my client. Sometimes they don't like my first idea, and boy, that can be frustrating. You have to start all over again. So I need creativity to both come up with the ideas and to communicate them. Creativity also comes in handy when I want to convince a client that my idea is the best one. I don't always succeed, but I do manage to get my way a lot of the time.

LESSON B, Ex. 5 [p. 68, CD 2 Track 20]

1. Bill Bowerman

Good ideas often start with a really silly question. Bill Bowerman was making breakfast one day. As he stood there making waffles for his son, he wondered what would happen if he poured rubber into his waffle iron. Later, he tried it and the result looked something like the bottom of most sneakers we see today. Still, when he took this idea to several existing shoe companies, he was literally laughed at. In fact, every single company turned him down. Though he was rather discouraged, Bowerman persevered and went on to form his own company, making NIKE athletic shoes.

2. Fred Smith

Sometimes good ideas grow out of frustration. When Fred Smith was a student at Yale University, he had some paperwork that he needed to have delivered across the country the next day. Smith was amazed to find out that overnight delivery was impossible. He sat for a long time wondering why. Why couldn't there be a reliable overnight mail delivery service? He decided to design one, and then turned his design into a class project. His business professor gave him only a C for his efforts. However, Smith was not through. He refined the ideas in that class project and eventually turned them into one of the first and most successful overnight mail services in the world – FedEx.

9 Generally speaking

LESSON A, Ex. 6 [p. 72, CD 3 Track 2]

1. Yoshiko

In some ways, small ways, I'm just a typical Japanese teenager. I go to high school five days a week, just like everyone else. I have interests similar to most of my friends. A bunch of us joined the sports club at school. Right now it's our volleyball season. When the weather gets nicer, we'll start track. And, oh yeah, I love hip-hop music. It drives my parents crazy!

There's one big way I'm different, though. I spent almost six years living outside Japan. My father's company transferred him overseas – to Mexico – and of course we went with him. Fitting in to a foreign culture was really tough at first, but I guess I'm lucky in a way. I learned to speak Spanish fluently, and I made a lot of good friends there. We still e-mail each other almost every day. So you can see that I'm really quite a bit different from my classmates!

2. Renato

I don't know, my life is pretty typical, I think. I head off to school at seven in the morning, and school finishes around the middle of the afternoon. After school, I usually study or play soccer. On weekends, I like to get together with my friends. We usually hang out in one of the shopping centers. Everyone just shows up there on Saturdays and Sundays. It's a lot of fun . . . most of the time.

I think one way I'm kind of different is that I like to, to do my own thing sometimes. I don't always want to hang out with the group, you know? My friends always want me to hang out with them, but I don't always listen to what they say. I guess you could say that I think for myself. Sometimes it makes my friends upset, but too bad – that's just the way I am. But really, overall, I think I'm pretty typical for my age.

3. Suzanne

Hmm . . . I guess I worry about the same things other kids my age do . . . you know, grades, and getting along with my parents and stuff like that. I guess I'm doing OK in school, but I have to study really hard. I just want to make sure that my grades are good enough so I can get into a decent university. I'm pretty much like everyone else. I go to classes, attend club meetings after school, and then do my homework at night. Weekends are great because I get to sleep late. And, uh, oh yeah, I'm also a member of the orchestra at school. I play the violin.

My school is a little different from other schools in the U.S., though. We study all the core subjects, like most other students. In the morning, science, math, English, history – the usual stuff. But *unlike* the other schools, we study things like music, dance, and art in the afternoon. See, I go to a special school for the arts. A lot of us have dreams of becoming dancers or singers someday. That's why we spend so much time learning about the arts. So, yeah, I guess my life is pretty different from most kids my age.

LESSON B, Ex. 5 [p. 76, CD 3 Track 4]

1. Dominique

I used to see something I liked and I would just buy it. But now I'm saving for my future. I mean, someday I want to own my own home. Anyway, I find making expensive purchases quite difficult. Probably because now I don't want to make a mistake and get stuck, especially for something that costs a lot of money, like a car. So, when I bought my car, I knew I just couldn't go to a used car lot and choose one! No impulse buys for me! I needed a lot of time to think it over and consider the options. So, first I read consumer magazines and did research online to see how their cars were rated. I wanted to know the average prices and safety records of different cars. I mean, you never know. And once I decided which one I liked, I read the classified ads until I found someone who was selling one used. I suppose you could say that my approach takes a lot of time, but once I make up my mind I feel secure in my decisions. It's so different from the way I used to be.

2. Carla

I'm in charge of hiring new staff for my department at work. Recently, I had to hire someone for a pretty important position in the company. Now, I had it narrowed down pretty quickly to two people, Tony and Max. It was a little harder after that because they had very similar résumés. And they were both really impressive during the interview.

Now, I have to admit that I hate to waste time making decisions. So here's what I did. First, I wrote down a few important questions and called each person right away to talk to them one last time. Then I hung up the phone, looked at the clock, and gave myself five minutes to decide. It didn't even take me that long. Tony had said he would work for less money than we were offering, so I hired Max. I didn't want to hire someone who was willing to settle for less.

The way I see it, you just have to go with your instincts – that is, you do what you think is best and then just hope that it works out. I mean, we all get strong feelings about things, and usually those feelings are right. The important thing is to act quickly! I've been pretty lucky so far. The people I've hired have all worked out – no major problems yet.

3. Wayne

Now I know why I never used to get anything done. I used to try and make important decisions all by myself, but I would just get really confused. It was like the more I thought about something and considered all the options, the more frustrated I got. I could sit and analyze something forever. My friends say that I can always see both sides of everything, which makes it hard to decide on anything! You can imagine how irritated my friends must have been with me. I finally got tired of never accomplishing anything. Now when I have to

make an important decision, I talk to a lot of people and get their input.

When I was deciding where to spend my winter vacation last year, I asked everyone for their opinion. Basically what I did was pose this question: “Where would you go in December if you had three weeks?” I listened to all the answers and then made my decision. And then, after that, I searched on the Internet for the best price. You might think I’m strange, but it worked. Based on everyone’s advice, I went to Miami. I had an amazing vacation and I got a great deal too!

7-9 Communication review

EX. 3 [p. 79, CD 3 Track 6]

Tony: Hello?

Annie: Hi, Tony.

Tony: Hi, Annie!

Annie: So, how was the first day working at the advertising agency?

Tony: Actually, it was really interesting.

Annie: Really? What happened?

Tony: Well, our agency was just hired by a new client. It’s a cell phone company and they want to change their whole image. It’s a huge project, so my boss is putting together a team of people to work on the project. The first thing we did was a test to see what sort of team role we’re best at.

Annie: I guess he needs a lot of creative people for the project, people who are really innovative.

Tony: Well, not only creative people. Apparently, the most effective teams are a mixture of five different personality types. They call them S.T.E.A.M. teams.

Annie: Really? Steam like S-T-E-A-M? What are the five types? What does S.T.E.A.M. stand for?

Tony: Well, as you said, you need somebody who’s able to solve problems creatively. That person is called the Solver, which is the *S* in steam.

Annie: Right.

Tony: Then you need a Team manager. Somebody good at organizing everybody, and very patient. It’s not the most exciting role, but very important. The Team manager is the *T*.

Annie: I see.

Tony: Then you need somebody really resourceful and willing to explore all the possible alternatives. That’s the *E* – the Explorer.

Annie: Okay, what does the *A* stand for?

Tony: The Analyst. That’s someone really good at analyzing situations and who is also very disciplined.

Annie: And the *M*? What does the *M* stand for?

Tony: The Motivator. That’s someone really enthusiastic and passionate, someone who motivates the rest of the team; someone really energetic.

Annie: So which one are you?

Tony: Guess. You know me.

Annie: No, I don’t want to guess.

Tony: Come on. Guess.

Annie: Okay. Well, I think you’re very responsible and sensible. You’re very calm. I think you’re probably a Team manager. Am I right?

Tony: No. I’m a Motivator. Anyway, I’ll tell you more later. I’ve got to go right now and . . .

10 The art of complaining

LESSON A, Ex. 2 [p. 80, CD 3 Track 8]

1. Jane

Man: Hi, Jane. . . . Say, are you OK? You’re looking a bit tired.

Jane: Oh, I am. It’s my neighbors.

Man: Oh, so they’re acting up again, huh?

Jane: Yep. Unfortunately, they are.

Man: What is it this time? Loud music again?

Jane: Well, not exactly. You’ve been to my apartment, right?

Man: Yeah. I’ve been there once. It’s a nice place.

Jane: Well, thank you. So you remember I live on the top floor, right? Well, last night, around midnight, my neighbors decided to go up on the roof!

Man: The roof? What for?

Jane: Apparently they had this guy in from out of town and they wanted to show him the view! Can you believe it? I’m fast asleep, and all of a sudden I hear “stomp, stomp, stomp!” They’re walking around on the roof. It sounded like my ceiling was going to fall in.

Man: So what did you do?

Jane: Well, after about fifteen minutes, I got dressed and went up there and asked them to be quiet. I was so mad. But, they said they were sorry and that they hadn’t realized I’d been able to hear them. I told them it was OK, but then of course after that, I couldn’t go back to sleep.

Man: Oh, don’t you hate it when that happens? You can’t fall asleep, and then before you know it, it’s morning and the alarm clock is going off.

2. Kyle

Woman: Hey, Kyle! So, how was the movie?

Kyle: Well, I didn’t really enjoy it very much.

Woman: Why? That film got great reviews. It’s really popular.

Kyle: Oh, the movie was fine. I just got irritated by the people sitting in front of me.

Woman: What happened?

Kyle: Well, first they came in late. It took them a while to get into their seats. All this was happening right during an exciting part of the movie. And then they started talking.

Woman: Oh, I hate when that happens!

Kyle: There were two of them: a man and a woman. The man had seen the movie before. And get this – he was telling the woman the entire story. Like they were the only two people in the theater!

Woman: Unbelievable! Did you do anything about it?

Kyle: Well, no. But another person asked them to be quiet. Politely, of course.

Woman: Did that work?

Kyle: No. They just started arguing! Their voices were getting louder and louder. One guy was saying, “You shouldn’t talk in the movie,” and the other guy was saying, “I paid my money and you can’t tell me what to do!”

Woman: So, what finally happened?

Kyle: Well, I went and found the usher because it was getting out of hand. Everyone quieted down eventually, but it was too late. They had ruined the movie for me.

LESSON B, Ex. 2 [p. 84, CD 3 Track 10]

Phone: Hello. Thank you for calling the Dial Rite Pharmacy’s automated phone message system. Please listen carefully to our menu options: If you are calling from a physicians’ office, say, “Physician.” If you need to speak to someone at the pharmacy, say, “Pharmacist.” If you are calling to refill a prescription and know your prescription number, say, “Refill.” If you wish to hear these options repeated say, “Repeat.”

Gabriel: Refill.

Phone: Using our automated voice-recognition system, please say your prescription number, which is located in the upper right-hand corner in the pink shaded area.

Gabriel: 0422708837.

Phone: I heard 0422708837. If this is correct, please say, “Yes.”

Gabriel: Yes.

Phone: Now say the phone number where you can be reached at in case the pharmacist has a question.

Gabriel: 555-333-5123.

Phone: I heard 555-333-5123. If this is correct, please say, “Yes.”

Gabriel: Yes.

Phone: Your refillable prescription will be ready by 8:15 A.M. If you would like to pick it up then, say, “Yes.” If you would like to pick it up later, please say, “Later.”

Gabriel: Later.

Phone: What time would you like to pick up your prescription?

Gabriel: Uh, nine?

Phone: I’m sorry. I can’t understand you.

Gabriel: I said, “Nine.”

Phone: I’m sorry. I can’t understand you.

Gabriel: Nine, nine, nine!

Phone: I’m sorry. I can’t understand you. Please call again later. Thank you for calling the Dial Rite Pharmacy. Goodbye.

Gabriel: Argh!

11 Values

LESSON A, Ex. 2 [p. 88, CD 3 Track 12]

1. Aaron

I was with my son at the supermarket – he was about eight years old at the time – and he found a wallet on the floor. Inside it was a hundred-dollar bill! A hundred dollars! He picked it up and got all excited. In fact, neither of us could really believe it. He started talking about all the things he would buy. Right away I told him that we couldn’t keep it. He seemed disappointed at first. We started asking people if they had lost anything. After asking around for a while, we hadn’t found anyone, and I was beginning to think we’d asked everyone.

But then, as we were walking to the front of the store, I noticed a man – actually my son noticed him – pacing back and forth, shaking his head, and muttering something. I thought it was probably his wallet, so we asked him, and it was. My son felt better when he saw how relieved the man was about getting his money back. That was our good deed for the day, and the man gave my son ten dollars as a reward for returning the wallet.

2. Leanne

I was on a train from Washington to New York last month when I found a book lying under my seat. It was so strange. It was just a little book, not an expensive one. It was probably only worth a few dollars. Well, I really wanted to read it. It was pretty interesting, and by the end of the trip I was still reading it, so I decided to keep it. I took it home and finished it.

Now, every time I see it on my bookshelf, I wonder if I should have taken it or not. I mean, do you think I should have returned it to the train conductor? Who knows? Like I said, it wasn’t a very expensive book, so I didn’t really feel guilty about taking it.

LESSON B, Ex. 4 [p. 94, CD 3 Track 13]

Andy: We’re back on the street for the “Ask the People” portion of our show. Today our question is “What values do you think are the most important, and why?” Now, I just have to find some people who are willing to talk to me. . . . Excuse me, sir?

Man: Yes?

Andy: My name is Andy Simmons. I’m a reporter for WQZ, and we’re on the air. Do you have a moment to talk with us?

Man: Well, uh, I’m on my way to work.

Andy: This should just take a moment.

Man: Well, OK. But make it fast.

Andy: OK. We’re asking people what they think are the most important values in today’s society and why.

Man: Hmm, that's a tough one. I guess I think it's important to listen to your parents. Kids these days . . . My kids never listen to anything I say.

Andy: Ah-ha. So you think it's important to respect your parents?

Man: That's right. Sorry, I've got to go. Bye.

Andy: Goodbye. Boy, was he in a hurry! Miss. Excuse me. Miss? Hello?

Woman 1: Hmm? Yes?

Andy: Do you have a second? I'm Andy Simmons from WQZ. I'm doing a radio show . . .

Woman 1: Uh-huh?

Andy: Well, um, . . . we're asking people on the street what values they think are important and why.

Woman 1: I'm sorry, I don't really have much time. . . .

Andy: It'll just take a second.

Woman 1: OK, then. I don't know. I guess that honesty is important. You know what they say. Honesty is the best policy.

Andy: OK. That's interesting.

Woman 1: Well, I mean, you're just going to get in trouble if you're not honest. At least that's been my experience.

Andy: I see.

Woman 1: Listen. I have to go.

Andy: Thanks. Let's see if I can find one more person. . . .
Oops!

Woman 2: Ouch!

Andy: I'm sorry. I didn't see you standing there behind me. Are you OK?

Woman 2: No! You stepped on my toes! What are you doing standing here, anyway?

Andy: Well, actually, I'm interviewing people. I'm Andy Simmons from WQZ.

Woman 2: What's that?

Andy: I'm Andy Simmons. From the radio station WQZ. I'm doing on-the-street interviews.

Woman 2: Oh. OK.

Andy: We're asking people about values. What values do you think are most important in today's society?

Woman 2: Privacy. I'd have to say privacy. I think people need to respect each other's privacy. Like right now. You really need to leave me alone. Ha!

Andy: Uh, . . . oh, . . . well, . . . um, sorry. Uh, folks, that's all the time we have today for our show. Today's question was, "What values do you think are important in today's society, and why?" After this experience, I'd have to say that one thing we all need to work on is being kinder. Especially to news reporters. This sure is a tough job. This is Andy Simmons of WQZ radio signing off until next time.

12 Moving around

LESSON A, Ex. 5 [p. 98, CD 3 Track 15]

1. Andrew

When I was in college, I spent a semester studying in London. And even though we speak the same language, English people and people from the U.S. are very different. I guess I felt that people from the U.S. have a, a bad reputation. Some people think we're loud and that we speak our minds too much. So I tried to listen a bit more and not be so assertive, if that makes sense. I wanted to make a good impression. I suppose I shouldn't have worried about it, but I did. I couldn't help it.

I loved the lifestyle there. Going out for afternoon tea was fun, and I really loved the old buildings. I mean, they're really old. We don't have anything that old in the U.S., so that part was pretty amazing! Another thing was the TV. The British have a different sense of humor . . . very dry. I really like it. Their comedy shows on TV are really funny!

I'd have to say my experience was a positive one overall, except for the rainy weather, of course. I had trouble getting used to that.

2. Rachel

I lived in Madrid for a whole year. And I have to be honest and say that at first, well, I wasn't very happy. You see, I was homesick. I missed my family, and I just wanted to go home. Part of the problem was my Spanish. I couldn't communicate very well.

But I love to eat! And that's what really saved me. You see, once I discovered tapas, . . . oh, let me explain – these delicious appetizers you eat. So, I made some Spanish friends, and we'd go out for tapas all the time. I got to eat a lot of delicious food, and of course, my Spanish improved dramatically as well. But there was one thing that was difficult to adjust to, and that was that dinner was always served at a late hour. I wasn't used to eating at eleven o'clock at night!

3. Layla

I came over to the U.S. from the Middle East. My family opened up a restaurant here. At first I found it difficult. Everything seemed so different. Just using a pay phone, for example, or going to a doctor, was so different. I was pretty overwhelmed. And I guess because I wasn't feeling comfortable, I tended to make friends only with people from my country. I felt like I was living in a bubble, separated from the rest of the people all around me. But once I started feeling more confident about my English, I started meeting local people. I found them very friendly and open, and it turned out to be very easy to make friends.

But there was one thing about people from the U.S. that bothered me at first. I found it hard to get used to the way they talked so much about themselves. It took me a long time to understand that you were supposed to talk about yourself too, because that is how people get to know one another. It's still hard for me to talk a lot about myself, but I'm getting better at it.

LESSON B, Ex. 2 [p. 100, CD 3 Track 17]

1. Cindy

You'll probably be surprised to hear what I did! I was on a business trip. The flight was a long one, and when I arrived at my destination, I was eager to get my bags and get to my hotel to relax. Well, you know, they always tell you to be careful to get the right bag, but I was in a hurry. You can guess what happened: My black suitcase looked just like every other one, so I picked up someone else's. I didn't realize my mistake until I got to the hotel. Well, I immediately called the airport, and fortunately it all worked out. I had to go back to the airport, though, to pick up my suitcase and return the other one. And of course, I also had to apologize. If only I'd checked the name tag more carefully! It's funny, this sort of thing almost never happens to me when I travel.

2. Scott

This is kind of a funny story. I was in Panama City and had a layover between flights. I'd arrived at about 6:00 P.M., and my flight out wasn't until about 8:30. Well, my flight was delayed . . . and delayed. It got really crowded at the departure gate. I was getting tired, and there were so many people around – I hate crowds – so I went to sit away from the departure gate to escape the crowds. I was reading my newspaper and feeling drowsy. I wish I'd slept on the flight to Panama. Anyway, the next thing I know, I wake up and there's no one around! The crowd is gone! I'd fallen asleep and missed my flight! They must have made lots of announcements, and I missed them all! Boy, did I feel stupid. I had to stay in Panama City overnight and catch a flight out the next morning.

Andrea: Well, I'd explain that there is an interactive map on the website so people can plan everything before they arrive at the airport. I'd say that we advise people to allow plenty of time between connecting flights. I'd tell him that if he'd left a little more time, he wouldn't have missed his flight. And I'd probably say that the information desk attendants are ready and willing to help passengers find their way and tell him he should have asked them for directions.

Trainer: Hmm. That might not work. You might need to show a little more compassion. We'll try this one again in a role play. Before we do that, though, we've got customer number 3. Customer number 3 comes up to the desk. She is angry because her flight has been delayed by bad weather. She's sure that by the time she gets to the meeting she is on her way to, they'll have been discussing the issues for an hour and all the key decisions will have been made. What are you going to do about it, Ricardo?

Ricardo: I'd explain to her that it's a shame she missed her flight but that, really, the weather is nobody's fault.

Trainer: That is true, but it usually isn't a very popular response. In fact, it usually infuriates people. Does anyone else have an idea? Hannah?

Hannah: Well, I'd probably say I know what she means. It's so frustrating. Then I'd suggest that she e-mail the people who are organizing the meeting, or offer to do it for her. Then, depending on which airline she's flying with, I'd try to get her into one of the business lounges. That's if she hadn't already been directed there by the airline.

Trainer: Nice one. OK, let's try some of these role plays . . .

10-12 Communication review

Ex. 3 [p. 105, CD 3 Track 19]

Trainer: It's great to see all of you. Welcome to the training workshop. This time next week, you'll be dealing with real customers. Working at the airport information desk is a great job, but it can be a tough job. You need to know all about the airport, the airlines, and the facilities; you also need to be sensitive *and* you need to be resilient, because people who are traveling are often very tired and can be difficult. So, let's go through a few "what if" situations and find out what you'd do.

OK, customer number 1 walks up to the desk and says that he missed his flight and there isn't another flight until tomorrow night. What would you do, Sammy?

Sammy: I'd offer to call the airport hotel and make a reservation for him. I'd also check whether he had a frequent flyer card or was entitled to any special deals or discounts.

Trainer: Fine. Luckily, customer number 1 is reasonable. I'm afraid we can't say that about customer number 2. Customer number 2 has missed his connecting flight. He gets agitated and blames the airport. He says he never would have missed the flight if the airport weren't so big and confusing. What would you do in that case, Andrea?