

Cambridge University Press
978-0-521-70589-9 - Real Listening and Speaking 3 without Answers
Miles Craven
Frontmatter
[More information](#)

Real

Listening & Speaking 3

without answers

Miles Craven

Cambridge University Press
978-0-521-70589-9 - Real Listening and Speaking 3 without Answers
Miles Craven
Frontmatter
[More information](#)

CAMBRIDGE UNIVERSITY PRESS

Cambridge, New York, Melbourne, Madrid, Cape Town, Singapore, São Paulo, Delhi

Cambridge University Press
The Edinburgh Building, Cambridge CB2 8RU, UK

www.cambridge.org
Information on this title: www.cambridge.org/9780521705899

© Cambridge University Press 2008

This publication is in copyright. Subject to statutory exception
and to the provisions of relevant collective licensing agreements,
no reproduction of any part may take place without the written
permission of Cambridge University Press.

First published 2008



Printed in the United Kingdom at the University Press, Cambridge

A catalogue record for this publication is available from the British Library

ISBN-13 978-0-521-70589-9

Cambridge University Press has no responsibility for the persistence or
accuracy of URLs for external or third-party internet websites referred to in
this publication, and does not guarantee that any content on such websites is,
or will remain, accurate or appropriate.

Contents

Map of the book	4
Acknowledgements	6
Introduction	7
 Social and Travel	
Unit1 How are things?	10
Unit2 Can I take your coat?	14
Unit3 I'm looking for a flat	18
Unit4 I'd like a refund, please	22
Unit5 Is there anything on?	26
Unit6 I've got a pain in my arm	30
Unit7 I could do with a break	34
Unit8 It's an amazing place!	38
Review1	42
 Work and Study	
Unit9 Shall we say five o'clock?	44
Unit10 I'd like to open an account	48
Unit11 My bag's been stolen	52
Unit12 Can I take a message?	56
Unit13 Let's get started	60
Unit14 Good morning, everyone	64
Unit15 Good afternoon, everyone	68
Unit16 What do you mean?	72
Review2	76
Appendices	
Appendix1 Useful language	78
Appendix2 Pronunciation features	84
Appendix3 Speaking strategies	85
Appendix4 Presentation evaluation	86
Audioscript	88

Map of the book

	Unit number	Title	Topic	How to ...
Social and Travel	1	How are things?	Socializing	<ul style="list-style-type: none">begin and end a conversation in a natural wayreact to what you hearmaintain a conversation and ask follow-up questionsexpress opinions and defend them
	2	Can I take your coat?	Eating out	<ul style="list-style-type: none">understand explanations of dishes on a menuoffer to paycomplain about common problemsunderstand restaurant reviews
	3	I'm looking for a flat	Living away from home	<ul style="list-style-type: none">explain your accommodation requirementsask about alternatives to help you find the right placeask detailed questions about costs and legal requirementsdeal with problems and complaints effectively
	4	I'd like a refund, please	Shopping	<ul style="list-style-type: none">make a complaint in a shopunderstand a shop's returns policyask questions about various productsbargain and reach an agreement
	5	Is there anything on?	The media	<ul style="list-style-type: none">describe and discuss films and TV programmesunderstand and talk about the newssummarize main news storiesmake predictions about what I will hear
	6	I've got a pain in my arm	Health	<ul style="list-style-type: none">describe symptomsunderstand the doctor's diagnosis and instructionsshow concern and relief
	7	I could do with a break	Travel	<ul style="list-style-type: none">understand detailed information about travelmake and respond to recommendationsask for detailed travel informationenquire about renting a car
	8	It's an amazing place!	Sightseeing	<ul style="list-style-type: none">ask for recommendations before going on a tripunderstand the details of a guided tourinterrupt politely to ask for further informationask for further details

Map of the book

Work and Study	Unit number	Title	Topic	How to ...
	9	Shall we say five o'clock?	Requesting services	<ul style="list-style-type: none">make an appointment at a convenient timeinsist on what you want politely but firmlybargain and negotiate
	10	I'd like to open an account	Money and mail	<ul style="list-style-type: none">ask for a range of services at banks and post officesunderstand detailed explanations of different bank accountsunderstand various ways of sending mail abroadask for clarification and explanation
	11	My bag's been stolen	Emergencies	<ul style="list-style-type: none">report a crime and give exact details of people and objectsreport an incident to the emergency servicesget straight to the point
	12	Can I take a message?	Messages	<ul style="list-style-type: none">take complex phone messagesask for clarification and check understandingleave a message and check others have understoodleave clear and concise voicemail messages
	13	Let's get started	Meetings	<ul style="list-style-type: none">participate actively in meetings, bringing others into the discussionmake, accept and reject suggestionsclarify your viewpoint and correct misunderstandingsbring a meeting to an end
	14	Good morning, everyone	Lectures	<ul style="list-style-type: none">understand the main ideas and the themes of a lecturetake concise noteslisten for signposts and style of deliverysummarize the main points of a talk
	15	Good afternoon, everyone	Presentations and talks	<ul style="list-style-type: none">give a short, simple presentationstructure a talk and use signpostsdeal with questions
	16	What do you mean?	Seminars	<ul style="list-style-type: none">understand how to give a well-organized seminarpresent an argument and reinforce key pointsfollow up a questionevaluate your performance

Acknowledgements

The author would like to thank all the Cambridge University Press team involved in the development of *Real Listening and Speaking 3* for their commitment, enthusiasm and outstanding support, especially Nóirín Burke, Roslyn Henderson, Caroline Thiriau, Linda Matthews and Martine Walsh. Very special thanks also to Hilary Ratcliff for her excellent editing, to Stephanie White and Paul Fellows for their design expertise, and to Bell International for the use of their wonderful facilities. Finally, I would like to thank Jessica for her love, patience and support, which makes all things possible.

The author and publishers are grateful to the following reviewers for their valuable insights and suggestions:

Kathryn Alevizos, UK
Steve Banfield, UAE
Nigel Daly, Taiwan
Rosie Ganne, UK
Rui da Silva, UK
Helen Dixon, UK
Barbara Gardner, UK
Hebe Gomez, Spain
Peter Gray, Japan
Jean Greenwood, UK
Beatriz Martin, Spain
Dr Zbigniew Mozejko, Poland
Paul Seligson, UK
Raymond Sheehan, UAE.

The authors and publishers would like to thank the following for permission to reproduce photographs:

Key: l = left, c = centre, r = right, t = top, b = bottom
Alamy/©Image Shop for p. 21 (r) /©Spotlight Software & Photography Ltd for p. 38 /©Ian Shaw for p. 75; Corbis Images/©Kristy-Anne Glubish/Design Pics for p. 28 /©Helen King for p. 56; Eye Ubiquitous/©Hutchison/Mel Longhurst for p. 40; Getty Images for p. 11; Photolibrary/©Image 100 for p. 18; Punchstock/©fancy for p. 17 /©Image Source for p. 19 /©Glowimages for p. 21 (l) /©Stockbyte for p. 24 /©Bananastock for p. 32 /©Image Source for p. 35 /©Brand X for p. 61; Shutterstock/©Yegor Korzh for p. 27; Still Pictures/©Nick Cobbing/Greenpeace for p. 66.

Illustrations:

Kathy Baxendale pp. 30, 53b; Mark Duffin pp. 13, 18, 36, 39, 48t, 56, 68t; Kamae Design p. 55; Katie Mac pp. 10, 22, 34, 46, 64; Laura Martinez pp. 14, 26, 48b, 54, 65, 68b; Julian Mosedale pp. 44; Ian West pp. 32, 53t, 72.

Text design and page make-up: Kamae Design, Oxford

Cover design: Kamae Design, Oxford

Cover photo: © Getty Images

Picture research: Hilary Luckcock

Introduction

To the student

Who is *Real Listening & Speaking 3* for?

You can use this book if you are a student at intermediate – upper intermediate level and you want to improve your English listening and speaking. You can use the book alone without a teacher or you can use it in a classroom with a teacher.

How will *Real Listening & Speaking 3* help me with my listening and speaking?

Real Listening & Speaking 3 contains practical tasks to help you in everyday listening and speaking situations, e.g. at the shops, in a restaurant or travelling away from home. It also gives practice in a range of work and study situations. It is designed to help you with listening and speaking tasks you will need to do when communicating in English, at home or abroad.

The exercises in each unit help you to develop useful skills, such as listening for opinions, listening for details and listening for the main idea. There are also lots of practical speaking strategies and tasks that help you improve your ability to communicate, and pronunciation activities too.

How is *Real Listening & Speaking 3* organized?

The book has 16 units and is divided into two main sections:

- Units 1–8 – social or travel situations
- Units 9–16 – work or study situations

Every unit has:

- *Get ready to listen and speak*: introduces you to the topic of the unit
- *Learning tip*: helps you improve your learning
- *Class bonus*: gives an exercise that you can do with other students or friends
- *Speaking strategy*: explains a useful strategy
- *Speak up!*: practises the strategy
- *Extra practice*: gives an extra exercise for more practice
- *Can-do checklist*: helps you think about what you learnt in the unit

Most units also have:

- *Focus on*: helps you study useful grammar or vocabulary
- *Did you know?*: gives extra information about vocabulary, different cultures or the topic of the unit
- *Sound smart*: helps you with pronunciation

After each main section, there is a review unit. The reviews help you to practise the skills you learn in each section.

At the back of the book you can find:

- *Appendices*: contain lists of *Useful language*, Pronunciation features and Speaking strategies, as well as a Presentation evaluation to complete.
- *Audioscript*: includes everything that you can hear on the audio CD and gives information about the nationalities of the speakers

How can I use *Real Listening & Speaking 3*?

The book is in two sections: *Social and Travel*, and *Work and Study*. The units at the end of the book are more difficult than the units at the beginning of the book. However, you do not need to do the units in order. It is better to choose the units that are most interesting for you and to do them in the order you prefer.

There are many different ways you can use this book. We suggest you work in this way:

- Look in the *Contents* list and find a unit that interests you.
- Go to *Appendix 1* and look at the *Useful language* for the unit you want to do. You can use a dictionary to help you understand the words and expressions.
- Do the *Get ready to listen and speak* section at the start of the unit. This will introduce you to the topic of the unit.
- Do the other exercises in the unit.
- If your answers are wrong, study the section again to see where you made mistakes.
- Try to do the listening exercises without looking at the audioscript. You can read the audioscript after you finish the exercises.
- If you want to do more work in this unit, do the *Extra practice* activity.
- At the end of the unit, think about what you learnt and complete the *Can-do checklist*.
- Go to *Appendix 1* and look at the *Useful language* for the unit again.

Introduction

To the teacher

What is *Cambridge English Skills*?

Real Listening & Speaking 3 is one of 12 books in the *Cambridge English Skills* series. The series also contains *Real Reading* and *Real Writing* books and offers skills training to students from elementary to advanced level. All the books are available in with-answers and without-answers editions.

Level	Book	Author
Elementary CEF: A2 Cambridge ESOL: KET NQF Skills for life: Entry 2	Real Reading 1 with answers	Liz Driscoll
	Real Reading 1 without answers	Liz Driscoll
	Real Writing 1 with answers and audio CD	Graham Palmer
	Real Writing 1 without answers	Graham Palmer
	Real Listening & Speaking 1 with answers and audio CDs (2)	Miles Craven
	Real Listening & Speaking 1 without answers	Miles Craven
Pre-intermediate CEF: B1 Cambridge ESOL: PET NQF Skills for life: Entry 3	Real Reading 2 with answers	Liz Driscoll
	Real Reading 2 without answers	Liz Driscoll
	Real Writing 2 with answers and audio CD	Graham Palmer
	Real Writing 2 without answers	Graham Palmer
	Real Listening & Speaking 2 with answers and audio CDs (2)	Sally Logan & Craig Thaine
	Real Listening & Speaking 2 without answers	Sally Logan & Craig Thaine
Intermediate to upper-intermediate CEF: B2 Cambridge ESOL: FCE NQF Skills for life: Level 1	Real Reading 3 with answers	Liz Driscoll
	Real Reading 3 without answers	Liz Driscoll
	Real Writing 3 with answers and audio CD	Roger Gower
	Real Writing 3 without answers	Roger Gower
	Real Listening & Speaking 3 with answers and audio CDs (2)	Miles Craven
	Real Listening & Speaking 3 without answers	Miles Craven
Advanced CEF: C1 Cambridge ESOL: CAE NQF Skills for life: Level 2	Real Reading 4 with answers	Liz Driscoll
	Real Reading 4 without answers	Liz Driscoll
	Real Writing 4 with answers and audio CD	Simon Haines
	Real Writing 4 without answers	Simon Haines
	Real Listening & Speaking 4 with answers and audio CDs (2)	Miles Craven
	Real Listening & Speaking 4 without answers	Miles Craven

Introduction

Where are the teacher's notes?

The series is accompanied by a dedicated website containing detailed teaching notes and extension ideas for every unit of every book. Please visit www.cambridge.org/englishskills to access the *Cambridge English Skills* teacher's notes.

What are the main aims of *Real Listening & Speaking 3*?

- To help students develop listening and speaking skills in accordance with the ALTE (Association of Language Testers in Europe) can-do statements. These statements describe what language users can typically do at different levels and in different contexts. Visit www.alte.org for further information.
- To encourage autonomous learning by focusing on learner training

What are the key features of *Real Listening & Speaking 3*?

- It is aimed at intermediate and upper intermediate learners of English at levels B1–B2 of the Council of Europe's CEFR (Common European Framework of Reference for Languages).
- It contains 16 four-page units, divided into two sections: Social and Travel, and Work and Study.
- *Real Listening & Speaking 3* units contain:
 - *Get ready to listen and speak* warm-up tasks to get students thinking about the topic
 - *Learning tip* boxes which give students advice on how to improve their listening and speaking and their learning
 - *Focus on* activities which provide contextualized practice in particular language or vocabulary areas
 - *Class bonus* communication activities for pairwork and group work so you can adapt the material to suit your class
 - *Did you know?* boxes which provide notes on cultural or linguistic differences between English-speaking countries, or factual information on the topic of the unit
 - *Extra practice* extension tasks which provide more real-world listening and speaking practice
 - *Can-do checklist* at the end of every unit to encourage students to think about what they have learnt.
- There are two review units to practise skills that have been introduced in the units.
- It covers a wide range of highly practical activities that give students the skills they need to communicate effectively in everyday situations.
- It has an international feel and contains a range of native and non-native accents.
- It can be used as self-study material, in class, or as supplementary homework material.

What is the best way to use *Real Listening & Speaking 3* in the classroom?

The book is designed so that there is no set way to work through the units. The units may be used in any order, although the more difficult units naturally appear near the end of the book, in the Work and Study section.

You can consult the unit-by-unit teacher's notes at www.cambridge.org/englishskills for detailed teaching ideas. However, as a general guide, different sections of the book can be approached in the following ways:

- *Useful language*: Use the *Useful language* lists in the *Appendices* to preteach or revise the vocabulary from the unit you are working on.
- *Get ready to listen and speak*: It's a good idea to use this section as an introduction to the topic. Students can work on these exercises in pairs or groups. Some exercises require students to answer questions about their personal experience. These questions can be used as prompts for discussion. Some exercises contain a problem-solving element that students can work on together. Other exercises aim to clarify key vocabulary in the unit. You can present these vocabulary items directly to students.
- *Learning tips*: Focus on these and draw attention to them in an open class situation. An alternative approach is for you to create a series of discussion questions associated with the *Learning tip*. Students can discuss their ideas in pairs or small groups, followed by open class feedback. The *Learning tip* acts as a reflective learning tool to help promote learner autonomy.
- *Class bonuses*: The material in these activities aims to provide freer practice. You can set these up carefully, and then take the role of observer during the activity so that students carry out the task freely. You can make yourself available to help students to analyze the language they produce during the activity.
- *Extra practice*: These tasks can be set as homework or out-of-class projects for your students. Students can do some tasks in pairs during class time.
- *Can-do checklists*: Refer to these at the beginning of a lesson to explain to students what the lesson will cover, and again at the end so that students can evaluate their learning for themselves.
- *Audioscript*: Occasionally non-native speaker spoken errors are included in the audio material. They are labelled *Did you notice?* in the audioscript and can be used in the classroom to focus on common errors.