

- Man Yes ma'am, we do offer a special delivery service. I'll just need your hotel address and room number.
- Woman Oh, that's great. Is there any extra charge?
- 3 Woman When will you be receiving the new version of the game?
- Man They're on order right now. So we should have them early next week. Would you like us to put one aside for you?
- Woman No, thank you. I think I'll wait to see them once they're on display.

Listening 2

Casa Camper

The Spanish design company Camper is on the move again. After successfully diversifying from footwear to food and restaurants, Camper is now venturing into a new sector of activity: hotels. The company opened its first hotel, Casa Camper, earlier this year in Barcelona. But Casa Camper is not just another hotel. It's a hotel with a lot of differences. Take the accommodation, for example: each of its 25 rooms has not one space but two: an elegant bedroom and an intimate lounge area where guests can relax or work. All rooms are equipped with Internet Wi-Fi and a plasma-screen television and there's even a hammock for that afternoon siesta. Guests also get 24-hour access to a free buffet with salads and snacks. Judging from the very positive comments that have appeared on travel websites, guests have welcomed the Camper hotel experience. Their only regret? That there aren't more Camper hotels to stay in. For that, they may not have to wait too long. The company has already planned a second hotel on its island homeland, Mallorca.

Listening 3

- A We recommend that all drivers perform a routine inspection before they use their vehicles.
- B Yes, that's right. Just leave us the full details of your address and we'll do the rest.
- C No. I'm afraid we are not authorized to sell below list price.
- D That depends. We advise drivers to check with the manager and to obtain permission before driving inside buildings.
- E According to our estimates, it takes only 45 minutes to unpack and put together.
- F Well, all new owners are invited to attend a 30-minute training session.
- G That's right. If any part of the vehicle is defective, we replace it free of charge.
- H Not necessarily. We only carry a limited number of items and we order all others direct from our supplier.

5 Industry

Snapshot

B

- A The inspector is checking the equipment.
- B They're working on an assembly line.
- C The hot, molten steel is being processed in the steelworks.
- D The holding tank is being tested.
- E Shoes are being manufactured in the factory.
- F The carpenters are wearing hard hats.
- G The steel-worker is wearing protective eyewear.
- H The structure is being built out of wood.

Listening 1

- A Fortunately, delicious Jelly Belly beans are sold in over 35 countries worldwide.
- B Jelly Belly beans are made in over 50 amazing and tasty flavors.
- C Over one hundred thousand tons are produced every year.
- D Our intensely flavored gourmet beans are conceived and tested by our experts in the Jelly Belly Research and Development Division.
- E Absolutely! They were sent on the space shuttle in 1983 along with the first American female astronaut, Sally Ride! What a star!

Listening 2

A and B

- A Woman What seems to be the problem?
Man The pallets were run over by a forklift.
Woman You'd better file a damaged goods report.
- B Man 1 What happened to the safety screen?
Man 2 It was taken off because it slowed production.
Man 1 Have someone replace it immediately. We wouldn't want anyone to have an accident.
- C Woman Excuse me. Hard hats must be worn at all times.
Man Oh, sorry. I seem to have left mine back in the truck.
Woman Here, you can borrow this one while you're on the site.
- D Woman Has the faulty switch been repaired yet?
Man Unfortunately not. The warehouse can't seem to locate a spare part.
Woman Well, have the mechanic express order a new one. The assembly line needs to be up and running by tomorrow morning.
- E Woman So, what does your analysis show?
Man The plant is not as efficient and cost-effective as it should be. We simply have to reduce labor costs.
Woman Perhaps we should invest in more automation.

- 4 What are your views on this issue?
- 5 Why don't we take a ten-minute break?
- 6 Is there any other business?
- 7 Who would like to chair the next meeting?

C

- 1 Could someone take the minutes, please?
A I'm sorry. I left my watch at home.
B I'd be glad to.
- 2 Has everyone received a copy of the agenda?
A You wouldn't have an extra one, would you?
B I've already had a cup this morning, thank you.
- 3 Could we move on to the next item?
A As soon as we've made a decision on the present issue.
B Relocating the business would be expensive.
- 4 What are your views on this issue?
A Yes, all rooms have lovely views of the city.
B I tend to agree with what Mark said earlier.
- 5 Why don't we take a ten-minute break?
A Because it's not broken.
B That's a good idea.
- 6 Is there any other business?
A No, I think we've covered everything.
B There're plenty of stores just down the street.
- 7 Who would like to chair the next meeting?
A I'll be happy to bring an extra one from my office.
B I'll do it. I think it's my turn.

Review Test 2 Units 4–6

Part 1

- 1 A He's ironing the cloth.
B He's checking the clothes.
C He's inspecting the cloth.
D He's working on the clock.
- 2 A She's pushing the grocery cart.
B He's weighing the vegetables.
C The customers are entering the mall.
D She's standing at the checkout counter.
- 3 A They're waiting in line in front of the plant.
B They're attending a general assembly.
C They're walking around the new building.
D They're working on an assembly line.
- 4 A The container is being lifted by a crane.
B The vehicles are being driven onto a ferry.
C The goods are being shipped by air.
D The truck is being towed away.

Part 2

- 5 When will the construction permits be signed?
A Within two weeks' time.
B Three days ago.
C By the local official.

- 6 If I place my order today, can I expect delivery before Wednesday?
A It's in the wrong order.
B It should get there by midweek.
C You should always follow orders.

- 7 Who'll be in charge of the auction?
A He's currently not available.
B Yes. The sale will begin soon.
C Tom Johnston will be managing it.
- 8 Which aisle is the pet food located in?
A I'm afraid animals are not allowed inside the store.
B At the far end of the store next to the canned goods.
C All our fresh fruit is locally produced.

- 9 Are you going to type up the minutes?
A Yes, I'm taking my watch to be repaired.
B I'll have my assistant do it.
C She's been tied up for hours on the other line.

- 10 This toy comes with batteries, doesn't it?
A No. I'm afraid they're sold separately.
B That's right. There is a ten percent service charge.
C The game can be played by up to four people.

- 11 Should we get subcontractors to finish the job?
A Yes, you can subtract the discount from the retail price.
B We'll save time if we do.
C The sublet has already been rented.

- 12 Would you like me to have the shipment insured?
A Yes. I'm certain I bought it here.
B Yes, it's much safer by sea.
C No. I'll take care of that myself.

- 13 How will they pay for the goods?
A In excellent condition.
B They'll transfer the money directly.
C Once they arrive.

Part 3

Questions 14–16:

Woman Before we adjourn, would anyone like to add anything?

Man We'll have to appoint a new committee chair before the end of the year.

Woman That's right. I'll put it on next week's agenda.

Man I'm afraid we won't have enough time to review the nominations. Let's schedule that for the meeting the following week.

Questions 17–19:

Man When the container was opened, I noticed that water had leaked onto the fabrics.

Woman You'll need to provide us with a detailed inventory of the damage and copies of the original invoices.

Man All right. But how long will it take to get compensated?

- 2 Woman That was an amazing show. Over one hundred works in such a small gallery.
- Man I found it very crowded. The paintings were hung so close together and the sculptures were packed into the corners.
- Woman We should come back when there are less people. Until then you can read through the catalog that I bought on my way out.
- 3 Man How about that game last night! It sure was close in the last inning.
- Woman You can say that again. If it weren't for Yuchiro's home run with bases loaded, we would have lost the game.
- Man What a hitter! Not only is he a solid fielder, he can really swing the bat.
- 4 Man 1 Hey there. How've you been? Last time we met you had just signed up for an Italian cuisine class.
- Man 2 Great to see you. Yeah. I've been taking my life-long hobby very seriously and just finished another six-month dessert and pastry course. It was fabulous!
- Man 1 Wow. With all that experience you'll have your own restaurant in no time!
- 5 Man What a fine rendition. That was terrific. So how long have you been playing?
- Woman I started taking lessons when I turned five. So, counting the conservatory, that makes about 20 years that I've had my fingers on the keys.
- Man Do you mostly play classical or sometimes improvise jazz?

8 Money

Snapshot

B and C

- A He's converting some money into another currency.
- B They're withdrawing cash from an ATM.
- C She's checking some sheets of dollar bills.
- D The bank teller is assisting a teenage customer.

Listening 1

B and C

- 1 Woman The garage called this morning. They said they've found a problem with the brake system on the car, which means they're going to charge us more.
- Man Did they give you an estimate?
- Woman Around two hundred dollars, including labor.
- 2 Man Why don't we get tickets for the opera festival next week?
- Woman Have you seen what they cost? There's no way we can afford that much.

- Man I guess you're right. Maybe we should just go to a jazz concert instead.
- 3 Man I'm looking for a small two-bedroom apartment.
- Woman Well, we have one that's just been vacated. It's on Jermyn Avenue near the new sports complex.
- Man That sounds great. How much is the rent?
- 4 Woman Can you believe that electricity has gone up again?
- Man I figure it's increased by almost seven percent since last year.
- Woman Yeah. I'm seriously considering switching to solar energy.

Listening 2

A and B

- A My home is already worth about 140,000 dollars. Would you advise me to sell it now or would it be better to wait for it to appreciate?
- B I've been at the same salary level for the last two years. How should I go about asking my boss for a raise?
- C Is there an annual limit on the amount of money I can put into my pension fund?
- D I'm interested in buying stocks. How should I choose which companies to invest in?
- E I recently inherited some money. What type of investment would give me the best return?

Listening 3

LETS is the name of an open currency system which was invented by Cambridge University graduate, Michael Linton. Although the letters of LETS officially stand for "Local Exchange Trading System", the word LETS also serves as an invitation to people to exchange their goods and services in a different way. Back in 1983, when he first came up with the idea, Michael was living on Vancouver Island in Canada. There he noticed that while the local community had significant resources and plenty of skills and products to offer, little trading was taking place. Why not? Simply because there wasn't enough money circulating to make that possible. The solution? Create a "virtual bank" where users can trade with each other using their own virtual money to supplement whatever "real" money they have available. How does it work? Nothing could be simpler. It's just like a normal bank – except that there are no buildings, no deposits, hardly any staff and absolutely no owners. But there is money and it does circulate, even though it's actually only virtual money. All the transactions, prices and conditions are negotiated directly between buyer and seller, and payment is made by check or on-line transfer. In most LETS systems, users can see the general state of the system accounts but details are private. However, in others where there are trust / distrust issues, all accounting can be made open to all users. Sounds simple and it is – which may well explain why today you can find LETS groups in over 38 countries around the globe.

- 8 Could you put that on my bill, please?
 A Certainly. If you'd just sign the check.
 B Actually, I built it myself.
 C I'm sorry but Bill is not on duty today.
- 9 Are you going running this afternoon or would you rather play tennis?
 A I'd prefer not to arrive too late.
 B Unfortunately, we've run into a few problems with the new tenant.
 C Sounds like fun. I'll meet you down at the court, say, around three.
- 10 Would you like a window or an aisle seat?
 A I'll get one for both of us.
 B A table for four, please.
 C Either is fine with me.
- 11 Isn't the art center open on Mondays?
 A It usually is, but they're setting up a special exhibition this week.
 B Yes, the registration fee covers all art supplies.
 C No, I sent her the artwork on Tuesday.
- 12 The tour guide was outstanding, don't you think?
 A Her comments were both entertaining and informative.
 B Yes. The guidelines seem to be very complete.
 C Well, I think the next tour starts in an hour.
- 13 Would you happen to know when the next ferry sails to the mainland?
 A It happened when they were sailing.
 B Our entire stock goes on sale tomorrow.
 C It's boarding right now from Dock 5.

Part 3

Questions 14–16:

- Woman Does the hotel offer a courtesy shuttle from the airport?
- Man Yes, we do. Pick-up is from Arrivals at Terminal 1.
- Woman Could you reserve us three places? Our flight gets in at 2 p.m.
- Man There's no need for that. There's plenty of room on board, and our service runs every 20 minutes.

Questions 17–19:

- Woman I'd like to pay for these items by credit card.
- Man I'm afraid I can't accept credit cards today because our machine isn't working. Can you pay by cash or check?
- Woman I don't have my checkbook with me, but I can go to the nearest ATM and take out some money.
- Man There's one right across the street, next to the library. I'll keep your things here at the register until you return.

Part 4

Questions 20–22:

Flight 517 to Houston will now begin boarding from gate three. As we will be boarding from the rear of the aircraft, we ask passengers sitting in rows 44 to 32 to report to gate three immediately. Please have your boarding passes ready to present to airline personnel. Passengers are reminded that federal regulations currently limit air travelers to one carry-on item per passenger.

Questions 23–25:

Welcome to the Museum of Modern Art and thank you for choosing our audio guide to accompany you on your visit. The audio guide provides commentaries about some of the paintings in our permanent collection. Before you start your visit please listen carefully to the following instructions.

Beside selected paintings, there is a white sticker with a corresponding audio guide number. To hear a commentary, enter the number displayed next to the painting. If you wish to interrupt the recording, you can press the red pause button. To restart, push the green play button. Use the arrow keys to set the volume.

Should you have any questions about the audio guide or if you experience difficulties using it, please ask the staff to help you.

Before leaving the gallery, please remember to return your audio guide to our staff. We hope that you will enjoy the museum collections.

10 Environment

Snapshot

B

- A Palm trees grow along the coast.
 B The cottage is by the sea.
 C The freeway runs past the skyscrapers.
 D The high-rise buildings are on opposite sides of the river.
 E Cattle are grazing in a field next to the refinery.
 F The farmland is being plowed for planting.
 G The laundry is hanging from the balcony.
 H The houses are only three stories high.

Listening 1

C

Welcome to the European weather forecast for Friday September 7th. Well, there's certainly been a lot of wet weather around for most of northern Europe over the last few days and that looks set to continue over the weekend. We have an area of low pressure moving across from southern England into continental Europe and that's bringing some very heavy rain indeed. So, much of Germany and France can expect prolonged rain during today and tomorrow which will be falling as light snow at higher altitudes as it moves through to

- 2 Woman Do you remember when you last came in for a complete physical?
- Man Actually, it was some time ago. Four, maybe, five years.
- Woman You know, even if you're in good health, you should see a doctor every two years for a check-up.
- Man You're right. But I never seem to have enough time.
- 3 Man Hi. I'd like to have this prescription filled, please.
- Woman Certainly. Which would you prefer: brand name medicine or the less expensive generic drugs?
- Man Hmm. I think I'll go with the brand name, since that's what my doctor's prescribed.
- 4 Man 1 Will I have to wear corrective lenses all the time?
- Man 2 No, no. You have very good eyesight. This prescription will correct your vision so that you can read comfortably at night.
- Man 1 That's good news.
- 5 Woman 1 The health insurance benefits package we offer our employees includes full medical and dental coverage.
- Woman 2 Will my policy include prescription drugs?
- Woman 1 Yes, it does. It reimburses 90% of all doctor-prescribed medications.

Listening 2

Now for those of you who may be thinking that it's high time to switch to a new healthier diet, we've got just the thing. On May 15th the United Okinawa Association is organizing a special evening event where you'll have the opportunity to meet two of the authors of the best-selling *Okinawa Diet Plan*. Doctors Craig and Bradley Willcox will be giving a short presentation of their research on the Okinawa community and explaining what makes it so unique. Don't forget, that's May 15th from six to nine at the community center in Waikiki. Seating is limited so you'd better book early. Tickets to the event are on sale for 40 dollars and that includes the price of your personal hardcover copy of the book that could help you to get leaner, live longer and never feel hungry. Sample Okinawan recipes will be available for tasting after the presentation. For further information about the event and to make a telephone reservation, call 215-658-4321.

Listening 3

- A Woman How about targeting schools?
- Man Excellent idea. We can be sure that every child in school would have the opportunity to be vaccinated.

- B Man We should provide mayors with information that will help them support vaccination programs for their communities.
- Woman I agree. And how about developing neighborhood vaccination workshops to involve people on a local level?
- C Man We ought to approach companies that market children's products.
- Woman That's not a bad idea. Why not approach the President's wife, too? She's a great supporter of public health issues.
- D Man 1 How should we evaluate the success of the Vaccination Week campaign?
- Man 2 Why don't we conduct a public awareness survey afterward?
- E Woman 1 What about posters? They're inexpensive and can be widely distributed.
- Woman 2 Great idea. Couldn't we also get national television stations to donate air time for our commercials?

12 Society

Snapshot

B

- A The schoolchildren are clapping their hands.
- B The law enforcement officers are on patrol.
- C The candidate is making a speech.
- D The people are at a polling station.
- E The court session is held outside.
- F The police are writing out a traffic ticket.
- G The lawyers are meeting in the court house.
- H A woman is filling out a form.
- I The instructor is calling on the students.
- J The court officials are facing the people.
- K The policemen are riding bicycles.
- L Some students are raising their hands.

Listening 1

C

- 1 Woman Do you have a currently valid form of photo ID, your birth certificate, and proof of residence?
- Man Yes, I do. By the way, if I register today, will I be eligible to vote in the upcoming elections?
- Woman Yes. You'll receive your official voter registration card indicating your local polling place in the mail within a few days.
- 2 Man 1 Good morning, sir. May I see your driver's license and vehicle registration, please?
- Man 2 Certainly, here you are. Is there something wrong, officer? Was I speeding?

- Man 1 Not to worry, sir. We pulled you over because we noticed that your left brake light is out. You'll need to get that fixed as soon as possible.
- 3 Woman 1 What a weekend! I spent the whole time filling out my income tax returns.
- Woman 2 Oh, that's right! I totally forgot. When are they due again?
- Woman 1 You have until midnight Wednesday to file. Hope yours are less complicated than mine!
- 4 Man If elected, what will be your top priority during your first six months in office?
- Woman If I become mayor of this city, I will devote time and effort to improving the local school system. We need to develop our educational facilities.
- Man Does that mean that you would raise local taxes?
- Woman Oh. I think we could find other ways of financing that.
- 5 Man Have you seen the continuing education course catalog for next semester?
- Woman I think I saw one in the HR office yesterday. Were you considering taking some classes?
- Man Yes. In fact, I'm only six credits away from completing my MBA in the university's professional business program.

Listening 2

C

I would like to thank you for showing interest in our Legal Aid Volunteer Program here on the Hopi reservation. As you know the Hopi tribal council is looking for lawyers to volunteer their time to provide legal advice to Hopi tribal members. This is important because although Native American Reservations are within the borders of the United States, the tribes have independent governments whose legal policies and practices differ from state and federal law. For example, did you know that within the Hopi reservation, laws are enforced, not by federal, state, or county police, but by Hopi Tribal Rangers? This three-day seminar will introduce you to the basic governmental and legal differences between Hopi culture and the surrounding United States. This knowledge will enable you to better inform tribal members of their legal rights regarding such important issues as reclaiming lands belonging to the tribe, securing the right to manage the natural resources within tribal property and, more generally, expanding Native American autonomy in order to preserve Hopi language, culture and traditions.

Listening 3

B

- 1 What's your position on this issue?
- A We're standing near the exit.
- B By and large, I share the same opinion as Sally.

- 2 Could you expand on that, please?
- A I'd be glad to go into greater depth.
- B Yes. Let's move to a larger room.
- 3 Wouldn't you agree that video games are completely harmless?
- A Well, I wouldn't go that far.
- B Yes. We greeted them at the door.
- 4 Do you realize that companies would lose subscribers?
- A Yes. We'd really like to come.
- B That won't necessarily happen.

Review Test 4 Units 10–12

Part 1

- 1 A The patient is wearing a white coat.
B She's reading the manual.
C He's looking for his glasses.
D She's checking the patient's eyes.
- 2 A He's clearing the snow away.
B He's showing his house.
C The man is covered with snow.
D He's shoveling the soil in his garden.
- 3 A The parking lot is quite empty.
B There's an overpass across the freeway.
C Traffic is stopped in all of the lanes.
D The commuters are riding the bus.
- 4 A The man is waving to the cyclists.
B He's raising his arm above his head.
C The man is directing traffic.
D He's pointing out the problem.

Part 2

- 5 Where do you stand on this issue?
- A Yes, we're near the elevator.
B Over there, next to the photocopier.
C I share Don's point of view.
- 6 How about next Tuesday for your annual check-up?
- A It's about the checking account.
B That would be fine.
C About twice a week.
- 7 Wouldn't it be better to get a second opinion?
- A You're right. It wouldn't help at all.
B Good idea. Let's ask Toshiro.
C Unfortunately, the results haven't improved.
- 8 May I have this prescription filled, please?
- A I'm sorry. There's no more room.
B I'll need to order this. You can pick it up this afternoon.
C It certainly is very filling.
- 9 Have you heard the weather report?
- A Yes, the announcement was delayed.
B I'm not sure whether it's hers.
C The forecast is for clear, sunny skies.