

# 01 YOUR WORLD

## Language focus 1

### Questions and short answers

1 Put the words in the correct order to make questions.



- 1 London / first / your / to / Is / visit / this ?  
*Is this your first visit to London?* \_\_\_\_\_
- 2 your / is / going / How / job ?  
\_\_\_\_\_
- 3 here / When / you / did / get ?  
\_\_\_\_\_
- 4 all / family / is / your / How ?  
\_\_\_\_\_
- 5 do / do / you / How ?  
\_\_\_\_\_
- 6 journey / you / here / a / good / Did / have ?  
\_\_\_\_\_
- 7 things / you / How / are / with ?  
\_\_\_\_\_
- 8 staying / you / are / Where / while / here / you / are ?  
\_\_\_\_\_

2 Complete the questions in the conversation with the correct form of *be*, *have* or *do*.

- A: What <sup>1</sup> 's your girlfriend's name?  
B: Masako.  
A: <sup>2</sup> \_\_\_\_\_ that a Japanese name?  
B: Yes, that's right.  
A: Which part of Japan <sup>3</sup> \_\_\_\_\_ she come from?  
B: Osaka.  
A: Uh-huh ... so <sup>4</sup> \_\_\_\_\_ you speak Japanese?  
B: No. 'Hello' and 'thank you', but that's it!  
A: Oh, right. <sup>5</sup> \_\_\_\_\_ she doing that English course with you last month?  
B: No, her English is much better than mine.  
A: Well, how <sup>6</sup> \_\_\_\_\_ you meet her, then?  
B: At the bus stop – she lives near me.  
A: I see. <sup>7</sup> \_\_\_\_\_ she got her own flat here?  
B: Well, it's her parents' flat.  
A: Oh. <sup>8</sup> \_\_\_\_\_ they living here, too?  
B: Some of the time, yes.

3a Match questions 1–10 with short answers a–j below.

- |   |                          |   |
|---|--------------------------|---|
| 1 Do you like our new teacher?                          | <input type="checkbox"/> | g |
| 2 Have you got the time?                                | <input type="checkbox"/> |   |
| 3 Is it cold outside today?                             | <input type="checkbox"/> |   |
| 4 Did you have a good holiday?                          | <input type="checkbox"/> |   |
| 5 Was there a lot of traffic on the roads this morning? | <input type="checkbox"/> |   |
| 6 Are your neighbours nice?                             | <input type="checkbox"/> |   |
| 7 Were you at the football match on Saturday?           | <input type="checkbox"/> |   |
| 8 Has your brother got a girlfriend?                    | <input type="checkbox"/> |   |
| 9 Does it take long to do this exercise?                | <input type="checkbox"/> |   |
| 10 Was the film good?                                   | <input type="checkbox"/> |   |
- a Yes, they are.  
b No, he hasn't.  
c Yes, I did.  
d Yes, I was.  
e No, it wasn't.  
f No, it isn't.  
g Yes, I do.  
h No, it doesn't.  
i Yes, there was.  
j No, I haven't.

- b  1.1 Listen to the questions and answers. Notice that the auxiliaries *do/does, has/have, is/are* and *was/were* are weak in the questions, but strong in the short answers.

/ də /

A: Do you like our new teacher?

/ du: /

B: Yes, I do.

- c Listen again and repeat the questions and answers, paying attention to the strong and weak sounds.

4 Look at the answers. Write the question for each one.

1 What's your full name?

Mark Thomas Williams.

2 \_\_\_\_\_

Yes, I do. I live with my family.

3 \_\_\_\_\_

They're looking at page 7.

4 \_\_\_\_\_

He lives in the centre of town, opposite the cinema.

5 \_\_\_\_\_

My holiday was great, thanks. We had lovely weather and food.

6 \_\_\_\_\_

I usually get up around 8 o'clock.

7 \_\_\_\_\_

No, she doesn't. My English teacher doesn't speak my language.

8 \_\_\_\_\_

I went to university in New York.

5 Find and correct the mistakes in questions 1–9.

1 How to pronounce 'b-u-s-i-n-e-s-s'?

How do you pronounce 'b-u-s-i-n-e-s-s'?

2 Can you writing 'customer' on the board, please?

\_\_\_\_\_

3 What's English word for this?

\_\_\_\_\_

4 Which page we are on?

\_\_\_\_\_

5 Have anybody got a spare pen?

\_\_\_\_\_

6 Can you say again that, please?

\_\_\_\_\_

7 What are tonight's homework?

\_\_\_\_\_

8 How you spell 'journey'?

\_\_\_\_\_

9 What means 'colleague'?

\_\_\_\_\_

## Pronunciation

### Sentence stress in questions

- 6a Underline the stressed words in the questions and short answers below.

1 Where exactly do you live?

2 How do you spell your name?

3 Have you got any brothers and sisters?

4 No, I haven't.

5 Which one would you like?

6 Does your mother speak English?

7 Yes, actually she does.

8 How was your weekend?

9 What's your date of birth?

10 What time do you usually get up in the morning?

- b  Listen and check. Practise saying the questions.

## Vocabulary

### People around you

- 7 Add letters to complete the words.



1 n i e c e

2 p \_ r \_ \_ t

3 \_ \_ l \_ t \_ v \_

4 \_ t \_ a \_ g \_ \_

5 c \_ u \_ i \_

6 a \_ q \_ a \_ \_ t \_ n \_ \_

7 c \_ a \_ \_ m \_ t \_

8 \_ o \_ \_ e \_ g \_ e

9 s \_ e \_ m \_ t \_ e \_

10 n \_ i \_ h \_ \_ \_ r

# Language focus 2

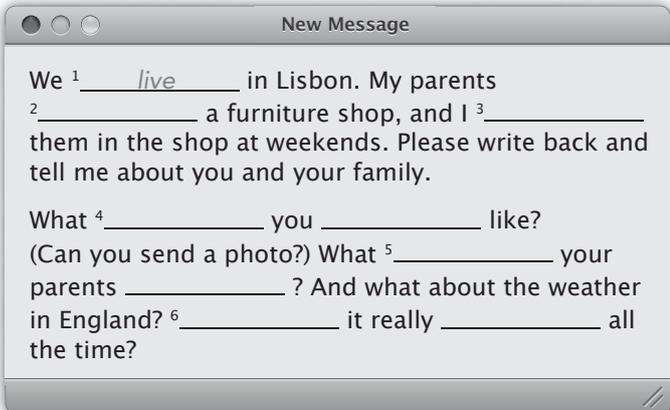
## Present simple and Present continuous

8a Read the three extracts A–C below. Which is from:

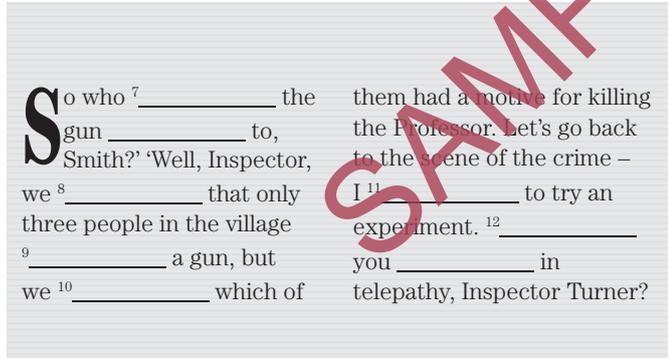
- 1 a detective story? \_\_\_\_\_
- 2 an encyclopaedia? \_\_\_\_\_
- 3 an email to a pen friend? \_\_\_\_\_

b Complete the extracts with the Present simple form of the verbs in the boxes.

**A**  
 .....  
 live do (x3) help look own rain  
 .....



**B**  
 .....  
 believe belong not know own want know  
 .....



**C**  
 .....  
 come get not drink have not have spend  
 .....

**INFOPEDIA**  
THE FREE ENCYCLOPEDIA

### Koala

The koala is an Australian mammal. It <sup>13</sup> \_\_\_\_\_ thick fur and round ears but it <sup>14</sup> \_\_\_\_\_ a tail, like a teddy bear. Koalas <sup>15</sup> \_\_\_\_\_ most of the day sleeping. They <sup>16</sup> \_\_\_\_\_ water, but they <sup>17</sup> \_\_\_\_\_ liquids from eating eucalyptus leaves. The word *koala* <sup>18</sup> \_\_\_\_\_ from the Aborigine word meaning 'no drink'.

9 Complete the sentences with the Present continuous form of the verbs in the box.

- .....  
 visit breathe clean die eat get (x2)  
 have not get not set spend  
 stay suffer talk use watch  
 .....

'This is Sandra Wise with the news headlines: the president <sup>1</sup> is visiting the UK this week. He and his wife <sup>2</sup> \_\_\_\_\_ at London's famous Savoy Hotel. Today he <sup>3</sup> \_\_\_\_\_ a meeting with the British prime minister, and later in the week ...'

'... later on Ten News Tonight: why we as a nation <sup>4</sup> \_\_\_\_\_ fat. A nutrition expert says that our children <sup>5</sup> \_\_\_\_\_ too much junk food and <sup>6</sup> \_\_\_\_\_ enough exercise, and as parents we <sup>7</sup> \_\_\_\_\_ a good example: we <sup>8</sup> \_\_\_\_\_ more time than ever in the car or in front of the TV ...'

'... and finally, <sup>9</sup> \_\_\_\_\_ your health \_\_\_\_\_ because of indoor pollution? <sup>10</sup> \_\_\_\_\_ you \_\_\_\_\_ in dangerous chemicals while you sit at home watching this programme? According to a report by the Clean Air Society, this is a serious problem for millions of people. The president of the society even claims that people <sup>11</sup> \_\_\_\_\_ because of the air they breathe in their own homes.'



- A:** Hi, Robin, it's Kris. <sup>12</sup> \_\_\_\_\_ you \_\_\_\_\_ the news on TV?
- B:** No, actually I <sup>13</sup> \_\_\_\_\_ the kitchen! I <sup>14</sup> \_\_\_\_\_ ready for Sammy's party tomorrow.
- A:** <sup>15</sup> \_\_\_\_\_ you \_\_\_\_\_ a cleaner with chemicals in it?
- B:** Well, yes, I suppose. Kris, what <sup>16</sup> \_\_\_\_\_ you \_\_\_\_\_ about?
- A:** Oh, it's just that there was an item about indoor pollution, and ...

## 10 Complete the conversation with the Present simple or continuous form of the verbs in brackets.

- A:** How can I help you, Mr Daniels?
- B:** Well, I started having bad headaches a couple of weeks ago and they <sup>1</sup> 're getting (get) worse. I can't sleep, I'm tired all the time, and the worst thing is my hair <sup>2</sup> \_\_\_\_\_ (go) grey and I'm only 31!
- A:** I see. Let me ask you some questions.  
<sup>3</sup> \_\_\_\_\_ (you smoke)?
- B:** No, I gave up a month ago.
- A:** Right. I see you're a salesman. How many hours a week <sup>4</sup> \_\_\_\_\_ (you work)?
- B:** Well, I normally <sup>5</sup> \_\_\_\_\_ (do) eight hours a day, but at the moment I <sup>6</sup> \_\_\_\_\_ (work) at least ten hours and some Saturdays.
- A:** That is a lot. How <sup>7</sup> \_\_\_\_\_ (you relax)?
- B:** Well, I usually <sup>8</sup> \_\_\_\_\_ (sit) in front of the TV with a pizza and a few beers.
- A:** Hmm. <sup>9</sup> \_\_\_\_\_ (you do) any exercise at the moment?
- B:** Not really, but I'm losing a lot of weight and I <sup>10</sup> \_\_\_\_\_ (not know) why.
- A:** I think you <sup>11</sup> \_\_\_\_\_ (suffer) from stress. I <sup>12</sup> \_\_\_\_\_ (want) you to eat a more varied diet and to do some exercise. Come back and see me in four weeks and I'll check you again.

## Listen and read Ordinary heroes

- 11a  1.3 A TV station is doing some research for a programme about ordinary people who are considered 'heroes' by people around them. Listen and read the emails and answer the questions.

### Whose hero is:

- 1 a stranger? \_\_\_\_\_
- 2 a relative? \_\_\_\_\_
- 3 a colleague? \_\_\_\_\_

### b Listen and read again and answer the questions.

Who:

- 1 is very brave? \_\_\_\_\_
- 2 nearly left her job? \_\_\_\_\_
- 3 nearly lost a lot of money? \_\_\_\_\_
- 4 was terrified of her boss? \_\_\_\_\_
- 5 is in a lot of pain? \_\_\_\_\_
- 6 told his boss what he thought of him? \_\_\_\_\_
- 7 is more generous than many adults? \_\_\_\_\_
- 8 wants to contact his/her hero? \_\_\_\_\_

New Message

My 'hero' at the moment is Ricky.

We work together. I was thinking of leaving the place where I work because of our horrible new boss. He's always in a bad mood and he never has a good word to say to anyone. He also picks on young female members of staff: there's a girl called Kimberley who's terrified of him. Or at least she was. When Ricky joined us, everything changed. First he covered for me when I was late back from lunch by telling the boss that I was downstairs in the photocopying room.

Then a couple of days later, the boss was standing at Kimberley's desk, shouting at her, telling her she was lazy and would have to stay late to finish her work ... Anyway, Ricky marched straight up to him and told him he was a pathetic coward for talking to his staff like that. Well, the boss was stunned to silence - he just walked off without saying another word and he's left us alone since then.

**Charlotte, Bristol**

New Message

I'm writing to tell you about my niece, Mary.

She's only seven and she's in hospital at the moment. She was in a bad car accident two weeks ago and she broke both her legs. She's had one operation and now she's waiting for another, then she'll have to be in a wheelchair for quite a while. Anyway, I am constantly amazed by this little girl's courage: she never cries when she has an injection, and very rarely complains about the considerable pain that she must be in.

When I go in to visit her, she always has a smile for me, and last time I went she was comforting another girl who was upset because her parents couldn't come and visit her. I've also noticed that she shares all the chocolates and toys that people have given her with the other children in her ward. I don't know how many adults would be as generous as that!

**Dan, Newcastle**

New Message

I'm hoping that by writing to you, I might be able to get in touch with my 'hero' again.

I don't know him - I don't even know his name - but what he did was unbelievably kind and honest. I went shopping at my local supermarket last Friday, and I met an old friend at the checkout desk. We chatted for a while, then I loaded up the car and came home.

It was only then that I realised I'd lost my purse: I thought maybe I'd dropped it in the car park. I started to panic when I also remembered that I had quite a lot of money in it. Then someone knocked at the door and it was a complete stranger, holding out my purse! He said he was in the queue behind me at the supermarket checkout and that's where he found my purse. He got my address from my driving licence. I was so grateful, but I didn't know what to say.

Anyway, he just walked off, and I haven't been able to thank him properly.

**Annette, Leeds**

# Vocabulary

## Everyday activities

12 Match questions 1–10 with answers a–j. Then complete the sentences with the words/phrases in the box.

go to the gym    looking after children    commuting  
 playing video games    texting  
 going on social networking sites    doing paperwork  
 going shopping    tidying up    doing nothing

- 1 Have you lost weight? You look amazing!  c
- 2 Do you enjoy being a teacher?
- 3 I'm really nervous about the exam next week.
- 4 We have a cleaner who comes in once a week.
- 5 I haven't seen Luc and Sophie for weeks, have you?
- 6 What do you like doing at the weekend?
- 7 Why was your computer so expensive?
- 8 Are you happy you moved to the countryside?
- 9 Oh no, my phone bill is huge!
- 10 Are you looking forward to your holiday?

- a I wish we had someone like that. I hate \_\_\_\_\_!
- b Oh yes, it's much quieter here, but I do spend a lot of time \_\_\_\_\_ to work.
- c Thanks! I go to the gym three times a week.
- d I love \_\_\_\_\_ with my friends and buying new clothes.
- e Oh yes. Three weeks of lying on the beach and \_\_\_\_\_. I can't wait!
- f If you spend less time \_\_\_\_\_ and more time studying, I'm sure you'll be fine.
- g You shouldn't do so much \_\_\_\_\_. It's cheaper and you can save more by calling.
- h It needs to be powerful because I like \_\_\_\_\_ on it.
- i Well, I love being in the classroom but I don't like all the administration – I hate \_\_\_\_\_.
- j No, now that they're parents they spend most of their time \_\_\_\_\_.

# Writing

## An informal email

13a Read Grace's reply to an email from Katarina. In which paragraph does she do the following?

- a Write about her own news. 2
- b Respond to Katarina's news. \_\_\_\_\_
- c Respond to Katarina's request. \_\_\_\_\_



**Re: A message from Katarina**

Hi Katarina!

1 What a lovely surprise to get your message! Of course I remember you – how could I forget? It was great to hear all your news. You look great in your photos, you haven't changed a bit. I loved looking at them and remembering all the times we had together. I'm pleased that you're happy in Bratislava, and Hendrik looks really nice, too. You must tell me all about him! Your job sounds really interesting, I always knew you would end up doing something exciting. I miss our time at university, too. It was such fun!

2 As for my news, well, I'm also very busy these days. I'm still in Manchester and I'm working as an English teacher in a private language school. The job's stressful, but I really love it as I meet people from all over the world. I'm married now to a guy I met at work called Jack. We've got a little girl called Charlotte (but everyone calls her Charlie), who is lovely but a bit naughty at times! It's funny that you asked about Tom. He finished his studies, then decided he didn't want to be a lawyer and went travelling round the world! I think he's in Thailand at the moment, but we don't hear from him very often. As for my parents, mum retired a few years ago and dad retired last year, and now they spend a lot of time in the garden. They both seem very happy.

3 It was great to hear that you're coming to Manchester next week. It would be fantastic to see you again, and I can't wait to meet Hendrik! I want you to meet Jack and Charlie too, and we can catch up on all our news. Let me know which days you are going to be here and we can plan something special.

Great to hear from you.  
 Take care, and lots of love,

Grace

b Write the phrases from the email that Grace uses to do the following.

- 1 respond to getting Katarina's message  
What a lovely surprise to get your message!
- 2 say that she remembers Katarina  
\_\_\_\_\_
- 3 respond to hearing Katarina's news  
\_\_\_\_\_
- 4 comment on Katarina's photos  
\_\_\_\_\_
- 5 ask about Hendrik  
\_\_\_\_\_
- 6 introduce her own news  
\_\_\_\_\_
- 7 introduce her news about Tom  
\_\_\_\_\_
- 8 introduce her news about her parents  
\_\_\_\_\_
- 9 say how she feels about seeing Katarina again  
\_\_\_\_\_
- 10 say how she felt about receiving Katarina's message  
\_\_\_\_\_

c Look at the information below. You have received a message from an old friend, Dan. Write a reply using some of the phrases you have learnt from exercise 13b and tell him your news.



#### Dan's news

- He moved to New York after university.
- He got married to Maria, and has two children, Sam and Ben.
- He's working as a journalist for a large national newspaper as a business correspondent.
- He's very busy but loves his job.

#### Dan's request

- They're coming to your town for a week next month (alone).
- Can they stay with you?

## Language live

### Keeping a conversation going

14a Choose the correct answers to complete the conversations.

- 1 A: I'm working in advertising at the moment.  
B: **Do you?** **Are you?**
- 2 A: I don't get on very well with my brother.  
B: **Don't you?** / **Do you?**
- 3 A: I've never seen the sea.  
B: **Have you?** / **Haven't you?**
- 4 A: We once shared a flat together.  
B: **Did you?** / **Were you?**
- 5 A: I'm thinking of going to Spain this year.  
B: **Were you?** / **Are you?**
- 6 A: Our class was really interesting today.  
B: **Was it?** / **Was she?**
- 7 A: Annika went skiing last month.  
B: **Did she?** / **Was she?**
- 8 A: Dave and I both have the same surname.  
B: **Do they?** / **Do you?**

b
<input type="checkbox"/>

b Match phrases a–h below to conversations 1–8 in exercise 14a.

- a Why's that then?
- b That sounds interesting.
- c What a coincidence!
- d When was that?
- e That sounds fun.
- f That's amazing!
- g What did you do?
- h Where exactly?

2
<input type="checkbox"/>

c  1.4 Listen and check. Practise saying the questions using the same intonation.

## Language focus 1

### Comparatives and superlatives

#### 1 Find and correct the mistakes in the sentences.

- Nowadays flying is sometimes ~~more cheap~~ than going by train. *cheaper*
- The easiest way to book your holiday is on the internet.
- I'd like to hire a car – I know it's more expensive the train or bus, but it's more convenient.
- The worse thing about camping is all the insects that you find in your tent!
- Phuket was our more popular destination last year, so you need to book early.
- We went to London last August, and it was hotter than I expected.
- It says in the brochure that New Zealand has the cleanest beaches of the world.
- Most places are busy during the school holidays than at other times of the year.
- We always go to the same place – I want to go somewhere more far away this year.
- I think we should go to Indonesia in March – that's when you get best deals.



#### 2 Some friends are planning to celebrate a birthday at a nightclub. Complete the conversation with the comparative or superlative form of the adjectives in the box.

cheap big central crowded expensive far friendly  
good quiet successful

- A: I think All Nite Long looks good: my friends haven't got much money and it's <sup>1</sup> the cheapest of the three places. It's also <sup>2</sup> \_\_\_\_\_; they can take 250 people, and it's <sup>3</sup> \_\_\_\_\_, so people could get there easily.
- B: But Paradiso has got <sup>4</sup> \_\_\_\_\_ music than All Nite Long – they haven't got real bands there.
- C: Actually, I think you should go to Liam's Place: I know it's <sup>5</sup> \_\_\_\_\_ away than the other two, but because it's small, it's got a <sup>6</sup> \_\_\_\_\_ atmosphere: the big clubs are too impersonal. Also, it's much \_\_\_\_\_ if people want to talk.
- B: Well, Paradiso isn't noisy at all. I know it's <sup>8</sup> \_\_\_\_\_ nightclub in town, but for €15 you can get live music and a great atmosphere.
- C: But you know it's much <sup>9</sup> \_\_\_\_\_ than Liam's Place: you often can't get a table.
- B: Well, that's because it's <sup>10</sup> \_\_\_\_\_ club in the north-west at the moment – everyone wants to go there.
- A: Hold on! It's my birthday, remember, and I want ...



- 3 Look at the information from a review of digital cameras and choose the correct words in the sentences below.

	F104	Coolshot	Quikpix
size	8cm x 6cm x 2cm	10cm x 7cm x 2cm	12cm x 9cm x 2cm
weight	85g	90g	95g
appearance	9/10	3/10	7/10
reliability	3/10	10/10	9/10
picture quality	5/10	9/10	10/10
easy to use	8/10	10/10	10/10
value for money	2/10	5/10	10/10
popularity rating	★	★★	★★★

- The Coolshot is **much heavier** / **slightly heavier** than the F104.
- The Coolshot is **the second most popular** / **the most popular** in the range.
- The F104 is **far better looking** / **slightly better looking** than the Coolshot.
- The F104 is **the most reliable** / **the least reliable** of the three.
- The Quikpix is **the easiest** / **one of the easiest** digital cameras to use.
- The Coolshot is **a little bit lighter** / **a lot lighter** than the Quikpix.
- The Quikpix is **slightly bigger** / **a lot bigger** than the F104.
- The Quikpix has got **much better** / **slightly better** picture quality than the F104.
- The Coolshot is **a lot more reliable** / **a little more reliable** than the Quikpix.
- The Quikpix is **the second best** / **by far the best** value for money on the market.

## Vocabulary

### Features and sights

- 4 Choose the correct answer to complete the definitions.

- A place where goods are loaded on and off ships.  
**docks** / a bay
- A place where Muslims go to pray.  
**a cathedral** / a mosque
- A building or statue to celebrate people who have died.  
**a monument** / ancient ruins
- A very, very tall building.  
**a skyscraper** / a village
- A natural formed curve in the coastline.  
**a cliff** / a bay
- An area of deep water near the land where ships can stop.  
**an island** / a harbour
- A man-made river.  
**a canal** / a lake
- Land that is used to grow plants for food and raise animals.  
**farmland** / rainforest
- A small mountain.  
**a hill** / a beach
- A place where products are made in large quantities, often using machines.  
**a skyscraper** / a factory
- The remains of a very old building or buildings.  
**ancient ruins** / a museum
- A structure built over a river or road that people can cross over.  
**a factory** / a bridge
- A special occasion when people celebrate something.  
**a museum** / a festival
- A grand building where a king or queen lives.  
**a cathedral** / a palace
- A place where a river falls down over a rock.  
**a canal** / a waterfall



# Listen and read

## Unusual holidays

5a  3.1 Listen and read the holiday adverts and answer the questions.

- 1 In which holiday do you stay ...
  - a underground?  
The Legendary Ghan Opal Safari
  - b under the water?  
\_\_\_\_\_
  - c on a boat?  
\_\_\_\_\_
  - d in ice?  
\_\_\_\_\_
- 2 Which two holidays involve diving?  
\_\_\_\_\_
- 3 Which two holidays use a lot of technology?  
\_\_\_\_\_

b Listen and read again and answer the questions.

- 1 How many different types of transport are mentioned in the six holidays?  
\_\_\_\_\_
- 2 Which are only at certain times of the year?  
\_\_\_\_\_
- 3 Why are the houses underground in Coober Pedy?  
\_\_\_\_\_
- 4 What can you see from the plane on the 'Final Frontier' holiday?  
\_\_\_\_\_
- 5 Do you know your route in advance on the 'Storm Chasing' holiday?  
\_\_\_\_\_
- 6 How can you relax on the 'Wilderness Husky Adventures'?  
\_\_\_\_\_
- 7 On which holiday can you get married?  
\_\_\_\_\_
- 8 Do you need to be able to dive to go on the 'White Shark Heaven' holiday?  
\_\_\_\_\_



### The Final Frontier: 3,400 kph

Journey to the edge of space in a Russian Foxbat jetfighter. Arrive in Moscow and spend a day training and preparing for the flight. Then travel at more than twice the speed of sound, to over 24,000 metres above the Earth. Join those few free spirits that have already experienced this journey to the edge of space. At about 32 kilometres above the ground, the curvature of the Earth comes dramatically into view.

In the cockpit of a Russian MiG-25 military fighter plane you're aboard the fastest combat aircraft in the world.

**Limited dates**

**Contact us direct for details and cost.**



### Wilderness Husky Adventure

Head up to Lapland and experience the thrill of a husky sledging expedition. Drive your own team of huskies and stay overnight in a traditional wooden lodge, where you can relax and enjoy a traditional sauna. Drive a snowmobile, and with luck see the famous northern lights (aurora borealis), a wonderful natural display of green, red and purple lights in the sky. Finish your trip by staying in the Icehotel – a hotel made completely of ice! This is a really unforgettable and unique short break.

**December to April.**

**Three nights for \$2,300.**

### The Legendary Ghan Opal Safari

This is an extraordinary five-day journey from Adelaide on the south coast to Alice Springs, with an overnight tour to Coober Pedy, where 70 percent of the world's opals are mined. The Ghan is one of Australia's most luxurious trains: you will be travelling across a hostile landscape of desert, salt lakes, mountains and hot springs, but in true comfort whether you travel first class or not.

At Coober Pedy, the temperatures are so extreme (up to 50°C during the day and 0°C at night) that all the houses are built underground as well as the mines. You stay at the Desert Cave Hotel, where the rooms have been cut out of the rock.

**Tours are throughout the year and cost \$952.**

SAMPLE UNITS

### Storm Chasing

Witness spectacular explosive thunderstorms, lightning and tornadoes. Come with us as we follow the storm and get as close as we can, to give you the most exciting experience. Our vans are equipped with the latest storm-chasing technology, like our Weather Radar System, In-Motion Satellite Tracking System, and Lightning Display System that shows storms and lightning up to 500 kilometres away. We travel as far as necessary to see the tornadoes: the chase could take you anywhere in Texas, Oklahoma, Kansas or Eastern Colorado.

**May and June only.**

**Six days for \$2,400.**

### Luxury Under Water

Jules' Undersea Lodge in Key Largo, Florida was originally built as La Chalupa mobile undersea laboratory, the largest and most technically advanced in the world. The Lodge has been completely remodelled to provide guests with luxury living space for up to six people. The interior has two living chambers, with bedrooms and dining and entertainment facilities.

Earn an Aquanaut certificate while enjoying unlimited diving for certified divers, a gourmet dinner prepared by a 'mer-chef', and a gourmet breakfast. If desired, guests may spend several days underwater without surfacing. You can even have your underwater wedding here.

**All year round. From \$325 per night.**



### White Shark Heaven, Mexico

The world's ultimate shark dive and fishing adventure is closer than you think. For divers, non-divers and tuna fishermen, discover Isla Guadalupe, one of the world's most exciting new Great White dive sites. Your cage dive and world-class tuna fishing expedition takes you on a five-day live-aboard adventure to the newly discovered and beautiful Isla Guadalupe site off the coast of Mexico. You will have the opportunity to dive by day with Great White Sharks and fish for huge tuna in the hunting grounds of Great Whites and Mako sharks.

**Seven-Day Live-Aboard Expeditions:**

**October to November from \$2,380.**

## Language focus 2

### Different ways of comparing

**6 Complete the sentences with the words in the box.**

~~from~~ as (x2) completely different less  
more similar slightly the to

### UK and Australia: the same or different?

- Australia's climate is different from the UK's.
- Australian coins look similar \_\_\_\_\_ British coins.
- A lot of wild animals in Australia are \_\_\_\_\_ different from the wild animals that you find in England.
- Supermarkets in Australia are exactly the same \_\_\_\_\_ supermarkets in the UK.
- The cost of living in Sydney is very \_\_\_\_\_ to the cost of living in London.
- Houses in the British countryside look very \_\_\_\_\_ from houses in the Australian countryside.
- Australian TV programmes are \_\_\_\_\_ or \_\_\_\_\_ the same as British TV programmes.
- Australian road signs are \_\_\_\_\_ different from road signs in the UK.
- Daily life in Australia is about \_\_\_\_\_ same \_\_\_\_\_ daily life in the UK.

**7 Complete the sentences using the words in bold.**

- A meal in the Four Seasons restaurant costs £15. A meal in the Pizza Parlour costs £11.  
A meal in the Pizza Parlour costs less than a meal in the Four Seasons restaurant. **less**
- The Manor Hotel is €100 a night. The Park Hotel is €150.  
The Manor Hotel isn't \_\_\_\_\_ **expensive**
- Savewell supermarket has 2,000 customers a day. Pricerite supermarket has 1,500.  
Savewell supermarket \_\_\_\_\_ **more**
- There are three trains an hour in the afternoon. There are five trains an hour in the morning.  
There are \_\_\_\_\_ **fewer**
- The furniture in my sister's flat is more or less the same as Tim's.  
The furniture in my sister's flat \_\_\_\_\_ **similar**
- The Guggenheim Museum in Bilbao is made mostly of metal. The Guggenheim Museum in New York looks like a concrete multi-storey car park.  
The Guggenheim Museum in New York \_\_\_\_\_ **different**
- Phil's flat has four rooms and a balcony. My flat's got four rooms and a balcony, too.  
My flat's \_\_\_\_\_ **same**

# Pronunciation

## Stress and /ə/ sounds in comparative phrases

8a 3.2 Listen to the sentences and underline the stress in the phrases in bold.

/ə/      /ə/    /ə/

- 1 My city is a **lot bigger than** it was 20 years ago.
- 2 Peru is **the third largest** country in South America.
- 3 Australian English is **similar to** British English.
- 4 The shops here are **not as good as** in my country.
- 5 There were **fewer** cars here in the past.
- 6 My language is very **different from** English.

b Listen again and mark the /ə/ sounds. Practise saying the sentences.

# Vocabulary

## Adjectives for describing places

9 Use the clues to complete the grid.

			1 P	E	A	C	E	E	U	L	
	2 H		S		O						
3 T		U			S		Y				
			4		M		N		I	C	
			5 C		O		D				
				6 P			R				
		7 C			O		B			L	
		8 P			L		T			D	
9	X				I		Y				
		10 D			T						
				11 A				Y			
			12 D		N			R			S

- 1 quiet and calm
- 2 important in history
- 3 popular with tourists
- 4 makes you think about love or adventure
- 5 full of people, buildings, etc.
- 6 people who don't have much money
- 7 the buildings are painted with bright colours
- 8 dangerously dirty (to describe air and water)
- 9 not cheap
- 10 not clean
- 11 popular with artists, musicians, etc.
- 12 not safe

10 Look at the adjectives in the box. Are they positive or negative? Complete the table below.

dangerous	friendly	cosmopolitan	modern
colourful	spectacular	crowded	poor
touristy	peaceful	polluted	smart
expensive	romantic	dirty	lively

Positive	Negative
friendly	dangerous

# Language live

## Travel problems

11a Put the words in the correct order to make indirect questions.

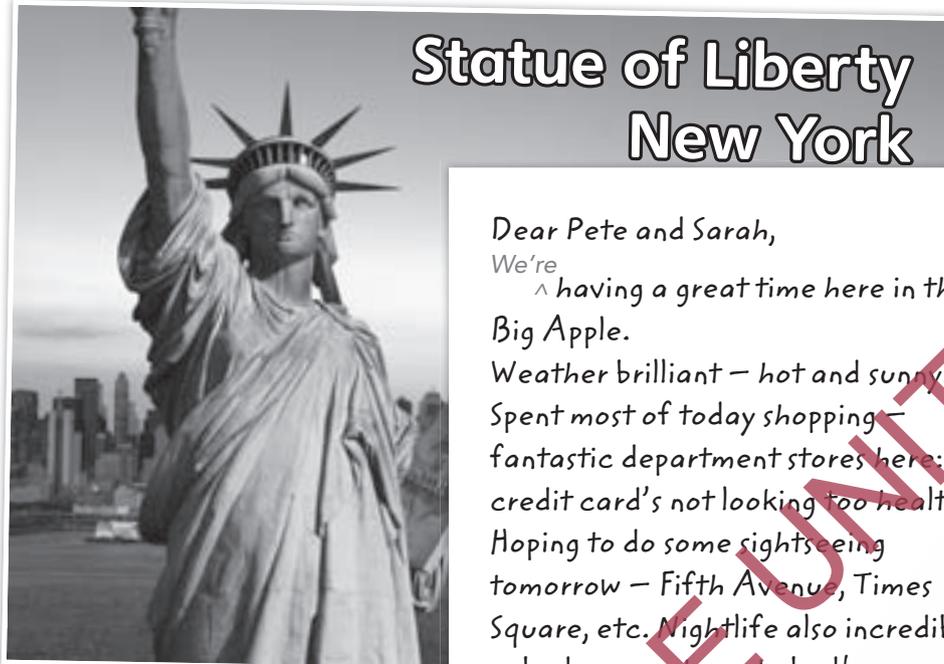
- 1 bus / you / goes / Central Park / Do / to / know / the / when?  
Do you know when the bus goes to Central Park?
- 2 train / Could / arrives / time / the / you / me / what / tell ?  
\_\_\_\_\_
- 3 will / cost / Do / how / know / you / it / much ?  
\_\_\_\_\_
- 4 know / to / Do / change / where / you / have / I ?  
\_\_\_\_\_
- 5 Paris / platform / which / Could / me / goes / the / to / tell / you / train / from ?  
\_\_\_\_\_
- 6 bus / Do / which / know / you / is / this ?  
\_\_\_\_\_
- 7 is / Do / know / you / next / the / when / one ?  
\_\_\_\_\_
- 8 get / you / me / Could / airport / the / tell / to / how / I ?  
\_\_\_\_\_

b 3.3 Listen and check. Practise saying the questions.

## Writing Postcards

12a Read the postcard from New York and add the words in the box in the correct place. What types of words are usually left out?

The (x2) there are my is (x2) We're (x2) We'll be We



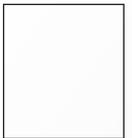
### Statue of Liberty New York

Dear Pete and Sarah,

We're  
^ having a great time here in the  
Big Apple.

Weather brilliant – hot and sunny.  
Spent most of today shopping –  
fantastic department stores here;  
credit card's not looking too healthy!  
Hoping to do some sightseeing  
tomorrow – Fifth Avenue, Times  
Square, etc. Nightlife also incredible ...  
nobody seems to go to bed!  
Back in a couple of weeks,

Love Sue and Joe  
x x x x



Mr and Mrs Hall,  
3 Park Grove,  
Leicester,  
England.

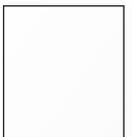
b Read the postcard from Pisa and circle the words which can be left out.



Dear Sam and Julie,

We arrived here a couple of days ago  
– the hotel is small but comfortable, but  
the food is not great. We're going on a  
tour of the whole city tomorrow, then we're  
planning to try some typical pasta dishes  
for dinner. We hope your family are all  
well, we'll see you in September.

Love Mark and Tim



Sam and Julie Foster,  
School Cottage,  
Broadwood,  
Gloucester,  
England.

## Vocabulary

### Word families

1 Complete the sentences with a noun, verb or adjective from the pairs of words in the box.

.....  
 success/succeed      imaginative/imagination  
 fail/failure      profitable/profit      distractions/distract  
 productive/produce      knowledgeable/knowledge  
 improve/improvement  
 .....

- 1 The advertising campaign was a great success : sales figures are looking very good.
- 2 It's a nice idea, but I don't see us being able to \_\_\_\_\_ from it. Do you really think it will make us much money?
- 3 I much prefer working at home. There are fewer \_\_\_\_\_ and I find it easier to focus.
- 4 I'm afraid that if we don't see any \_\_\_\_\_ in your work, we're going to have to let you go.
- 5 Jon's ideas for the website are practical, but they're not very \_\_\_\_\_ – I'd like to try a more creative designer.
- 6 Ask Sophie about that. She's very \_\_\_\_\_ in that area.
- 7 Despite all our hard work, this project has been a complete \_\_\_\_\_.
- 8 We need to \_\_\_\_\_ twice as much as last year if we are going to meet demand.

## Pronunciation

### Word stress in word families

2a  5.1 Listen to the words below and write the number of syllables next to each word.

- |                  |                                |
|------------------|--------------------------------|
| 1 succeed        | <input type="text" value="2"/> |
| 2 experience     | <input type="text"/>           |
| 3 productive     | <input type="text"/>           |
| 4 profitable     | <input type="text"/>           |
| 5 distraction    | <input type="text"/>           |
| 6 imagination    | <input type="text"/>           |
| 7 failure        | <input type="text"/>           |
| 8 imagine        | <input type="text"/>           |
| 9 experienced    | <input type="text"/>           |
| 10 improvement   | <input type="text"/>           |
| 11 knowledgeable | <input type="text"/>           |
| 12 know          | <input type="text"/>           |

b Listen again and underline the stressed syllables. Practise saying the words.

## Language focus 1

### Future forms

3 Complete the conversations with the correct form of *going to* and a suitable verb where necessary.

- 1 A: It's my 18th birthday in June.  
 B: Are you going to have a party?  
 A: I haven't decided yet.
- 2 A: My brother's just heard that he's lost his job.  
 B: Oh, no! What \_\_\_\_\_?  
 A: I think he's planning to travel for a while.
- 3 A: Are you really going to give up chocolate?  
 B: Yes, \_\_\_\_\_ . I bought lots of fresh fruit instead.
- 4 A: Have you got any plans for the weekend?  
 B: Well, David and I \_\_\_\_\_ a film on Sunday night.  
 A: Oh, which one?
- 5 A: Are you nervous about making a speech at the wedding?  
 B: Yes, but I \_\_\_\_\_ about it anymore.  
 A: No – thinking about it will only make you more nervous.



- 6 A: Lisa's really in love with Alain, isn't she?  
 B: \_\_\_\_\_ him?  
 A: I hope so. He'd be the perfect husband for her.
- 7 A: I heard that the council have bought that land behind the cinema to build on.  
 B: Oh, really? What \_\_\_\_\_ there?  
 A: A new shopping mall, I think.
- 8 A: Are you and Annie going to have a holiday this year?  
 B: No, \_\_\_\_\_. We haven't got any money.

**4** Look at the diaries and use the prompts to complete the conversations.

**A**

10:30–12:00 English lecture
12:30 Daniella – lunch
2:00 squash
3:00–5:00 tutorial Prof. Wiles

**B**

Tuesday 8th
9:00 Mrs Phillips
10:00 Mr Long
11:00 S Kennedy
12:00 Ms Barnes
1:00
2:00
3:00 afternoon off
4:00
5:00

**C**

9:00
10:00
11:00 { meet Carol Harris - new marketing manager }
12:00 { }
1:00 lunch - Gary Parsons
2:00 { }
3:00 { visit factory }
4:00 { }

**Diary A**

**A:** Hi Josh. Can we meet some time today to talk about the English assignment?

**B:** Well, I'm quite busy. I / go / to a lecture this morning and I / meet / Daniella for lunch.

<sup>1</sup> *I'm going to a lecture this morning and I'm meeting Daniella for lunch.*

**A:** What / you / do in the afternoon?

<sup>2</sup> \_\_\_\_\_

**B:** Well, I / play / squash until three o'clock, then I've got a tutorial.

<sup>3</sup> \_\_\_\_\_

you / do / anything in the evening? I'm free then.

<sup>4</sup> \_\_\_\_\_

**A:** OK. That's great. See you this evening, then.

**Diary B**

**A:** Hello, Dr Haines' surgery.

**B:** Yes, hello. Could I see the dentist today? I've got a terrible toothache.

**A:** Well, he / see / patients all morning.

<sup>5</sup> \_\_\_\_\_

**B:** Um ... what about the afternoon?

**A:** No, I'm afraid he / have / the afternoon off. Actually, he could fit you in at one o'clock.

<sup>6</sup> \_\_\_\_\_

**B:** Oh, thank you very much.

**Diary C**

**A:** Yes, Mr Riley?

**B:** Ah, Celia, what time / I / have / lunch with Gary Parsons?

<sup>7</sup> \_\_\_\_\_

**A:** One o'clock.

**B:** Well, could you call him and make it a bit later?

**A:** That's not really possible.

You / leave / at two to visit the factory in Stanmore.

<sup>8</sup> \_\_\_\_\_

**B:** Oh yes, of course.

**5** Complete the sentences with *will* or *won't* and a verb in the box.

be ready    be    get    like    need    pass  
send    take

- 1 I need these shoes on Saturday. Will they be ready (they) by then?
- 2 We \_\_\_\_\_ to order the flowers at least two weeks before the wedding.
- 3 \_\_\_\_\_ (you) late tonight?
- 4 I don't think you should buy Mum those gloves, she \_\_\_\_\_ them.
- 5 So, the exam's in June. When \_\_\_\_\_ (they) us the results?
- 6 Don't forget to take a sweater. I expect it \_\_\_\_\_ cold later.
- 7 Stop worrying about the exam – you \_\_\_\_\_ easily.
- 8 Why do you want to leave so early? It \_\_\_\_\_ very long to get there.

**6** Use the prompts to make sentences.

- 1 **A:** I'm going to spend the summer in Turkey.  
**B:** Really? Where / you / planning / stay ?  
Really? Where are you planning to stay?
- 2 **A:** What time are your grandparents coming?  
**B:** They / due / arrive / at about six.  
\_\_\_\_\_
- 3 **A:** I hear you've bought a new house.  
**B:** Yes, we / hoping / move / next month.  
\_\_\_\_\_
- 4 **A:** Jeannie looks a bit worried.  
**B:** I know, she / about / take / her driving test.  
\_\_\_\_\_
- 5 **A:** What are you going to do with the money you won in the lottery?  
**B:** Well, I / thinking / buy / a new car.  
\_\_\_\_\_
- 6 **A:** Isn't it a bit late in the day to visit your parents?  
**B:** I / intending / spend / night there.  
\_\_\_\_\_

## Vocabulary

### Work

**7** Choose the correct answer to replace the definition in bold.

- 1 Anna has **passed a lot of examinations** but she doesn't have any practical experience.  
a good communication skills  
**b a lot of qualifications**  
c responsibility
- 2 Scott didn't get the security guard job – they said he wasn't **strong and healthy**.  
a physically fit  
b secure  
c creative
- 3 The job sounds interesting, but I don't want to **start very early and finish late**.  
a travel  
b be good with money/numbers  
c work long hours
- 4 I left the company because the work was boring and **they didn't pay much**.  
a badly paid  
b well-paid  
c stressful
- 5 You're so **good at producing new or interesting ideas** – have you ever thought of going into advertising?  
a competitive  
b well-organised  
c creative
- 6 My parents want me to be a teacher because it's **a job which I'm not likely to lose**.  
a competitive  
b a secure job  
c challenging
- 7 I thought I would have **a chance to visit different places** with a job in journalism, but I was wrong.  
a a secure job  
b opportunities to travel  
c special training
- 8 Wouldn't you like to do something more **difficult in an interesting or enjoyable way** than working in a café?  
a badly paid  
b stressful  
c challenging
- 9 The problem with my boss is he has no **ability to say what he wants to clearly**.  
a communication skills  
b qualifications  
c responsibility
- 10 Your job sounds **as if it makes you worry a lot**.  
a stressful  
b secure  
c well-paid

SAMPLE UNITS

## 8 Choose the best alternatives.

- Keira wants the promotion, but she doesn't really want the **responsibility** / **communication skills**.
- You're very **well-paid** / **good with numbers**. Have you ever thought about becoming an accountant?
- I'd like to become a fashion designer, but it's very **creative** / **competitive**.
- Paul runs his business well because he's well-**organised** / **secure**.
- Do you need **special training** / **responsibility** to become an English teacher?
- My job's difficult at times, but it's also interesting and **badly paid** / **well-paid**.
- I used to be a manager, but I didn't like working **long hours** / **responsibility**.
- He didn't get the job interview because he didn't have the right **responsibility** / **qualifications**.

## Language focus 2

Future clauses with *if, when, unless, etc.*

- 9 Match a question from A with an answer from B. Then complete the answers with the correct form of a verb from the box.

finish be start get send receive

## A

- What time do you think you'll be home?  4
- Can you phone your sister tonight?
- When can I expect to get the results?
- Have you finished that report I asked you to write?
- Is Paulo coming to the party?
- What are you going to do after you finish university?

## B

- He'll try to come if he \_\_\_\_\_ free.
- Not yet. I can't do it until Lucia \_\_\_\_\_ me the statistics I need.
- OK, I'll call her as soon as I \_\_\_\_\_ home.
- I'll be on the six o'clock train unless the meeting \_\_\_\_\_ finishes late.
- I'm not sure yet, but I'd like to travel a bit before I \_\_\_\_\_ work.
- I don't know exactly – we'll post them to you when we \_\_\_\_\_ them.

## 10 Complete the sentences, using the words in bold.

- You'll be in Madrid again. Phone me then. **when**  
Phone me when you're in Madrid again.
- It's going to get dark soon. Let's stop now. **before**  
Let's stop \_\_\_\_\_
- You probably won't get the job. The only way you will is if you can offer something extra. **unless**  
You won't \_\_\_\_\_
- That film will come out soon. I'd like to see it then. **as soon as**  
I'd like \_\_\_\_\_
- The taxi'll come in a few minutes. I'll wait with you. **until**  
I'll wait \_\_\_\_\_
- You could take the 9 a.m. flight. Then you'll be here by lunchtime. **if**  
You'll \_\_\_\_\_
- Come out of the station. You'll see the bus stop on your right. **when**  
You'll \_\_\_\_\_
- I'll get home later. The first thing I want to do is go to bed. **as soon as**  
I want \_\_\_\_\_
- You may want to go somewhere else. If not, I'll book a table at the Wharf Bistro. **unless**  
I'll \_\_\_\_\_



## Listen and read

### Unusual lifestyles

11a  5.2 Four people are talking about their lifestyles. Listen and read the texts. What are their jobs?

- 1 Gemma is a/an \_\_\_\_\_
- 2 Raoul is a/an \_\_\_\_\_
- 3 Frank is a/an \_\_\_\_\_
- 4 Megan a/an \_\_\_\_\_



### Gemma

---

'I absolutely love music and listen to it all the time, even when I go jogging. Of course I have to look after my voice. I do exercises for three hours every day and I take lots of vitamin C. If I get a sore throat, I go straight to bed

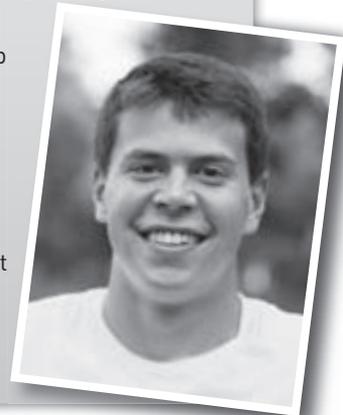
and rest. I usually try to get at least eight hours sleep a night anyway. ... As for my job – you really can't be shy in this kind of work, and you have to be very patient because sometimes we practise for hours before we get it right. When we're on tour, we work for several weeks with no breaks and you can get really tired. For relaxation, whenever I get a holiday, I go straight to a sunny beach, but the thing I enjoy the most is the great feeling you get from a live audience.'

### Raoul

---

'Well, my work's really quite stressful. Most people think you spend your day chopping vegetables and stirring soup, but it's not that simple. You have to be really careful with the food and keep everything very clean. The big problem is my boss – he shouts at me all the time – even, for example, if I forget to wash up one plate. I just can't do anything right sometimes.

Actually, I'm hoping to find a new job soon because I don't get much time off. I'd like to have more weekends free, to see friends and to spend more time with my two little boys. You know it's strange spending all day with food – when I go home I just want to eat a sandwich or a bag of chips and I'm terribly critical when I eat in a restaurant.'



### Frank

---

'Well, I first got interested because I loved doing them so much myself – I used to do at least one every day. I suppose I've got the right kind of mind really – I enjoy playing around with puzzles, especially word puzzles. So I sent a couple in

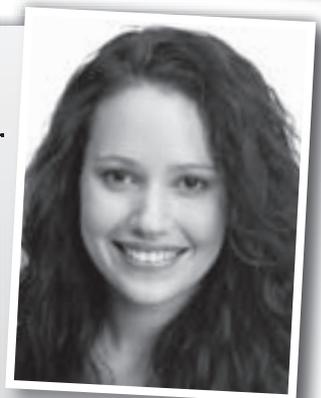
to a local newspaper and was really surprised when they asked me for more. I suppose it is a strange way to spend your day – surrounded by dictionaries and books, but it's great that I can organise my own time, so I try to finish by two and then I can take my dog for a walk. It's very satisfying though – I love the feeling after I've thought of the final clue, and it all fits together. It's also really nice when people write to me and thank me. Funny really, because I'm just doing what I like.'

### Megan

---

People sometimes ask me if I forget which country I'm in or what time of day it is, but I guess I've got used to it. Last week I was in London and tomorrow I'm going to Hong Kong.

I'm based in Bahrain, and I have a small apartment there, although I sometimes don't spend more than seven or eight days a month there. The thing I like most about my job is the contact with the people from different cultures. The idea that it's a glamorous job is a bit of a cliché – you spend a lot of your time handing out food and drinks and clearing up people's rubbish. I certainly don't feel very glamorous at two in the morning! Actually, there are a lot of things that we're trained to do that people don't realise – like fight fires, deliver babies, survive in the desert or ocean.



b Listen and read the texts again. Are the statements true (T) or false (F)?

- 1 Gemma has to keep fit.
- 2 The most tiring part of Gemma's job is when she's on tour.
- 3 Gemma hates performing live.
- 4 Raoul's boss is quite easy going.
- 5 Raoul works a lot at weekends.
- 6 Raoul doesn't spend much time cooking at home.
- 7 Frank started writing crossword puzzles for a newspaper.
- 8 Frank uses a lot of reference material for his job.
- 9 Frank has to work long hours.
- 10 Megan spends more time in Bahrain than overseas.
- 11 Megan thinks her job is glamorous.
- 12 Megan's training was quite varied.

## Writing

### A letter of reference

12a When Louisa Barry applied for a job through *Horizons Unlimited*, she asked two people to write her a letter of reference. Look at the two letters, A and B. Which is:

- 1 an employment reference? \_\_\_\_\_
- 2 a character reference? \_\_\_\_\_

A

20 April 2011

To whom it may concern,

I confirm that Louisa Barry has been <sup>1</sup> employed as a personal assistant with this organisation for the last three years, and is <sup>2</sup> \_\_\_\_\_ £35,000 per annum.

The job of personal assistant carries the following <sup>3</sup> \_\_\_\_\_: dealing with all correspondence and telephone calls, organising meetings, conferences and business trips, preparing presentations and reports. Louisa has excellent computer <sup>4</sup> \_\_\_\_\_ and a very good telephone manner. Her knowledge of French was a real <sup>5</sup> \_\_\_\_\_ when dealing with our Paris office.

She is also extremely reliable and hard working.

I would certainly re-employ Louisa as I consider her to have been a valuable member of the company, who consistently <sup>6</sup> \_\_\_\_\_ good results.

Yours faithfully,

Jason Holmes

Jason Holmes

B

15 April 2011

To whom it may concern,

I <sup>1</sup> \_\_\_\_\_ that I have known Louisa Barry for six years. We first met when she attended a Spanish course that I was teaching, and she has <sup>2</sup> \_\_\_\_\_ become a family friend.

<sup>3</sup> \_\_\_\_\_ a student of Spanish, Louisa excelled: she took every opportunity to practise in the classroom, and learnt quickly from her mistakes. She has an extensive Spanish vocabulary, and her pronunciation is very good. As a friend of the family, Louisa has always been kind and thoughtful: she has helped me patiently with computer problems on <sup>4</sup> \_\_\_\_\_ occasions, and has offered to look after my three children when their nanny was not available.

If you require any <sup>5</sup> \_\_\_\_\_ information, please do not <sup>6</sup> \_\_\_\_\_ to contact me.

Yours faithfully,

M. Cortes

b Complete the letters with the words in the box.

employed   achieved   As   asset   confirm  
further   hesitate   numerous   paid  
responsibilities   since   skills

c Write a character reference for someone you know.

## Language live

### Making a formal telephone call

13a You are phoning Mrs Leeson, at Henderson Insurance. Complete the conversation.

A: Good afternoon, Henderson Insurance, Pam speaking. How can I help?

B: Good afternoon, I'd like <sup>1</sup> to speak to Mrs Leeson, please.

A: Just a moment, I'll put you through.

C: Hello, Mrs Leeson's office, Sandy <sup>2</sup> \_\_\_\_\_.

B: Hello, <sup>3</sup> \_\_\_\_\_ Mrs Leeson, please?

C: I'll just see if she's <sup>4</sup> \_\_\_\_\_. Can I ask who's <sup>5</sup> \_\_\_\_\_?

B: Jo Spinelli.

C: One moment, please. Hello, I'm afraid she's not in the office at the moment.

B: OK. Could you ask her <sup>6</sup> \_\_\_\_\_?

C: Certainly. Could I <sup>7</sup> \_\_\_\_\_?

B: Yes, it's 4442 123 451.

C: Right, I'll get her to call you back as soon as she comes in.

B: <sup>8</sup> \_\_\_\_\_.

C: Goodbye.

b  5.3 Listen and check.