

Track 1

I'm a receptionist at the Hyatt Regency London. My main duties are doing check-ins and check-outs. I inform guests about sights and activities in London and help them plan their trips. I also answer enquiry e-mails and write offers. My working hours vary monthly, but I often work from 10 a.m. to 7 p.m. I really like talking to our guests. I like making people happy and I want our guests to feel at home away from home. There's not much I don't like about my job. Guest complaints are sometimes really challenging though.

Track 2

Hi, I am Paul. I work as a hotel clerk apprentice at the Townhouse Hotel Manchester, a four-star hotel in the vibrant city centre of Manchester. I spent the first three weeks of my apprenticeship filing documents and sorting mail. That was not very thrilling, but it turned out to be helpful in finding my way around the hotel, getting familiar with the staff and the departments. After that, I worked as a bellhop for some weeks. It was a great environment for getting to know our guests, their needs and interests. Since October, I have been working in the convention department and I enjoy it very much, as I think that I have a talent for organising things. My working hours right now are typical office hours: 9 to 5, Monday to Friday. But on the actual day of an event, I have to stay as long as necessary, however never later than 11 p.m. As I said, I like organising. I like talking to people and the diversity of the hotel business. So yes, I'm absolutely happy with my choice of job. I'm not too much of a fan of filing, as it is quite dull, but I just turn on the radio and get on with it.

Track 3

Conversation 1

- Receptionist:** Good morning. Thank you for calling The Dream Hotel. My name is Paul. How may I help you?
- Client:** Hello, good morning. I'd like to make a reservation for the second weekend in December. Do you have any vacancies?
- Receptionist:** Yes madam, we have several rooms available for that particular weekend. Could you give me the exact date of your arrival, please?
- Client:** Of course, it's the 10th.
- Receptionist:** How long will you be staying?
- Client:** Two nights.
- Receptionist:** How many people is the reservation for?
- Client:** The reservation is for my husband and me.

Receptionist: Great. We would have a room for you with balcony and sea view. Is that okay?

Client: That would be wonderful, I'd love to have a sea view. What's the rate for the room?

Receptionist: Your room is one hundred and thirty euros per night. Now what name will the reservation be listed under?

Client: Charlotte McKenzie.

Receptionist: Could you spell your last name for me, please?

Client: Sure. It's M-c-K-E-N-Z-I-E.

Receptionist: Could you also give me your phone number, please?

Client: Yes, my mobile phone number is + 43 664 534 78 99.

Receptionist: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

Client: Master Card. The number is 101 564 77. I'm the cardholder.

Receptionist: Alright, Mrs McKenzie, your reservation has been made for the 10th of December for a room with a double bed and sea view. Check-in is at 1 p.m. If you have any further questions, please do not hesitate to call us.

Client: Great, thank you so much.

Track 4

Conversation 2

Receptionist: Good evening. Thank you for calling The City Hotel. My name is Silvia. How may I help you?

Client: Good evening. My name is Steven Patterson. I made a reservation last month, but unfortunately, I need to change it to a different date. Is that possible?

Receptionist: Of course, it is, if we have rooms available on that date. Let me look. Can I have your name again?

Client: Sure. It's Patterson, Steve.

Receptionist: Can you spell that, please?

Client: Of course. It's P-A-T-T-E-R-S-O-N.

Receptionist: And do you have a reservation number as well? That would make it easier for me.

Client: Let me look. Ahhh ... here it is. The reservation number is DC 2016 BPGP.

Receptionist: Okay, thank you. Let me see Here you are. You booked for the 14th of November, for three nights, is that correct?

Client: Yes, that's right.

Receptionist: And you want to cancel the reservation?

Client: No, no. I want to change the date, if possible.

Receptionist: Fine. Let me see. When would you like to visit us instead?

Client: A week later. It would be the 21st of November. Again for three nights.

- Receptionist:** That's possible. You would get the last single room available. Unfortunately, this one is without a balcony. Is that a problem?
- Client:** No, no problem. I'm on a business trip in town, so I won't be in the room often. How much is it?
- Receptionist:** One night is 95 pounds, for breakfast we charge another 12 pounds.
- Client:** Okay, I'll also have breakfast at the hotel.
- Receptionist:** Fine, sir. Could you please give me your card details again, just to check?
- Client:** Of course: It's a Visa, the card number is 190 987 887.
- Receptionist:** Fine. I have the same number here. Anything else I can do for you, sir?
- Client:** No thank you. That's all. See you in November then.
- Receptionist:** Thank you for your reservation. Have a nice evening.

Track 5

Speaker 1

My bedroom is one of the best places in our house; there, I have my own privacy. It's the place where I can relax and do whatever I want. I have a big light blue couch and a colourful carpet, that looks like a rainbow. I sometimes just sit on the carpet and listen to music. Whenever I read a good book I lie in my bed, which is really big and very cosy. I also have a TV set in my room; it is like a big cinema screen.

Track 6

Speaker 2

My favourite room in our house is the living room. I spend most of the time there with my family. We talk, drink coffee and tea and have dinner together there. When I'm tired, I take a rest on the couch. I always feel relaxed and full of energy afterwards. We don't have a TV set in our living room, as my parents think that this room should be a meeting place for all family members. I used to think that this was weird because all my friends had a TV in the living room, but now I know the reason for my parents' decision. They want me and my siblings to talk to each other as much as possible, and our living room is the perfect place for that.

Track 7

Speaker 3

My room is my favourite place in our house, it's the place where I have my privacy and the place where I can relax when I'm tired. It is the second largest bedroom in our house. I love my room so much, and I want to tell you why. First, when I open the door the bathroom is right in front of me. Besides, I have cool pieces of furniture in my room. On my table there are all my perfumes, make-up and accessories, and there is a huge mirror on the backside of the door. I also have a

floor lamp which I always turn on when I'm in my room because I like the warm light. Last month I got new curtains, they are light green and orange. I also have a big cupboard in my room for all my books because I love reading.

Track 8

Bill Gates

Bill Gates is a technologist and a business leader who was born in Seattle, Washington in 1955. He grew up with an amazing and supportive family who helped him develop his interest in computers at an early age. He was so interested in computers that, together with Paul Allen, he started a small company called Traf-O-Data in 1970. The teenagers sold the city of Seattle a computer that could count city traffic. When they started Microsoft, their vision of "a computer on every desktop and in every home" seemed impossible to most people. Today, thanks to Microsoft and many other companies, this vision has become reality in many parts of the world and has changed our society a lot. In 2008, 33 years after founding Microsoft, Gates left his full-time job there. These days, Bill focuses most of his time on the work he and his wife Melinda are doing through their charity foundation, which they officially started in 2000. People are often surprised to hear him say that his work has a lot in common with his work at Microsoft. In both cases, he gets to bring together smart people and work with them in solving big and difficult problems. Bill is proud to know that the charity foundation is helping many people all over the world to live healthier and more productive lives. For example, in 2010 Bill and Melinda promised to donate 10 billion dollars over the next few years to help research, develop, and deliver important medicine for the world's poorest countries. In 2012, Bill decided to fight and eradicate the illness polio by 2018 with 5.5 billion dollars.

Track 9

Joanne K. Rowling

Joanne K. Rowling was born in Yate, England, in July 1965 and grew up in Chepstow, Gwent, where she went to a comprehensive school. At that time, she started her writing career; she was only six when she wrote her first story called "Rabbit". She also liked reading a lot, which is why she read her short imaginative stories to her sister, Di.

Rowling then went to the Wyedean School and College, and later attended the University of Exeter, where she earned a BA degree in French and Classics.

It was in 1990 when Rowling had the idea for the Harry Potter series while waiting for a train. Her mind was suddenly flooded with ideas about a boy who attended a school for wizardry. She did not have a pen with her at that time, so she kept thinking about it and immediately sat down to write as soon as she reached her flat.

Over the next five years she outlined the plots for each book and began writing the first novel. She finally sold the book, Harry Potter and the Philosopher's Stone, for about 4,000 dollars. Rowling's book Harry Potter and the Goblet of Fire became the fastest-selling book in history. By this time the first three Harry Potter books had earned approximately 480 million dollars in three years, with over 35 million copies in print in 35 languages. Book number six, Harry Potter and the Half-Blood Prince, sold 6.9 million copies in the United States in the first 24 hours, the biggest opening in publishing history.

Rowling, now one of Britain's richest women – richer than even the Queen – does not plan to write any more books in the series.

J.K. Rowling also co-founded a charity foundation in 2005. She decided to do so after she had read an article about children who were sleeping in caged beds in institutions in the Czech Republic. A special edition of J.K. Rowling's book *The Tales of Beedle the Bard*, was auctioned for the foundation in 2007, raising 1.95 million pounds, and the following year this title was published to help the charity organisation.

Welcome to our hotel

Unit 5

Track 10

Receptionist: Good afternoon, Sir. Welcome to the Best Shots Hotel. How may I help you?

Mr Karavasilis: Good afternoon. I have booked a room for tonight. Here's the printout from the online booking platform.

Receptionist: Thank you ... Mr Karavasilis. Just a second, I'll check the reservation. Yes, here it is. Mr Yannis Karavasilis, a single room for two nights with breakfast from Friday, April 4th, to Sunday, April 6th. The room rate is 85 Euros per night.

Mr Karavasilis: That's correct.

Receptionist: I'm afraid your room is not ready yet, Mr Karavasilis.

Mr Karavasilis: Oh? Ok, when will it be ready?

Receptionist: Our check-in time is 2:30. The rooms are usually serviced by two o'clock. Let me just quickly check with the housekeeping department. Maybe we can speed things up a bit.

Mr Karavasilis: Oh, that would be great. I'm really tired and I could use a nap.

Receptionist: Sure, Mr Karavasilis. Just a second, please ...

Track 11

Receptionist: Good evening! Welcome to the *Best Shots Hotel*.

Guest 1: Good evening!

Guest 2: Hi!

Receptionist: I hope you've had a good trip. I'm sure you're all tired after such a long flight, so I'd like to reassure you that we will do our best to deal with your reservations as quickly as possible. I

would suggest you all take a seat in the sitting area and my colleague will serve you a complimentary welcome drink. I will call your names one by one to do the check in.

Guest 2: Thank you!

Guest 1: Okay! I could really use a drink right now ...

Receptionist: Please have your passports and accommodation vouchers ready. Thank you very much for your cooperation and patience. We'll start with Mr and Mrs Henderson, please.

Good evening, Mrs Henderson, Mr Henderson. May I ask you to check the registration details on this printout? Here are your names... your residential address... date of arrival, date of departure... If everything is correct, please sign on the dotted line at the bottom. May I also ask you to have a look at our privacy policy and sign it as well?

Mr Henderson: Okay ... Everything seems fine.

Receptionist: Thank you very much. May I please have your voucher and passports please? You can collect the passports in the morning.

Mr Henderson: All right. Thank you.

Receptionist: Here are your room key cards. Make sure to insert one key card into the wall slot to switch on the power in your room. You will also find the free WiFi access code inside the key card envelope. Your room number is 308; that's on the third floor. The porter will take your luggage to your room.

Mrs Henderson: Thank you very much.

Receptionist: Thank you, Mrs Henderson, Mr Henderson. Breakfast is served from 6:30 to 10:00 a.m. in the breakfast room on the first floor. The spa and relaxation area is on the second floor. Please arrange your appointments with us. I'd like to inform you that there are special rates for massages for members of your party. I hope you enjoy your stay. Please let us know if there is anything else we can help you with. The reception desk is open 24/7.

Mrs Henderson: Thank you, we will!

Track 12

Receptionist: All right, here we are, Ms Sinclair. This is your room. When you enter the room, insert your hotel room key card in this wall slot and then you can switch on the lights. Remove the room key when you leave the room. The lights will automatically turn off.

Ms Sinclair: Yes, thank you, dear!

Receptionist: This is your bathroom. There are some extra pool towels, the blue ones, on the towel rack.

Ms Sinclair: I see.

Receptionist: And over here in the wardrobe is the safe and on this side are two bathrobes and guest slippers for the spa and pool area.

Ms Sinclair: You know, I love those fluffy hotel bathrobes. I don't know what you do to them to make them so comfy.

Receptionist: Well, that is our secret. I hope you find your stay very relaxing, Ms Sinclair!

Track 13

Phone rings.

Receptionist: *Best Shots Hotel*, reception desk. You are talking to Alex, how may I help you?

Mr Brixton: Yes, hello, this is Michael Brixton. I just checked into room 211. I'm sorry, but I accidentally spilled a bottle of water on my bed.

Receptionist: I see. No problem, Mr Brixton, don't worry. I'll send someone up to your room to put new sheets on your bed.

Mr Brixton: I don't really need new sheets, that would be a waste. It's just the bed cover that got wet. The rest is fine.

Receptionist: All right, Mr Brixton. I'll have someone remove the bedspread. Thank you for the information!

Mr Brixton: That would be great. Thank you!

Track 14

Receptionist: Good morning, Ms Mendoza! How are you today?

Ms Mendoza: Good morning, Antonia, I'm fine, thank you, but I'm starving ... Do I smell fresh croissants?

Receptionist: I'd say your chances are good! Enjoy your breakfast, Ms Mendoza!

Ms Mendoza: Thank you! I will ... Oh, excuse me, Antonia. I've just remembered. I have an important meeting in an hour, and I've just torn a button off my suit jacket.

Receptionist: Oh, I understand, how inconvenient. There should be a sewing kit in your wardrobe. But now that you're here ... just a second, let me take a look, I should have one right here ... Yes, here you are, Ms Mendoza!

Ms Mendoza: Oh, thank you! You're a life saver!

Receptionist: Glad to be of help, Ms Mendoza! Have a nice breakfast – and a great meeting later!

Ms Mendoza: Thank you! See you later!

Receptionist: See you later, Ms Mendoza!

Track 15

Phone rings.

Receptionist: *Best Shots Hotel*, you have reached the reception desk. This is Philippa speaking. How may I help you?

Mr Animov: Hello? I forgot something at home and was wondering ...

Receptionist: Good afternoon, Sir. I'm sorry I didn't catch that? Would you please say that again?

Mr Animov: I forgot something at home and was wondering if you had it? You need it for the beard? I can't think of the word right now ...

Receptionist: I understand. Do you need shaving utensils? I'll have someone bring you shaving cream and a shaver right away.

Mr Aninimov: Yes! That's it, thank you!

Receptionist: I'll have the shaving kit brought to your room, Sir. May I ask the room number?

Mr Aninimov: It's room number 507.

Shop until you drop

Unit 6

Track 16

Conversation 1

Hi darling, it's me, Alex. Jamie and Jessica have just called. They're coming for dinner tonight. Could you please buy one loaf of bread, two bottles of red wine, some cheese and half a pound of grapes? We'd also need something sweet. How about an apple pie? See you later, thanks. Bye-bye.

Track 17

Conversation 2

Eric: Hello, Food Store LTD. Eric speaking. How can I help you?

Mr. Smith: Hi Eric, it's me again, John Smith with the order of the day.

Eric: Hi John, how's it going? Let's start. What can I do for you?

Mr. Smith: I need four pounds of mushrooms, five pounds of carrots, three pounds of tomatoes and eight bags of potatoes. I'd also like to buy two heads of lettuce and six pounds of cucumbers and some meat. Do you have any special offers today?

Eric: Yes, of course. Beef and pork are on offer. I can give you a five per cent discount.

Mr. Smith: Mmh. Sounds good. I'll take ten pounds of each.

Eric: Do you need some fish as well?

Mr. Smith: No, thank you, no fish today. Ah sorry, I forgot. I also need two dozen eggs.

Eric: Any fruit, John? I can recommend strawberries; they're nice, sweet and really delicious. Haha ... I couldn't help trying a few this morning.

Mr. Smith: Well, then I'll make some strawberry cake today. So please send me nine pounds' worth.

Eric: Thank you for the order. We'll deliver it to your restaurant by noon, as usual.

Mr. Smith: Thank you very much. Hear from you soon.

Eric: Have a nice day. Good bye.

Track 18

Conversation 3

Shop assistant: Hello, how're you? Can I help you?

Ms. Turner: Yes, please. I'm looking for a ladies' suit for my job interview next week.

Shop assistant: Ok, do you prefer to have a jacket and a skirt or a jacket and trousers?

Ms. Turner: I'd go for the trousers.

Shop assistant: Fine. Which colour?

Ms. Turner: I'm not sure, maybe dark grey. I don't want a black suit.

Shop assistant: What size are you looking for? Small or medium?

Ms. Turner: Medium.
(...)

Shop assistant: How about this one?

Ms. Turner: This one looks really nice. How much is it?

Shop assistant: It's £ 45.50.

Ms. Turner: That's quite cheap. Can I try it on?

Shop assistant: Sure, the fitting room's down there on the right.

Ms. Turner: Thank you.
(...)

Shop assistant: It suits you really well.

Ms. Turner: Thank you. I'll take it. Where's the cash desk?

Shop assistant: It's on the first floor next to the lift. Good luck for the job interview!

Ms. Turner: Thank you. Bye.

A table for two

Unit 7

Track 19

Conversation 1

Guest: Excuse me, do you happen to have a high chair or a booster for our son?

Mia: Of course, I will bring one right away. ...

Excuse me, Thomas? I'm looking for a high chair or a booster for table 8, could you please tell me where I can find one?

Thomas: Yes, there should be a high chair in the passageway to the kitchen. There's a niche on the right, behind the door.

Track 20

Conversation 2

Mia: Thomas! I have the apple juice and soda you asked for.

Thomas: Thank you, Mia. Would you serve them, please? Table 11!

Mia: I'm sorry, which one is table 11 again?

Thomas: The six-seater table in the corner next to the terrace door.

Mia: Right, thank you, Thomas!

Track 21

Conversation 3

Guest: Excuse me. May I ask where the restrooms are?

Thomas: Sure! There's a door on the right of the bar. The ladies' room is the first door on the left.

Guest: Thank you!

Thomas: You're welcome!

Track 22

Conversation 4

Supplier: Excuse me!

Mia: Yes?

Supplier: I'm supposed to deliver this hood-type dishwasher to the kitchen, could you please tell me where the delivery entrance is?

Mia: Sure, Sir! Turn into the driveway over there. There's a doorbell next to the large metal door on the right. Just ring it. The kitchen staff will open it for you.

Supplier: Thank you!

Mia: You're welcome!

Track 23

Conversation 1

Charlotte: Yoshi, I need to get home on time today, my boyfriend is ill. Can we just check the to-do list for the breakfast setup?

Yoshi: Sure! I've already restocked the cereal dispensers; cornflakes, granola – all done. And I've also loaded the dishwasher, so it should be done any time now. I can empty it.

Charlotte: That's great. I've cleaned and restocked the cake display case, refilled the coffee machine and I've soaked that milk steamer nozzle – it was very sticky again. I was thinking about wiping the tables next. Could you please check the jam and honey jars? They were all quite sticky earlier.

Yoshi: Sure! Oh, and I'll check the toaster and chafing dishes too. Anything else?

Charlotte: Hmm ... The menus for tomorrow's dinner choice! I'll go and get them.

Yoshi: Don't worry, I'll take care of them. Go home to look after Tom!

Track 24

Conversation 2

Sebastian: All right, now! Elisabeth! Let's get it over and done with setting this place for tomorrow.

Elisabeth: Yes, Sir! Ready to go! What shall I do?

Sebastian: First we'll polish the cutlery and glasses, I'll show you how to do it. Then you can finish on your own. You have to roll the cutlery and put the rolls back in these buckets.

Elisabeth: How many cutlery rolls shall I do?

Sebastian: Do a smooth hundred. Tell me, when you're ready to roll, I'll help you. We'll be much faster. Oh, and you can put the buckets on the tables right away. That saves you a lot of running around when it gets busy!

...

Elisabeth: Sebastian? I'm done with the cutlery buckets! Anything else you want me to do?

Sebastian: Great! That was quick! Now, could you please prepare the waiter's station? Make sure that everything is stocked and oh – please don't forget to empty the trash! There should be spare trash bags for relining in the drawer.

Elisabeth: Sure! Do you also want me to write tomorrow's menu on the chalk board?

Sebastian: Good thinking! I've already done that, but you could put the print-outs in the menus. Oh, and please tilt some windows for some fresh air, would you?

Elisabeth: OK!

Sebastian: I'll be in the cool storage checking the kegs and beverages in case you need me!

Elisabeth: All right!

What's on your plate

Unit 8

Track 25

Server: *Austria Restaurant*, guten Tag.

Tom McGill: Hello, my name is Tom McGill. Do you speak English?

Server: Yes, sure. How may I help you?

Tom McGill: I'd like to make a dinner reservation.

Server: Of course. What evening will you be joining us?

Tom McGill: We would need the reservation for Friday, the 24th.

Server: Okay. What time would you like the reservation for?

Tom McGill: We would prefer 7 or 7:30.

Server: How many diners will be in your group?

Tom McGill: There will be 20 of us.

Server: Fine. I can seat you and your group at 7:30 on Friday, if you would be so kind to give me your name?

Tom McGill: Thank you. My last name is McGill. Thank you for taking the reservation.

Server: Mr McGill, we will be expecting you at 7:30 this Friday.

Tom McGill: We will be there. Thanks for your help.

Track 26

Hello everybody, my name is Simon and today I would like to inform you about the top safety and sanitation tips for a restaurant kitchen.

Tip number one is to keep in mind to wash your hands. Wash your hands before cooking and after using the bathroom, touching your hair or your nose. This is highly important: If you do not wash your hands properly, you could contaminate the food. Using single-use gloves when preparing food might also be an option. Cross-contamination is also an issue when handling raw ingredients like chicken, beef or fish. Meats and ready-to-eat foods should never be placed next to each other or on the same shelves. You have to use separate chopping boards for raw meat, poultry and seafood. My next tip is to clean and sanitise all food contact surfaces. This includes the tables, the coolers and the oven. You have to make sure that everything is clean and sanitised.

Keep in mind that there is a difference between having something clean and having something sanitised. If a surface is clean, visible dirt such as crumbs or spilled liquids have been wiped off. Sanitation means to remove all that is invisible, especially bacteria and other germs. You always have to make sure that you have a clean towel to use and there should be some sort of sanitiser in the kitchen as well.

What's more, all food should remain properly stored and refrigerated if it is not being used.

It is also a common rule to never cook while wearing dangling jewellery to avoid injury. Imagine a bracelet getting tangled around the pot handles: This can be very dangerous when you are dealing with hot liquids, for example when making soups or stews.

Moreover, you should only cook in clean, appropriate work clothes. Keep long hair tied back and wear your headgear to make sure not to contaminate the food.

You also don't want anything to accidentally catch on fire. It is best to make sure you know how to prevent and how to deal with fires in a kitchen. You should also know how to use the fire extinguisher in an emergency.

Make sure you follow these rules in the restaurant kitchen, and you will be able to avoid a lot of accidents!

Track 27

Eric: Daniel? Do you have time to help me check the delivery?

Daniel: Sure! I'll be with you in a second! ... All right, what do you want me to do?

Eric: I'll check the goods and you take this delivery note and tick what was delivered.

Daniel: Okay!

Eric: I'll start with the drinks. We have 5 cases of sparkling mineral water, and two cases of orange juice. Each has 12 bottles per case.

Daniel: Correct.

Eric: Then the dairy products: 2 units of milk, 24 cartons per unit. 1 unit of sour cream, 5 boxes of ...

Daniel: Stop! Did you say one unit of sour cream? We ordered two units!

Eric: Hmm ... let me have a look ... no, no there is just one unit. Please note that. Okay. Let's continue: 5 boxes of organic butter, 10 packages to the box. 1 unit of curd cheese, that's 8 packages in total. Got that?

Daniel: Yes!

Eric: All right, here we have 2 packages of organic rye flour, and 1 unit with 6 cans of apricot halves and ... 1 unit with 6 cans of peaches? Peaches?

Daniel: There are no peaches on my list, but we ordered pineapple chunks. They also come in cans.

Eric: No pineapples, but peaches, did you note that?

Daniel: I did.

Eric: All right. Then we have 3 boxes of flour, so that's a total of 4, 8 ... that's 12 packages of wheat flour, 4 containers of vegetable oil ...Then there's the sugar ... a box with 10 packages of granulated sugar, and 3 boxes with 20 packages each of icing sugar ...

Daniel: Wait a second! There should be 2 boxes of granulated sugar and 2 boxes of icing sugar!

Eric: Yes? What did I say?

Daniel: You said: 1 box of granulated sugar and 3 boxes of icing sugar ...

Eric: No ... sorry, it's two and two. My mistake. Let's continue with these 6 packets of toast bread, 10 packets of chicken thighs.

Daniel: No note about chicken thighs, sorry... There's only a note for chicken breasts ...

Eric: This is disappointing, there's so much wrong with this delivery! Let's check the remaining three packages and then I'll give the delivery man a piece of my mind! What's left on your list?

Daniel: A crate of apples, Red Delicious, 3 bunches of fresh basil and 1 crate of cucumbers.

Eric: Checked. Now where's the number for that delivery man!

The meat of the matter

Unit 11

Track 28

Butcher Pat: Good morning, chef Emma. How are you today?

Emma: I'm fine Pat, thanks for asking. How about you?

Butcher Pat: I'm great! I've got some nice treats for you today!

Emma: What have you got?

Butcher Pat: I've got some prime parts of beef, a nice loin, aged for 15 days, and a round of young Angus bull. Excellent for steaks or roasts!

Emma: Hmm, sounds great! I'll take all of it.

Butcher Pat: All of it?

Emma: Yes!

Butcher Pat: The round as well?

Emma: Sure!

Butcher Pat: Well, just let me ask ... What are you going to do with the round?

Emma: Hmmm, I'm thinking of a doing a nice roast ... I'll probably serve it crusted with pistachios and leek pesto.

Butcher Pat: That sounds absolutely delicious! When can I stop by for dinner?

Track 29

Emma: All right, Tom. We are going to do something special today!

Tom: I can't wait! What are we making?

Emma: We'll make our own sausages.

Tom: That sounds interesting. What kind of sausages?

Emma: We'll make coarse sausages that we can throw on the grill later.

First of all we have to get our utensils. Do you have any idea what we might need?

Tom: Well, the mincer probably? And ... a mortar and pestle for the seasoning? And a machine to stuff the sausages?

Emma: Quite right. We need a meat grinder, mortar and pestle and a sausage stuffing machine.

Tom: Right. What kind of ingredients do we use?

Emma: We need just the right amount of pork neck and some smoked fatty bacon. Then we will use the pork intestines as our sausage casings. But the spices first: I have already set them out here, look. Do you know them all?

Tom: Sure! There's fresh parsley, there are cloves of garlic, black pepper corns and juniper berries? Oh, and these are fennel seeds, I can tell by their smell. There's salt, obviously, and ... I don't know what that is.

Emma: That's dextrose. We use a little sugar to bring out all the savoury flavours. The sugar enhances them.

Tom: Oh, I'll remember that!

Track 30

Waiter: Are you ready to order?

Guest 1: Have you decided yet?

Guest 2: Well... I think I'll go for the chicken drumsticks with pumpkinseed breading. On the side I'd like the potato salad with lamb's lettuce and radishes and ... glazed carrots.

Waiter: Yes, Sir. ... Madam?

Guest 1: I'd like to have a filet steak please, with corn on the cob, the green bean casserole and the caramelized onions.

Waiter: My pleasure. How would you like your steak, Madam?

Guest 1: Medium rare.

Waiter: Sure. And for you, Sir?

Guest 3: I'll have the same, please, but no onions and I prefer my steak blue.

Waiter: Great choice! May I repeat your order: chicken drumsticks ...

Track 31

- 1 Obstacles don't have to stop you. If you run into a wall, don't turn around and give up. Figure out how to climb it, go through it, or work around it.
- 2 In baseball and in business, there are three types of people. Those who make it happen, those who watch it happen, and those who wonder what happened.
- 3 Champions keep playing until they get it right.
- 4 Set your goals high, and don't stop till you get there.
- 5 Age is no barrier. It's a limitation you put on your mind.
- 6 It isn't the mountains ahead to climb that wear you out; it's the pebble in your shoe.
- 7 The more difficult the victory, the greater the happiness in winning.
- 8 You can't put a limit on anything. The more you dream, the farther you get.
- 9 If you don't have confidence, you'll always find a way not to win.
- 10 If you go around being afraid, you're never going to enjoy life. You have one chance, so you've got to have fun.

Track 32

Conversation 1

- Kathrin Jackson:** Good morning. Wisconsin Drug-counseling Center, Kathrin Jackson speaking.
- Maria Foster:** Hello. My name is Maria Foster. I'm calling because of my son. I'm really worried as I found marihuana in his school bag. What can I do?
- Kathrin Jackson:** Well, Ms Foster. Try to stay calm. I'll put you through to extension 546, where you can speak to Sarah Wilson, who is a prestigious drug counselor.
- Maria Foster:** Thank you very much.
- Kathrin Jackson:** You're welcome. Just hold on a second.

Track 33

Conversation 2

- Cindy Tenner:** Hello. Oasis Treatment Center, Cindy speaking. How can I help you?
- Jonathan Heart:** Good afternoon. I'm calling on behalf of Mr Lebeque from Henry Ford Hospital. I'd like to speak to Mr Briggs, please.
- Cindy Tenner:** I'm sorry. Who's speaking?
- Jonathan Heart:** Excuse me, I forgot to introduce myself. My name is Jonathan Heart.
- Cindy Tenner:** Could you spell that please?
- Jonathan Heart:** H-E-A-R-T.

- Cindy Tenner:** Thank you. I'm afraid Mr Briggs is not available at the moment. Would you like him to call you back?
- Jonathan Heart:** Oh, that would be great. My number is 543-231.
- Cindy Tenner:** I am sorry, I didn't catch that. Could you repeat that, please?
- Jonathan Heart:** Of course. It's 543-231.
- Cindy Tenner:** Thank you. Mr Briggs will call you back tomorrow afternoon.

Track 34

Conversation 3

- Jennifer Starr:** Hello. This is the voice mail of Jennifer Starr. I'm not available at the moment. Please leave a message after the beep. I'll ring you back as soon as possible. Thank you.
- Andy Powel:** Hi Jenny, it's me, Andy. What about going out shopping this afternoon? The mid-season sale has just started. I can't wait to get some bargains! Me and Martina will be at Westfield Shopping Centre at 4 p.m. Just text me if you can make it. It would be great if you could! See you then.

At the café

Unit 14

Track 35

Welcome to Best Shots Café! We offer a great range of coffee specialties.

You could order a *kleiner Schwarzer*, which is a small mocha or espresso. On demand, it will also be served short, which means it is even stronger.

A *kleiner Brauner* is a small mocha or espresso with a splash of milk or coffee cream.

The *großer Schwarze* or *großer Brauner* on our coffee menu are double mochas or espressos. We serve them black or with a little milk or coffee cream – hence the names.

A *Verlängerter* is what you may know as an Americano. It's a mocha or espresso, diluted with water and served in a big cup.

Next in line on the menu is the *Wiener Melange*. The name "Melange" originates from the French word for mixture or blend. It's half milk, half coffee and typically served with milk foam.

Coffee specialties you may have never heard of are the *Fiaker* and the *Maria Theresia*.

The *Fiaker* is named after the Viennese coachmen that you can observe up to this day in Vienna's first district. A *Fiaker* coffee is a mocha with a shot of rum. The *Maria Theresia* gets its name from famous Austrian ruler Maria Theresia. It's a double mocha with a dash of orange liqueur, served with a topping of whipped cream.

We also offer international coffee specialties, for example the classic cappuccino: diluted Mocha with hot milk, served with milk foam and sprinkled with cocoa powder. In Austria, a cappuccino sometimes comes with whipped cream instead of milk foam.

Even more decadent is our latte macchiato: a mocha with a lot of milk and even more milk foam. We will bring it to your table in a tall glass and with a long-handled spoon.

If you need a little kick to warm your heart, I suggest having an Irish coffee. This double mocha comes with a shot of Irish Whiskey, sugar and whipped cream. It is also one of the coffee drinks usually served in a glass instead of a cup.

And when it's really hot outside, I highly recommend treating yourself to our famous Wiener Eiskaffee: Cold mocha with one or two scoops of creamy vanilla ice cream, whipped cream and wafer rolls.

Oh, I almost forgot: You can also order all our coffee specialties decaffeinated – without caffeine. A lot of our customers prefer their coffee decaf later in the day. So, can I take your order now? What's it going to be?

Track 36

Conversation 1

Waiter: Good afternoon. Madam, Sir? What can I do for you?

Guest 1: Good afternoon! We would like to have some coffee and a bite to eat.

Waiter: Sure, I'll bring the menu. ... Here you are. May I recommend our daily special? We have oven-fresh *Buchteln mit Vanillesoße*. This dish could be best described as baked yeast dumplings with a prune jam filling. It is served with custard.

Guest 1: Oh, that sounds delicious! Don't you think so, Robert?

Guest 2: It sure does, but I might have it later. I have a craving for something savoury right now.

Waiter: How about a toasted ham-and-cheese sandwich? Or wiener sausages with goulash sauce and a slice of bread? I can also recommend a delicious small serving of beef goulash.

Guest 2: I think I'll have the sausages, and a glass of club soda please.

Waiter: Of course. How about you, madam?

Guest 1: I'll stick with the ... how did you call them ... Buchteln? And a small coffee, something strong?

Waiter: Yes, *Buchteln* and a *kleiner Schwarzer* might be to your liking? A *kleiner Schwarzer* is a small, strong espresso, served black.

Guest 1: That sounds great! I'll have that, thank you. Oh, and a glass of soda for me as well, please.

Waiter: Thank you for your order.

Track 37

Conversation 2

Waitress: Good afternoon! How are you on this lovely day?

Guest 1: Good afternoon! We're great, but really hot! How about you?

Waitress: I know what you mean. So, what may I get you?

Guest 1: I'd like a cappuccino please. You do make it with milk foam, don't you?

Waitress: Yes, we make our cappuccino with milk foam.

Guest 1: Oh, that's great, I had it with whipped cream lately, and it's not my cup of tea ... And do you have some of those ice cream crepes? I think I saw an offer on the chalk board?

Waitress: Yes, we do, the *Eispalatschinken*. Would you like a small or a big serving?

Guest 1: Oh, a small serving will definitely do.

Waitress: All right, a cappuccino and a small serving of *Eispalatschinken*. And for you, Miss?

Guest 2: I'll have an iced tea. I hope it's not too sweet? Is it homemade?

Waitress: Yes, it's homemade. It's not sweetened at all, so you can choose how much sugar you'd like to add, or if you don't want any at all.

Guest 2: That's good, very good. I don't like it when it is too sweet. And a Danish, please.

Waitress: What kind of Danish would you like? We have curd cheese, strawberry or peach with custard.

Guest 2: Curd cheese, please!

Waitress: Got it. I'll be right back.

Going green

Unit 15

Track 38

- Green tip 1** "I don't want to give you just one tip, because that could make you ignore other tips. But we have to live with less. Less food, less meat, less fuel, less shopping."
- Green tip 2** "I walk to work every day, rather than take the car. It's better for the environment, and I can stop and chat with people on the way. "
- Green tip 3** "Plant a tree. If each of us 7 billion inhabitants of this planet planted a tree, the green balance would be restored once again."
- Green tip 4** "I never use plastic bags. Instead, I have little bags made out of jute material, like we had in the old days. Using the traditional jute bags not only helps the environment, but creates jobs for people who sew the bags."
- Green tip 5** "Take the stairs. You don't use any electricity and you get some exercise too."
- Green tip 6** "Always clean up after yourself. You are responsible for the waste you produce and you should ensure that it's disposed of in an environmentally-friendly way."
- Green tip 7** "A monitor uses a lot of energy, more than you may realise — it needs about a third of the energy your entire computer uses. So turn your monitor off."

Track 39

Margaret: Welcome to the first episode of our new podcast: *The world of food*. I'm Margaret, and today I'm talking to Sangeeta. Sangeeta and her family are from India. I am going to ask her about Indian eating habits. Hello, Sangeeta! Thank you for joining us in the studio. How are you?

Sangeeta: Good Morning, Margaret, I'm fine, how about you?

Margaret: Wonderful, thank you. Sangeeta, please tell me about Indian cuisine. What are the main meals in India?

Sangeeta: We have three main meals, so the timing of the meals is similar to a lot of European countries. Most people have a morning meal. In Southern India, where my family is originally from, we like upmas for breakfast. That's a thick porridge made from semolina with vegetables and savoury seasonings. We also enjoy eating dosas. They are similar to pancakes but usually savoury, not sweet, and served with vegetable soup or chutneys.

Margaret: Please tell me more about chutneys. What is a chutney, exactly?

Sangeeta: Well, a chutney is a sauce. Some are fruity and some are spicy, some are both.

Margaret: Is there anything you do not eat?

Sangeeta: Most people in Southern India are Hindu. The diet usually does not include eggs, fish or meat. Most people prefer vegetables.

Margaret: So you don't eat any meat at all, or just no beef?

Sangeeta: Well, I avoid eating meat. Most Hindus are vegetarians by choice, which also means that they choose not to eat beef. It is not forbidden, but cows signify prosperity and wealth. Cows provide milk. Dairy products are a basic foodstuff in India. We honour and respect cows for feeding us instead of killing them for a one-time meat dish.

Margaret: Thank you so much for talking to us, Sangeeta!

Track 40

Margaret: Welcome back to *The world of food* podcast. Our guest today is Oday. He is from Lebanon, a beautiful country in the Middle East, and he will tell us about his country's eating habits. Hello Oday! Nice to meet you!

Oday: Nice to meet you too, Margaret.

Margaret: Oday, I would like to learn about Lebanese eating habits. What can you tell me about what you eat and drink in your home country?

Oday: Well, the eating habits of Lebanese people depend a lot on their faith, whether they are Christians or Muslims. I'm a Muslim, and therefore I have to obey certain dietary rules.

Margaret: Would you please tell me more about these rules?

Oday: Yes, of course. You see, a good Muslim is supposed to keep his body and mind healthy, therefore we are not allowed to eat or drink anything that harms our body or our mind.

Margaret: I see ... Can you give me an example, please?

Oday: Sure! For instance, you should not drink any alcohol because it makes you drunk. When you're drunk, you're likely to say and do things you wouldn't say or do otherwise. Both situations may be harmful to you.

Margaret: Oh, okay. It is also widely known that Muslims don't eat pork. I've always wanted to know why.

Oday: We live by the rules in our book called the Quran. There are many verses in the Quran that forbid eating pork. Pork is forbidden because the Quran says so. Many dieticians however have proven that compared to other meats, pork is really not that healthy anyway ...

Track 41

Margaret: Welcome to the *World of Food* podcast. We are already on episode 3, and today I'm talking to Jane who has been living in Tokio for more than ten years. Good morning, Jane, how are you today?

Jane: Hello Margaret. I'm fine and you?

Margaret: I'm fine too, thank you. Jane, I've never been to Japan, but I've heard about some – let's say –unusual Japanese eating habits, at least from a European perspective. What can you tell me about the Japanese diet in general?

Jane: Well, Margaret, did you know that Japanese women and men live longer than anyone else on earth? This fact has been statistically proven, and it is most probably related to the healthy Japanese diet. Japanese people have the lowest obesity rate in the developed world.

Margaret: I did not know that, how interesting! Why exactly is Japanese food so healthy?

Jane: First of all, here we eat a lot of fresh fish and raw vegetables. We eat smaller portions and we try to eat slowly and mindfully. We also eat a lot of tofu and even more rice, which I personally think are healthy options.

Margaret: I agree! So, would you say that the Japanese eat less, and that is why they are healthier than people in the west?

Jane: Yes, at least I think so. A recent study revealed that the average Japanese person eats about 25% calories less per day compared to the average American.

Margaret: A quarter less! That's a lot!

Time for change

Unit 17

Track 42

"Ron, I" breathed Harry, creeping to the window and pushing it up so they could talk through the bars. "Ron, how did you – What the –." Harry's mouth fell open as the full impact of what he was seeing hit him.

Good evening, ladies and gentlemen. Do these sentences sound familiar to you? These words of the famous Harry Potter series have been translated into 67 out of 6,900 languages. But how has this all been done?

In former times translations were only done by humans, so-called interpreters, but this has changed over the last few years. Nowadays computer technology has speeded up translations, but how good and reliable are these so-called "machine translations" really?

Today, we've to translate more than ever. Companies communicate with many businesses from foreign countries, and every company needs to have documents in many different languages. Without the help of machine translation, hardly anybody would be able to read international websites, news or blogs like for instance from the Ukraine or from Finland. In fact, we need machine translation to communicate with the world around us and especially on the Internet.

The term "machine translation" originally referred to autonomous software programs, but has come to include any system that uses a computer to transform a text from one language into another language. In most cases, the result is far from perfect.

Nevertheless, machine translation allows people to get the basic idea of a text. This may be good enough for internal communication within a company, but for really important messages big companies use highly developed translation software which most often costs several thousand euros.

However, if advertisements or letters are translated by software, they must be proof-read by humans. Otherwise these translations run the risk of being faulty or simply wrong. As a matter of fact, they can cause serious misunderstandings.

So finally, it can be said that in the last fifty years, no one has found the perfect way of automatic translation, which means a system that translates a text into any language at any time at the push of a button. Many experts say that machines translate less than 5 per cent of all documents, but computer technology helps out on probably fifty per cent of technical documents.

So, in a way, machine translation has become a very useful tool, but it may never be perfect and humans should be aware of this fact.

Thank you for your attention.

Track 43

Conversation 1

Receptionist: Good morning, Mrs Bradshaw! How are you today?

Helen: I'm fine, but the weather today is a bit depressing ...

Receptionist: That's true, unfortunately. The forecast said that this cold and wet weather is going to stick around for a while. They expect sleet in the afternoon.

Helen: Bad news, I guess. I don't really feel like skiing in this weather, maybe I'll book a massage in the afternoon.

Receptionist: That sounds like a great idea! You can book the massage at the spa reception, but I can also call down for you if you already know what kind of massage you'd like.

Helen: Oh, thank you! I'll get back to you after breakfast. Do you have any information on the street conditions? I have tickets for the piano concert in Villach tonight.

Receptionist: The streets will be slushy in the afternoon and evening, but there is a chance that they will freeze over and become icy. You should be very careful when driving.

Helen: Thank you for the information! See you later!

Track 44

Conversation 2

Waiter: Here are your coffees, Mr and Mrs Jones, and the hot chocolate for your daughter.

Mrs Jones: Thank you. Do you happen to know anything about the weather conditions today?

Waiter: The forecast predicts a sunny day. Temperatures will range between 18° and 22° degrees Celsius.

Mrs Jones: Sounds good! I hope it'll stay that way and we won't have a sudden change of weather. Do you have any news about next week as well?

Waiter: I'm afraid the news is not as good. They expect a cold snap on Thursday. Temperatures will probably drop below 10° degrees.

Mrs Jones: Oh no! I guess we're lucky to be leaving on Friday then.

Track 45

Conversation 3

Waitress: Is there anything else I can do for you, Mr Browning?

Mr Browning: Thank you. We're perfectly satisfied. Oh, Lucy, do you know anything about the weather? It has been blazing hot during the past few days.

Waitress: Well, I'm afraid it's going to be hot and humid again this afternoon, but the forecast predicts a thunderstorm with a heavy downpour tonight.

Mr Browning: Maybe this will break the heat wave, I'm actually looking forward to a drop in temperature.

Waitress: Me too, Mr Browning, me too.

Track 46

Receptionist: Good morning, Ms Evans! How are you today?

Ms Evans: Oh, good morning, I'm fine, thank you! Isn't it a wonderful winter day?

Receptionist: It is indeed a perfect day for skiing. The snow conditions could not be better! We have quite a lot of new snow, all powdery and nice! I've just received the information that all the lifts and slopes are open.

Ms Evans: That's great news – and also why I am here. I wanted to ask if you rent out downhill skis, poles and equipment here at the hotel.

Receptionist: Yes, we do. We rent out skis, boots, poles and helmets. Would you like me to call my colleagues and inform them that you are on your way, Ms Evans?

Ms Evans: Please, if you would be so kind. And what about ski goggles and gloves? I only have knitted mittens and they're not fit for skiing, I'm afraid.

Receptionist: That's right, Ms Evans. Unfortunately, we do not rent out goggles or gloves, but they sell reasonably priced skiing equipment at the sports store in town. They should have the equipment you are looking for, Ms Evans.

Ms Evans: I see. I will have a look at what they've got for me. Oh! Where can I get the ski passes? Can I buy them here or at the store as well? Or at the valley station at the lifts?

Receptionist: You can buy them here, Ms Evans. Do you need a half day, a single or a multiday ticket?

Ms Evans: Give me a single day ticket, please. And where did you say the store was again?

Advertise your image

Unit 19

Track 47

Interviewer: Good morning, Mr Wyman, and thanks for coming to my show. Our topic today is concerned with the question of why children have become such a popular target group in the world of advertising.

Zack Wyman: Hello. It's a pleasure to be here. Your question is easy to answer. In my opinion, children can easily be influenced and manipulated by ads. In my view, however, targeting children through advertising is unethical. They are simply too young to even realize that what they are watching is an advertisement. A lot of studies show that advertising to children is unhealthy for them. U.S. kids are exposed to television, computers, and cell phones at a very young age. According to recent statistics, they see, hear and watch about 3,000 to 4,000 advertisements a day. So it's no surprise that these children are being affected by them.

Interviewer: Are we talking about advertisements for toys or video games, or also about other ads?

Zack Wyman: Fast food is a key player when it comes to advertising. Fast food marketing to children has been so effective in the last few years that 60 per cent of U.S. children younger than 11 ask their parents to go to McDonald's at least once a week. This is a perfect example of how advertising campaigns create brand loyalty at such a young age.

Interviewer: Do you think that the U.S. government has to react?

Zack Wyman: Absolutely. America is known for having an obesity problem; I'm sure these advertisements have something to do with it. Besides, ads keep children at home in their rooms or house. When I was a child, we did not have cell phones or iPads; instead, we went outside and played with other kids. In today's times, children are glued to these screens and devices. This is exposing them to thousands of advertisements and they don't even realise it.

Interviewer: Thank you very much for the interview.

Zack Wyman: You're welcome.

Track 48

Conversation 1

Anna: Are you ready to order?

Guest 1: Yes, we are. Do you want to go first?

Guest 2: Yes ... I was wondering what a Hugo is?

Anna: A Hugo is a Prosecco cocktail made with elderberry syrup, mint and lemon. It's quite refreshing and delicious.

Guest 2: All right then, that sounds perfect! I'll have a Hugo, please.

Guest 1: And I'll have a lager.

Anna: Large or small, Sir?

Guest 1: Make it a small one, I'll have to drive later.

Anna: So, a Hugo and a small lager, very good. I'll be back in a second.

Track 49

Conversation 2

Carlos: Hi, guys! How are you today? What drinks may I bring you?

Guest 1: Hey Carlos, how are you today? The usual for me, please!

Carlos: All right, a red ale coming up. And for you, Sophie? A small lager as always?

Guest 2: It's just what I like best, Carlos. A small lager sounds great, thank you.

Track 50

Conversation 3

Kirsten: Good afternoon! My name is Kirsten, I am your host today. How may I help you?

Guest 1: We're very thirsty, Kirsten. What non-alcoholic beverage can you recommend on this hot summer day?

Kirsten: It is really hot today, isn't it? I have just the right thing for you. We have some nice homemade refreshments. First there is a delicious elderberry syrup with club soda, or freshly squeezed orange juice. We also serve homemade iced tea with lemon and mint. My personal favorite is our refreshing lemon balm club soda.

Guest 1: That sounds great! What do you think?

Teen 1: I'd like some freshly squeezed orange juice, please.

Teen 2: Me too.

Guest 1: All right, two freshly squeezed orange juices and a lemon balm club soda for me, please.

Guest 2: And I'll have a large glass of iced tea.

Kirsten: Of course, two orange juices, one lemon balm club soda and one iced tea. Thank you for your order.

Track 51

Carlos: Here is our beer flight tray. May I tell you some facts about our craft beers?

First, there is our pale lager. This is a beer that we only store in kegs. We don't fill it in bottles. This beer has a soft, malty taste, a light body and a dry finish. Due to its high carbonation level it's very crisp and refreshing. With only 3,5% of alcohol, it's quite light and very palatable. It pairs well with our crispy chicken salad or the lemon garlic pasta with salmon.

Second, we have our pale ale which has notes of well-balanced hops and malt. The finish is medium dry. You'll find it slightly more bitter than the first one. We like to serve this beer with our cheeseburgers or the herb crusted rack of lamb.

Third, there is the Pils. The Pils is a kind of pale lager, named after a town in the Czech Republic. It has a bitter, earthy taste and a clean and refreshing finish. We recommend it with the cream of pumpkin soup or with a Bratwurst and Sauerkraut.

This red ale here tastes of toasted malt and develops a medium sweet, caramel flavour. It has a dry finish and pleasant bitter notes. If you prefer this one, I'd suggest giving our spicy chicken drumsticks a go. You may even prefer it as an accompaniment to dessert like the chocolate bread pudding with pears. Last but not least: the stout. It tastes strongly of roasted malt, with notes of chocolate and caramel. It is quite bitter and you should try it with our BBQ ribs or nice dry-aged T-bone steak.

A question of culture

Unit 21

Track 52

Shane: Hi, Eric, so you're in China now. How's your restaurant in Shanghai going?

Eric: Hi, Shane. It's great. We've had a fantastic start.

Shane: Why did you choose Shanghai?

Eric: It's a great business opportunity as well as a fascinating place to run a restaurant.

Shane: How different are the ingredients compared to those in Great Britain?

Eric: Everything's different! The meat's different, the eggs are different. It's just so great to work with fresh spices. The best thing has been the local fish. But how are things going in London? Is it hard to find good kitchen staff in London?

Shane: It's very difficult. How about China?

Eric: It's hard to find someone in China who has the experience you're looking for. But generally, the people are more motivated to learn something and to gain experience.

Shane: Does that mean that all of your kitchen staff are Chinese?

Eric: Yes, there're only two foreigners in my kitchen. Everyone else is from Shanghai.

Shane: Do you speak Chinese, then?

Eric: Well, the kitchen staff in Shanghai speak very good English, however, the language of the kitchen is mostly Chinese.

Shane: That must be a little bit strange!

Eric: It's okay. You get used to it.

Shane: But it's quite a different culture. Do you find that the staff have a different mentality?

Eric: As I said, the Chinese are very keen to learn. If you show them in a respectful way how to do a task, they're extremely happy to do it. And next time, the task will be done perfectly.

Shane: Are you able to get all the ingredients you need there?

Eric: Well, for example, they do grow tomatoes here, but they're not of good quality. Still, you can get most things; we use very little that's imported.

Shane: Well, good luck and thanks for finding the time to talk to me. I expect your working week is as long as mine!

Eric: Yes, it's about eighty hours!

Shane: Well, we'd better get back to the kitchen, then. Bye, Eric!

Eric: Bye, Shane.

Track 53

Interviewer: Hello and welcome to our show on useful tips and advice for teens who are going for a job interview in the near future. Good morning Mr Crane. What is the key to a successful job interview?

Mr Crane: Hello and thanks for having me on your show. Well, for a teen, the one and only key to succeeding at a job interview is to be well-prepared. I worked with a teen going on her first job interview, and she got a job offer.

Interviewer: Why was it so easy?

Mr Crane: Good question. It was so easy because she followed all the rules and guidelines for job interviews that I told her about! *Hahaha.*

Interviewer: Okay, I see. So could you tell us more about these guidelines and give some useful advice to our young listeners that could help them to make a perfect impression?

Mr Crane: Of course. No problem. As I've already mentioned, the most important rule for a teen being interviewed is to dress appropriately. Unfortunately, the clothes teens might wear every day to the mall, or to go out with friends, usually aren't suitable for an interview. Girls should take care that their clothes aren't too revealing and that they're not wearing too much make-up. Boys should make sure they have clean fingernails and look neat and tidy, so baseball caps and used jeans are a no-go.

Interviewer: How can teenagers prepare for the interview in advance?

Mr Crane: It's important not to just go to the interview, but to prepare for it in advance. This will help you make a better impression at the interview. It's advisable to get working papers, if necessary, and references before starting to look for a job, and to bring a completed job application and a CV. Moreover, it's useful to prepare some questions that show your interest in the company and in the position offered.

Interviewer: What advice can you give teenagers about important behaviour rules during the job interview?

Mr Crane: It's essential to have good manners when being interviewed. Teens are supposed to shake their interviewer's hand, and not sit until they are invited to. They should use neither slang nor swear words and should be polite, positive, and professional throughout the interview.

Interviewer: What else is important to consider?

Mr Crane: You have to know on what days and at what times you can work. Flexibility is definitely a plus point, because the more you are available, the easier it is for the employer to set a work schedule. It's essential for teenagers to know how they are going to get to and from work. If their parents take them to the interview, they should wait outside. It is important that the teenager speaks for him- or herself.

Interviewer: Okay. I guess that being on time is also a must, right?

Mr Crane: Exactly. I'd recommend being at the interview site a few minutes early. Punctuality is one of the most important factors.

Interviewer: What are common mistakes in teen job interviews?

Mr Crane: Many teenagers often forget to remove facial piercings and to cover tattoos. This is highly unprofessional unless piercings and tattoos are fitting for the position you are applying for.

Interviewer: I can imagine. So finally, Mr Crane, what do you advise teens to do after the interview?

Mr Crane: It's definitely advisable to thank the person for the interview. If you have an e-mail address, send an e-mail and thank the interviewer for their time. Don't call the company every second day to ask whether you will get the job or not. That is a no-go!

Interviewer: Thank you very much, Mr Crane, for this very interesting and informative interview. I think that you've helped a lot of teenagers who are about to apply for their first job.

Mr Crane: You're welcome. It was a pleasure. Good luck to all the teenagers out there. Go for it!

Track 54

Hello! I'm just calling to ask you to write an urgent order to our stationary supplier!

We need sharpies for the flip charts. We still have a lot of black sharpies left, but we need some colors too. I know that they sell these assorted colors in packs of 8 – please order 5 packs. What else ... ah, yes: We nearly ran out of Flipchart paper yesterday – embarrassing! We need 3-hole-punched pads in plain white. Make sure not to order the lined pads, or the ones with the grid. Our guests barely ever use them. Buy 5 cartons of the TOPS Easel Pad, they're the best.

Then we need two printer cartridges in black for the office printer. It's a Brother MFC-L8900CDW.

Okay, let me check my notes ... Oh, and we need 3 packs of oval presentation cards in assorted colors. That should do.

Let me repeat that quickly.

5 packs of 8 flipchart markers – assorted colors

2 black printer cartridges for the Brother MFC-L8900CDW printer

5 cartons of flipchart paper, plain white and

3 packs of assorted oval presentation cards

Order them from Nr. 1 Stationery – we get a company rate there. Oh, and before I forget: Add a box of scotch tape and the largest unit of thumbtacks to the order as well! Make sure we'll receive the order on Monday at the latest! Thanks!

Track 55

I had a nice cup of tea with milk and some ham and cheese on a slice of rye bread. And then I tried some of the cheese spread with fresh herbs. It was delicious! I also had a glass of still water to swallow my pills and then, well I couldn't resist the Danish pastry. I have to admit I had two, but they were tiny.

Track 56**Speaker 1**

I had a double espresso, no milk, no sugar, and a glass of sparkling water. I ate two slices of toast with butter and a soft-boiled egg.

Then I had a bowl of fruit salad. It had grapes, apples, bananas, blueberries and mango in it, I think. It was a really good, well-prepared fruit salad, not at all soggy!

Track 57

Speaker 2

I love breakfast at this place! They have such a fantastic choice of products! I had a glass of fresh orange juice, which I absolutely love, but usually don't have the nerve and time to make for myself. I then had a bowl of granola. I added toasted coconut shavings and fresh raspberries and topped the granola with a scoop of plain yoghurt.

Then I checked out the live cooking stations. They prepare egg dishes or pancakes on demand. It was a difficult decision, but I went for bacon and eggs. I am an absolute fan of Austrian bread, the variety and the taste ... heavenly! That's why I chose a whole grain roll.

I then had some hot chocolate and a piece of chocolate cake. I'm utterly stuffed right now!