

Listening text transcripts

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MP3s zu allen Hörübungen auf unserer Website: www.hpt.at/qr_200002

TRACK 1 | Conversation 1 – Yes, I do. [BE]

(Unit 1, p. 3)

Mrs Harris: Michael, can you come downstairs for a minute?

Michael: No, I can't. Not just yet!

Mrs Harris: Michael, I need to talk to you – now!

...

Michael: All right, here I am. I am in the middle of something, Mum!

Mrs Harris: Sure, but school starts tomorrow and last week I gave you a to-do list of all the things you have to finish until then. Do you remember?

Michael: Ahm ... **Yes, I do.** Why?

Mrs Harris: Well, how much have you actually ticked off that list?

Michael: Almost everything.

Mrs Harris: Oh, really? So, what have you already done?

Michael: Bringing out the rubbish.

Mrs Harris: Okay, and are you tidying up your room?

Michael: Hm ... **No, I am not.**

Mrs Harris: Have you gotten your things ready for school?

Michael: Yes, I have.

Mrs Harris: Okay, good. Can you finish the rest of your list by tomorrow?

Michael: Yes, I can. ... *[Sigh]* ... I promise, Mum.

Mrs Harris: Fine. Dinner's at seven.

TRACK 2 | Conversation 2 – Yes, I did. [BE]

(Unit 1, p. 4)

Mrs Harris: Hi Michael, how was your first day back at school? Was it okay?

Michael: Mhm ... **Yes, it was.** ... Not too bad.

Mrs Harris: Ah ... And did you meet your cousin Frank? You know, it was his first day at your school.

Michael: No, I didn't.

Mrs Harris: But I asked you to watch out for him. Were you even looking for him?

Michael: Yes, I was, Mum. But I couldn't *talk* to him. They were doing a tour through the school building with their form teacher.

Mrs Harris: Ah, okay. Did your form teacher hand out the schedule, Michael?

Michael: Yes, he did. And it doesn't look good. On Friday we have school until 4 pm!

Mrs Harris: Well, wait and see!

Michael: Hm ... Mum, I have to go now. Alex and Noah are waiting. Time to celebrate!

Mrs Harris: So have they passed their resits? That's great! I bet they were extremely nervous.

Michael: No, they weren't. It all went fine.

Mrs Harris: Well, have fun, but don't get home late, Michael. There's school tomorrow!

TRACK 3 | Six things only teenagers will understand [AE]

(Unit 1, p. 8)

Hey guys. It's Sarah again. So today we are discussing six things that only teenagers will understand.

Number one: Being stuck in the middle. What's awesome about being a teenager is that you get more independent the older you get. But you're also in between things. You are sometimes too old and too young at the same time. You're too old to go trick-or-treating but too young to go to adult Halloween parties. You're stuck in the middle of all the fun stuff in life. You are not allowed to drive, but if you watch cartoons people might laugh at you.

Number two: Dealing with parents. As a teen you go through puberty and have a lot of things to worry about. And then there are your parents who just ask about everything. The worst thing, however, is when your parents try to be cool in front of your friends, but they only embarrass you.

Number three: Handling your social life is hard work. You often worry about what your friends and people around you think about you. You also have to keep up with the latest trends and know what's cool because if you don't, you may face social rejection. And this can become an actual nightmare. The good news is, there is light at the end of the tunnel, and it may take time, but the rejection won't last forever.

Number four: Your dating life is an emotional roller coaster. You don't know if your crush knows you and you analyse every text message you get. In short: dating is very hard as a teenager. If your crush looks at you and smiles it can light up your whole world. But if they don't even know your name, it can completely ruin your day.

Number five: We don't need to get a lecture about every mistake. When you do something wrong you know that. What's worse than the punishment you get, is to listen to lecture after lecture by your parents. Parents need to know that you don't need to get a lecture about the same thing again and again.

And finally, number six: *Netflix* is life. "I'll only watch one episode, then I'll study". How many times have you said that and then you watch the full season of a new show on *Netflix*? Now you only have two hours to study and get some sleep before your alarm goes off to wake you up for school. Oh, and the best part of *Netflix* and watching shows online, compared to cable TV, is there are no commercial breaks.

What are some more things that only teenagers will understand? React in the comments section below and don't forget to like this video and subscribe to the channel. Bye.

TRACK 4 | At the shop. Dialogue 1: Browsing around [AE + BE] (Unit 2, p. 18)

Mike: Mate, they've got a really wide range of football boots here – and they're all from my favourite brand.

David: Yeah, they're all really nice.

Mike: What about this pair here – they're super cool, right?

David: Yeah, the design is great. But, honestly, I don't really like the colours. I'd get them in black-blue and not in green-red.

Mike: That's a good point, but there is no black pair left. I'll just go and ask the shop assistant over there if they still have got some black boots in stock.

David: Maybe he can also give you some advice on which size you should take.

Mike: Yeah, good plan. And maybe I can ask him if there is a discount for club players.

TRACK 5 | At the shop. Dialogue 2: Customer service [BE] (Unit 2, p. 18)

Customer: Excuse me, madam?

Shop assistant: Yes, hello, how may I help you?

Customer: I'd like to know how much this T-shirt is. Unfortunately, there is no price tag on it.

Shop assistant: Oh, I'm sorry about that. Let me just quickly check it on my tablet. ... Alright, so that T-shirt is € 25.99.

Customer: Great, thanks. That's a reasonable price. Can I try it on?

Shop assistant: For sure, the changing room is just over there.

Customer: Thanks a lot.

Shop assistant: Oh, and let me also tell you that we currently have a lot of items on sale. For example, all those pairs of jeans over there are part of this promotion. You will also get a special discount of 5 % if you pay by card.

Customer: Alright, thanks. I'll think about it.

TRACK 6 | At the shop. Dialogue 3: At the cash desk [BE + AE] (Unit 2, p. 18)

Customer: That was quite a long queue here, wasn't it?

Cashier: Absolutely, today is super busy. I think it's because of the bad weather that so many people are shopping now.

Customer: That's what I thought too.

Cashier: So that's a T-shirt and a pair of jeans. ... Alright, that will be € 59.37, please.

Customer: Can I pay by card or do I have to pay cash?

Cashier: We accept both payment methods.

Customer: Alright, then I'll just use my debit card.

Cashier: Okay, thank you. Here's your bag and here's your receipt. Remember to keep it, so if there is anything wrong, you can return it without issue.

Customer: Great, thanks. So do I get my money back then?

Cashier: No, you don't get a refund. You can either exchange the product or you will get a voucher for our store.

Customer: Perfect. Have a good one.

Cashier: You too, bye.

TRACK 7 | I'll take ... [AE] (Unit 2, p. 23)

Cashier: Welcome to *McDonald's*. Can I take your order, please?

Customer: Hey. I'll take a *Big Mac* meal with *Coke* and fries.

Cashier: What size?

Customer: Large, please.

Cashier: Any extra sauce?

Customer: Yeah, can I have ... aaaahhh ... phew ... two sweet and sour sauces?

Cashier: Two sweet and sour sauces. Do you want any apple pie?

Customer: No, thanks.

Cashier: To eat here or to take away?

Customer: To eat here.

Cashier: That'll be five-twenty, please.

TRACK 8 | At the restaurant [AE + BE]

(Unit 2, p. 23)

Waiter: Good evening and welcome to *Hellskitchen*.

Guest 1: Good evening. We'd like a table for two, please.

Waiter: Do you prefer to sit indoors or outdoors?

Guest 1: We'd prefer to sit outdoors.

Waiter: As you wish. Please come with me ...

Waiter: Here are your menus.

Guest 1 + 2: Thank you.

Guest 1: What is today's special?

Waiter: Today we have a Parmesan Risotto with shrimp. I can also recommend our signature Beef Wellington.

Guest 1: Beef Wellington sounds perfect. What do you think?

Guest 2: Sounds lovely, I'll have the same.

Waiter: Great choice – have you already decided on a starter?

Guest 1: I'll take the Beef Tartar to start.

Guest 2: And I'll have the Sea Mussels. What wine goes well with the main course?

Waiter: I can recommend a bottle of Cabernet Sauvignon.

Guest 2: Red wine does go nicely with beef, we'll take a bottle. Thank you.

Waiter: Is there anything else I can do for you?

Guest 2: No, we are good. Thank you.

Waiter: Welcome.

TRACK 9 | What to learn from new cultures [BE]

(Unit 3, p. 34)

Hello everyone!

My name is Joshua Moody and today I'll be talking about the importance of learning about new cultures. One day I was at home playing a game on my *iPad* and suddenly a notification popped up. It was about the war in Afghanistan and I thought to myself: Why can't they take a look at their own culture and also the other side's culture and find a compromise?! I mean it's not that hard, is it?

We should be open-minded and try to understand another person's culture and understand the way they behave and live the way they do. Then we can understand their view of the world.

I personally find learning about new cultures the best thing I can do to broaden my understanding of the people around me. There are always a lot of things to discover. And if you take a peek into another culture and understand their behaviour, you can build a close relationship with those people.

I am sure you all have friends who are from another country or another religion. And if you try to understand your friend's culture and why they behave the way they do, you can get to know them better. You see what you share and what is different.

Before I travel to another country, I often go to the library or online to get some information about the country I want to visit. I want to show respect and show understanding for the customs in a country. I guess many of you know the saying 'When in Rome, do as the Romans do'.

A few months ago, my family and I went to Morocco and my mum bought so many leather bags – it was crazy. And we took an interest in the way the bags were made and decided to have a closer look. And it was so interesting to see all the steps in the production process and how much work it takes to produce just one bag. And it really changed my perspective of this culture and the people there.

This is exactly what I want you to do: you should show respect and understanding for other cultures, which may be different or – quite similar to your own culture. If you do that you will bring a positive change to your community, your country and our world.

And one day, I hope I will be playing on my iPad and hope to see a notification: *Breaking news: the world has come to peace.* Thank you. (Applause)

TRACK 10 | Teen job interview tips [AE]

(Unit 4, p. 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 an interview is to do exactly what a professional candidate for employment would do. That's the best way to make a positive impression on a prospective employer and to enhance your chances of getting the job. I worked with a teen going on her first interview for a volunteer position and she got the job offer on the spot!

Interviewer: Why was it so easy?

Mr Crane: *Hahaha*, good question. It was so easy because she dressed appropriately, answered questions in an informed manner, had questions to ask the interviewer, and in general, made a very good impression.

Interviewer: Okay, I see. So can you probably provide our young listeners with some – how to put it? – teen interview guidelines which will 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 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 that they don't just show up for the interview. The more information they have prepared in advance, the better impression they will make on the interviewer. 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 résumé. And take a pen to the interview! Moreover, it's useful to prepare some questions which show your interest in the company and the position offered.

Interviewer: What can you advise teenagers about important behavioral 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 neither use slang nor swear words. And they shouldn't slouch in the chair. They should be polite, positive, and professional throughout the interview. It's important to impress the interviewer from the beginning until the very end.

Interviewer: What else is essential to consider?

Mr Crane: You have to know on what days and at what times you are available to work. The employer is bound to want to know. Flexibility is definitely an asset, 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's important that the teenager speaks for him- or herself and connects with the interviewer without someone else's assistance.

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

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

Interviewer: Which faux pas is made most often 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, or even desirable, for the place of potential employment.

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 thanking the interviewer for their time.

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 11 | An interview with *YouTube* star Lilly Singh [AE] (Unit 5, p. 58)

Interviewer: Hello and welcome to today's interview with Lilly Singh, a well-known Canadian *YouTube* star. She is better known by her *YouTube* user name *Superwoman*. So welcome, Lilly, to our show. First of all, what made you decide to start making *YouTube* videos?

Lilly Singh: A few reasons, actually ... I was coming out of a really difficult time and I wanted a way to cheer myself up and also cheer other people up. And then I discovered *YouTube*, which was a great platform to express myself and spread positivity. And from a business point of view, when I discovered *YouTube*, I saw that there were no South Asian females doing it, so I thought it was a great opportunity to create a niche market.

Interviewer: When did you first realize you were famous, and what was your reaction?

Lilly: I wouldn't say I'm famous yet, but I am starting to get recognized. The first time people approached me in a mall, it was just overwhelming and I didn't know what to make of it. And it still is ... I'm always shocked, because you don't realize those numbers on the Internet actually reflect real people. And then ... when you go to an event and there's thousands of people that came to see you it's always just overwhelming, shocking, and thrilling every single time. And I don't think that'll ever go away.

Interviewer: What's the craziest and / or most memorable thing a fan has ever done?

Lilly: Hm ..., I've had fans do some pretty awesome things. I had one fan give me her mother's ring; I ... I've gotten some pretty intense stuff. And I always get drawings from fans, which is also pretty cool.

Interviewer: I noticed you've started working together with some other famous *YouTubers*. How do you all know each other and how do you make this happen?

Lilly: Yeah, so the *YouTube* world is sometimes a bit weird. You sometimes make friends the way you're always taught not to do, which is making friends with strangers. I've made a majority of my *YouTube* friends by tweeting them and saying "Hey! Come over, let's shoot something!" And then two strangers will just meet up, talk, and shoot something. Or we'll meet at conventions.

Interviewer: Have you ever thought about expanding into other things like acting or television, screenwriting, or writing a book?

Lilly: Yes, definitely! I think one of the things about me is that I need to constantly challenge myself, so I wanna keep making *YouTube* videos twice a week for sure, but I also wanna write a book, and I definitely want to try film and television. I wanna do everything I can possibly do to step outside the box.

Interviewer: Your job gives you lots of opportunities to travel. Do you travel mostly to give motivational speeches? And what is your favorite place you've been to?

Lilly: I do travel a lot! I travel for a lot of things; I travel for shoots, to perform, host events, have meetings, do motivational speeches, and do stand-up comedy. So, lots of reasons to travel. And I've been to a lot of amazing places, but two that have stuck out are Mumbai and Singapore. There's a whole bunch of places I would like to go to this year, but we'll just have to stay tuned for that!

Interviewer: OK, got any advice for other people who want to do something cool like acting, screenwriting, or making *YouTube* videos, but are too afraid to put themselves out there and feel pressured to go the safe route?

Lilly: I would say, life is about decisions, and if you wanna do something cool, when else are you gonna do it? We all have to make that decision in our lives, like do I wanna do what I love or do I wanna take the safe route? And obviously, not taking the safe route is absolutely terrifying. And while my job is exciting, it is also extremely challenging. And one piece of advice I actually heard was "If you keep having a Plan B, you'll never give your Plan A 100 percent." So, I'm a big believer in taking risks sometimes. You only live once; you have got to take the risk!

Interviewer: Got any final messages for your fans, or any new projects you'd like to promote?

Lilly: I will say I'm planning some huge things, which I can't talk about yet, but I will say you can expect me to be traveling a lot more in the future. It's going to be big, and it's going to be awesome, so stay tuned! You guys rock!

TRACK 12 | *YouTubers and their diets* [AE + BE]

(Unit 5, p. 62)

Speaker 1:

Hi guys, my name is Sophie and I have just recently decided to go vegan. I have already lived as a vegetarian, but the movie *The Game Changers* has motivated me to stop eating any products that come from animals. Since I became a vegan I feel even more energetic than before.

Speaker 2:

What's up everyone? I am Mike and I am a big fan of the *Paleo Diet*, also known as the *Stone Age Diet*. So what I eat is very simple ... well ... I eat what people a few thousand years ago ate. Things like fruits, nuts, vegetables, all kinds of animals. I am not allowed to eat cereals, dairy products, sugar or processed food in general.

Speaker 3:

Hey folks – it's me, Vern, and I have been living as a vegetarian for the last five years. I do not eat meat for health, environmental and religious reasons. So basically, I eat all types of fruits and vegetables, but I just don't eat meat and fish. There are several variations of vegetarian diets and many people also don't eat dairy products and eggs, but I do.

Speaker 4:

What's up guys? – Jenny here. Today I wanna tell you a few things about my diet. So, a few months back I started my raw food diet and I almost feel like a new person. It is based on eating raw foods like fruits, vegetables, nuts and seeds. That means I don't eat processed or cooked food. For me, a lot of vitamins and other nutrients get lost when you heat them up. So when I warm my food I only use very low temperatures.

Speaker 5:

Welcome back. It's me, Samantha. I have been a fruitarian for almost two years now. Being a fruitarian means you basically eat fruits and nuts which are harvested without damaging the planet. I respect the lives of animals and plants so much and I don't want to hurt them. So I collect food when it naturally falls off the plant.

TRACK 13 [AE] | *My internship experience* [AE]

(Unit 6, p. 74)

Speaker 1 – Simon

This summer I was the software engineering intern at *CREATEAM*. I had never thought I would be working for such a well-known advertising company. Looking back, I can say that I have never regretted it. *CREATEAM* never failed to amaze me. Allow me to tell you why. I was impressed by the company culture from the very beginning. I remember my first day. I walked into the foyer where I was greeted

nicely and was quickly taken to my manager. Everywhere I looked I saw the friendly faces of the many *CREATEAM* employees. They were all busy in the very well-organized and clean office that gave off a feeling of seriousness. Something else that really impressed me was how much the company encouraged learning. There is something known as “tech talk” every week where experts, usually from various areas of *CREATEAM* group, give a talk informing and training the rest of the team. I also had the opportunity to give one on my work. *CREATEAM* also holds special meetings every week where everyone is updated on various things relating to *CREATEAM* and advertising in general. In addition to encouraging learning through events internally, *CREATEAM* also encourages learning outside. For example, I was given tickets to a *JavaScript* conference. This experience strengthened my belief that the company sees the bigger picture. In other words, if the company wants to be successful, the people behind it have to be successful too.

Having said that, I really feel that my internship was a success. During the first half of the summer I was working closely with the *Application Programming Interface* team. We were building a system that automatically generates specifications for the many services. During the other half of the summer I worked with the *User Interface* team on rebuilding the system that is used to manage all the *CREATEAM* servers. While working on these projects, I never felt that *CREATEAM* was treating me like an intern. I had a lot of responsibilities and I felt that the people were really taking me seriously. I was taking part in meetings every day, which helped me to improve my technical as well as communication skills. While interning at *CREATEAM*, I could improve my skills in many different areas, from programming to socializing. I talked to so many different people, which has really helped me to overcome my shyness. All things considered, I can say that I really enjoyed my internship this past summer.

Speaker 2 – Kate

Back in June, when the summer began, many of my friends were off on holiday with their friends and families. And me, a 16-year-old student at the *Technical College* in Thomasville, Georgia? I decided to see what it is like to be an intern at a local Internet company called *ISPA*. I’m still very grateful that the CEO of *ISPA* responded to my *Twitter* message and invited me to join the *ISPA* team. In my first couple of days as the new intern in the office, I was unsure of how I would be accepted. My official title was “Marketing Intern”, and I spent the majority of my time working with both the marketing and sales teams under guidance from the *ISPA* Chief Marketing Officer. The people were just so friendly and open-minded. They seemed to be really interested in me and treated me like a full member of staff. Another memorable part of working with the *ISPA* employees is their entrepreneurial spirit. The staff work very efficiently and they are amazingly creative. I really appreciated the fact that I was so actively involved in their daily routine. I had to provide administrative support to the marketing team, which means that I was preparing marketing materials, maintaining the company’s website or building project databases. I also learned how to collect, research and analyze data.

As you are probably aware, *ISPA* was recognized as the ninth-fastest growing company in America, and I can say that they really do deserve the prestigious award. I am really glad that I was able to give my input and contribute to this fast-paced and fast-growing Internet marketing company throughout the summer. I really cannot thank the *ISPA* team enough for taking the time to show me how they do business. I will surely miss this internship and I will always remember the core values of the people here that made my experience so memorable.

TRACK 14 | Exchanging contact information over the phone [BE] (Unit 6, p. 78)

Mr Jones: *TJ Morris*, Mr Jones speaking.

Ms Williams: Good afternoon, this is Ms Williams from *Palmer and Harvey*. I am your contact person for everything dealing with the flow of goods and services. I am calling to confirm and finalise the contact details my partner forwarded to me.

Mr Jones: Good afternoon Ms Williams. I’ve been waiting for your call. [...] Right, I am good to go.

Ms Williams: So, the name of the company is *TJ Morris* and its holder is Tom Morris?

Mr Jones: Right.

Ms Williams: What is your exact address?

Mr Jones: The headquarters are in Liverpool. Axis Business Park, L11 0JA.

Ms Williams: Could you please repeat the post-code?

Mr Jones: That's L11 OJA.

Ms Williams: Mhm ... Based on my online research your homepage is *www.tjmorris.co.uk*. Is there another one?

Mr Jones: Nope, just that one.

Ms Williams: Okay, we're almost done. What is your registration number?

Mr Jones: Our company registration number is 01505036.

Ms Williams: Did you say 01505039?

Mr Jones: No, you mixed up the last number. There should be a 6 instead of 9.

Ms Williams: Ups, sorry. So it is 01505036.

Mr Jones: That's correct.

Ms Williams: One final question, Mr Jones. What is your e-mail address?

Mr Jones: It is *jones@tjmorris.co.uk*.

Ms Williams: Could you please spell that for me? I do not want to get it wrong.

Mr Jones: Sure, *jones@tjmorris.co.uk*.

Ms Williams: That is all then. Thank you so much for your time.

Mr Jones: Ms Williams, could you please do me a favour and send me an e-mail with your contact information? That would be great.

Ms Williams: No problem at all. Have a nice day.

Mr Jones: You too.

TRACK 15 | Booking complaints – Telephone conversation 1 [BE] (Unit 7, p. 87)

Sophie: *Omega Travel*, this is Sophie speaking. How may I help you?

Brad: Good afternoon, this is Brad Cooper speaking. I booked a tour at your travel agency but unfortunately my room is nothing like in the travel magazine.

Sophie: I am really sorry to hear that, Mr Cooper. What **exactly is the problem?**

Brad: I **was expecting** a bright, spacious room with a view over the city but all I can see is the wall of the neighbouring hotel.

Sophie: I cannot say how sorry I am to hear that. As I can see on my computer, the main reason for the problem is that they are overbooked.

Brad: I don't understand how this happened. I booked almost half a year before departure.

Sophie: Again, I am really sorry to hear about that. **Due to the inconvenience** we have caused you, we would like to offer you a free upgrade to one of their luxury suites.

Brad: If that is possible, I will forget about the incident.

Sophie: I will **take care** of that right away. Is there anything else I can **help you with?**

Brad: No, that's it.

Sophie: Enjoy your stay. Goodbye.

TRACK 16 | Booking complaints – Telephone conversation 2 [BE] (Unit 7, p. 87)

Sophie: Good morning, *Omega Travel*. How **may I help you?**

Tom: Tom Griffin speaking. There appears to be something wrong with my booking.

Sophie: I'm surprised to hear that. So, what exactly is the problem, Mr Griffin?

Tom: I explicitly booked a hotel with free Wi-Fi and now they are charging 10 euros per day.

Sophie: According to the offer, free Wi-Fi is included in your package. Let me check on that. Can I **put you on hold for a minute?**

Tom: Sure.

...

Sophie: Okay, Mr Griffin, I have just talked to the management and they would like to **apologise for** the problem. In order to show how sorry they are they would like to offer you free dinner tonight.

And of course, you get free Internet access. Please go to the reception and they will **sort that out** for you.

Tom: Thank you for your help.

Sophie: You are more than welcome. Enjoy your stay.

Tom: Thanks. Goodbye.

TRACK 17 | When bad things happen to good travellers [AE] (Unit 7, p. 89)

Presenter: One of the perks of being a teenager is that you become more responsible for yourself and also more independent. One activity teenagers enjoy is travelling. You may already have scheduled trips throughout the school breaks and you have them planned down to the last detail but it's the stuff we don't plan for which can lead to a disastrous holiday. Emergencies and disasters, ... all these worst-case scenarios which do not have to necessarily ruin your vacation can be avoided with a little bit of prevention and damage control. With me in today's show is Diana. Welcome to the final part of our series "When bad things happen to good travellers".

Diana: I know it does sound like a *Lifetime* movie of the week ...

Presenter: Haha. Well, hey, until you started talking about it, it never occurred to me to think about what bad things could actually happen.

Diana: Well, I ... I really think there are some of us who really love to travel. We truly worry about these sorts of situations coming up but the nice folks at *Budget Travel* put together a good list of the things which can go wrong and how we can handle them or even avoid them if possible. ... Ahhh, these folks interviewed doctors and state department officials, guidebook directors, lots of other people who deal with these situations on a regular basis.

Presenter: Okay, so a couple of situations that could happen while you're abroad or even in your own country.

Diana: Right, what happens if you lose your wallet. You know you are enjoying a meal at some restaurant in a foreign country and all of a sudden you realize the purse you had on the back of the chair is no longer hanging there.

Presenter: Or the wallet you had in your jacket.

Diana: Right, and of course in there you had all your money, your debit and credit cards and now all of them are gone.

Presenter: Yep.

Diana: In these situations it's really difficult not to panic. Get to a place where you can access the Internet or make a phone call maybe ... Immediately call your bank to cancel your credit cards and report your items missing.

Presenter: But wait, all the important information and phone numbers are also gone.

Diana: Right, this is where it's important to have all this important information written down. Put them somewhere safe.

Presenter: Not in your purse or your wallet.

Diana: Once you contact your bank, you don't need to worry about someone else stealing your money any more.

Presenter: But still I don't have any money left.

Diana: You need to find alternative methods to access cash. You can have someone from home wire you some money via *Western Union*. Therefore you need some proof of identification. In order to avoid situations like these ...

Presenter: The losing of the wallet ...

Diana: Yeah ... Here are three ways to get money even though your belongings were stolen or lost. One, order a backup debit card before you leave, store it somewhere safe. Second, have a printed sheet with your bank account numbers, your credit card information and your bank phone numbers stored somewhere in your luggage. So if your wallet's stolen ...

Presenter: Mhm ...

Diana: ... You have all the necessary information to report to the companies. Third, in crowded urban areas consider wearing a money belt. So it is not easily grabbed and taken away from you.

Presenter: Everyone I know who went to the UK or Europe has one of these belts.

Diana: That's what I had when I travelled to the UK as well and it really made me feel better. You don't want anything to go wrong.

Presenter: But well, you never know.

Diana: Next, what else can go wrong? Ah okay, this one is really tough. What happens if your friend gets lost in some theme park or other tourist attraction? I know it's really difficult to stay calm in a situation like this but you really have to. The first thing you do is get the local people to help you. If you still can't find the person, report it to the local authorities. Also notify the U.S. embassy or the consulate. They don't have any authority outside the U.S., but they will work closely together with the local authorities to help you find your friend safe and sound.

Presenter: This is one of the situations which you want to avoid.

Diana: Absolutely – that's pretty scary and that brings me to a good point. When you're travelling with a friend or a group of people, make sure that each of you has an ID on them and have all the emergency numbers stored. When you go to a venue, agree on a meeting point, just in case ... And finally, you wanna take a photo of your friend because when you panic you can't remember if he was wearing a brown shirt and blue pants and ...

Presenter: Thank you for your many tips. You don't want to lose your wallet or your friend in a foreign country where you don't speak the language. And most importantly – stay calm ... ah ... Diana, thank you very much again.

TRACK 18 | We can all make a difference [BE, AE]

(Unit 8 / p. 100)

Green tip 1: "I don't want to give you just one tip, because that could make you close your mind. But we have to live with less. Less food, less meat, less fuel, less shopping."

Green tip 2: "I would advise people to find out about their local car-sharing club – if there isn't one, then think about setting one up."

Green tip 3: "I walk to work every day, rather than take the car. It's better for the environment and I can stop and chat to people on the way."

Green tip 4: "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 5: "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 6: "Plant a garden today, even if in boxes! Save all that energy used to transport food over thousands of miles."

Green tip 7: "Take the stairs. You don't use any electricity and get some exercise too."

Green tip 8: "Use your computer's built-in power-management features to set your system to go to sleep, including blanking the screen and turning off the hard disk after fifteen minutes of idle time."

Green tip 9: "Grow your own vegetables. As long as you have clean earth and you don't live near a site that produces pollution, this is the best way to ensure you have pollution-free food."

Green tip 10: "Look for high-quality durable products that will last a long time and then take good care of them."

TRACK 19 | Living a zero waste lifestyle [AE]

(Unit 8, p. 107)

Pamela Burke: Today I get the unique chance to interview "zero waste lifestyle" queen Bea Johnson. For those of you who have not heard of her yet: she is taking the zero waste movement to a new level in Mill Valley, California. She does not want to "reduce, reuse, recycle". Her goal is to get rid of packaging and waste altogether. Bea is also the author of the best-selling book "Zero Waste Home". Bea, thank you for being with us today. How did this zero waste idea begin?

Bea Johnson: Well, basically we were living in a large home and then we moved into a much smaller house almost five years ago. The smaller house got us thinking, and we became more aware of environmental issues. We reduced our waste with reusables but wanted to do more. Then I started shopping in bulk and saw the opportunity to push it further.

Pamela Burke: Hm ... Was the whole process difficult? It sounds complicated.

Bea Johnson: Hm, it took a year to figure it out. If you try to replace everything in your current pantry with bulk alternatives, you'll drive yourself crazy. So, we didn't start using the jars to shop with ... er ... until we were nine months into it. I was already doing bulk buying and thought there was no point in bringing trash in with the meat. We shop once a week. The only time you really have to think about zero waste is when you're shopping. I've learned that the less I have, the easier it is.

Pamela Burke: But are all markets prepared for and okay with this?

Bea Johnson: Ah, the jar has been easily accepted, but the reaction to it depends on the store. I bring French canning jars with me for wet items like meat, fish, deli, olives, peanut butter and honey. We eat meat and fish just once a week so I only need to bring one jar for each week. You can even fit a half chicken in a jar. I bring my own bottle for olive oil, which I buy in bulk at *Whole Foods*. They sell olive oil from a large stainless steel kettle. You weigh the bottle before you fill it and apply a sticker with the weight amount on it. Milk and yogurt come in reusable glass containers. I pay the deposit and return them to the store when they're empty.

Pamela Burke: Are your kids happy with this zero waste idea? I understand that your sons have only four bins of toys.

Bea Johnson: Well, ... I have a 9- and a 10-year old. Together we simplified their toy selection to their favorites. It's parents that drive the toy frenzy, maybe because they didn't get these things when they were growing up. The boys used to want four things, but this Christmas they only wanted one toy. They even sold some older toys. One of my sons used the money to buy an online subscription he really wanted.

Pamela Burke: And ... what about television? Does that fit into your new lifestyle?

Bea Johnson: We have a television for movies only. Two and a half years ago we decided it would be a good experience to do without it because we always had trouble turning it off. Before we knew it, the TV was on for two to three hours. It was an easy babysitter, but we didn't feel good about it. Now we watch a movie together on Friday nights and let them choose.

TRACK 20 | Black Friday [AE]

(Unit 9, p. 117)

Ami: Our first topic today is what has become a time-honoured Thanksgiving tradition: Black Friday – and the chaotic frenzy that comes with it.

Crowds inside this *Walmart* in Houston, Texas, literally throwing themselves on top of discounted TVs and police officers having to step in to break up the brawl. ...

But Black Friday isn't just chaos – this young boy capturing a little bit of that holiday excitement waiting for those doors to swing open at a *Toys 'R' Us*.

Business and economics correspondent Rebecca Jarvis has been in the thick of it all joining us now from a *Target* store in Chicago. Good evening, Rebecca.

Rebecca: Hey Ami, and good evening. These cash registers at this Chicago *Target* have been ringing steadily since they opened their doors at 6 pm last night and believe it or not, there is still time left to shop on this Black Friday.

...

They came. – They shopped. – They conquered. Black Friday madness is still going strong across the country tonight. ... Many stores have been open since Thanksgiving morning. ...

Chaos at a Houston *Walmart* ... when adults fight over flat screens, others pulling them to their feet.

...

And the electronics frenzy in Indiana too. ... This man wearing a football jersey emerging from the pack clutching his prize. ...

We met Marcel Brader outside this Washington DC *Best Buy*. Someone is paying him three dollars an hour to wait in line to buy a TV. Soon grabbing this 1,400 dollar *Samsung* model for just 900. ...

6 in 10 of us 300 plus million Americans are expected to shop at some point this weekend. *Best Buy* Director John Curley:

John Curley: Televisions have been really hot, phones have been really hot, computers and tablets too. We've got great deals throughout the whole store this year.

Rebecca: *Best Buy* seeing so much demand – their website going offline several times today. ...

Walmart, the largest retailer in the country, saying they've sold enough towels to line the banks of the Mississippi river.

Target's CEO Brian Cornell:

Brian Cornell: It's an exciting start to the holiday season. We have seen record online sales.

Rebecca: At one point Target was selling nearly 1,800 TVs every minute.

...

And at the same time they were selling 2,000 video games every minute. Now don't be surprised if you hear about more sales tomorrow and Sunday. I am told the retailers are pulling out all the stops this year – all with the idea of getting you back in the stores and spending a little more money. Ami.

Ami: Alright, Rebecca Jarvis in Chicago, thank you.

TRACK 21 | How to sell a product [BE]

(Unit 9 / p. 119)

Hello everyone, we are back in business and today I want to share with you some of the best business advice that I've ever received in my life. And that is: *How to sell a product*. Because we will all have to sell a product at some time in our lives, especially if you want to be in business or if you want to be an entrepreneur. You will even have to sell yourself in a job interview one day. So how do you do it effectively?

I want to tell you something about a video game played in the 90s called *Super Mario*. There was this little Italian guy who just used to run around. And – if your Mario got this little flower – he became *Super Mario*. Then Mario got bigger, he had special weapons, like fireballs ...

I'm going to tell you how that example of Mario becoming *Super Mario* is how you sell a product. Let me explain what I mean by that and why I am bringing the Mario in here.

Many people just focus on the features of the product when they try to sell it. Let me give you an example: One of our businesses sells hair extensions. Many businesses try to sell the product itself, like we have this product, we're going to sell it, we're going to give you the features. It weighs this much, it's this kind of quality and so on and so forth. There's nothing wrong with doing this – just listing the features. But in reality no one cares about the product, what people really care about – going back to the *Super Mario* example – people want to become *Super Mario*. That's the most important thing that I keep in mind whenever I'm thinking of a business idea or how to sell a product. Which is that kind of flower Mario will eat to become *Super Mario*? This is what I keep in mind when I want to sell a product.

Reality is you want to actually tell people and explain to them what kind of person they can become if they have your products.

So going back to the example with the hair extensions. Sarah would be using the hair extensions and people say: "Oh my god, she's gorgeous and she has this beautiful hair. I want to look like that." And you immediately think "Hey, if I maybe get this product, I will have longer, more beautiful hair.

That is the secret behind successful sales people. Don't just sell a product. Focus on telling people what kind of a person they can become or how the product will help them in their lives.

So, all you attentive listeners out there, you now have the chance to talk to me if you've got any further questions on this matter. Just go online on [www ...](http://www...) [Fade out]

TRACK 22 | Teen consumer spending habits [AE]

(Unit 10 / p. 130)

Host: Good morning and welcome, Mr Fleming, to today's show on "Teen consumer spending habits". You are widely known as the guy who stops parents and teens from fighting about money, why is that?

Stuart Fleming: Haha, that's right. Thank you for having me.

Host: How did you get into the topic of teens and money?

Stuart Fleming: Well, there are two main factors that pointed me toward helping teens with their finances: First of all, as a personal coach helping people smile more and achieve their goals in life, I would often hear parents complain about their children: "My kids treat me like a money-machine!" and second, any time I picked up a book on managing money or creating wealth it proclaimed to share the *only* method to achieve financial independence. This simply isn't true, there are many ways! The choice depends on the individual and your natural preferences and abilities. Realizing there was a need

for financial education suitable for both teens and parents I created the *Money Mindset Mob*, four friendly teenage characters who help teach money management and financial responsibility.

Host: Why is saving money important to a teenager?

Stuart Fleming: To many teens, saving isn't important! For Splurger Spike, one of the *Money Mindset Mob* characters, as soon as money reaches his wallet it's spent! For him, money is for having fun in the present moment, he's not bothered with planning for the future. Compare him with Ashley Stasher, another *Money Mindset Mob* character; she gets a kick out of watching her bank balance grow. She knows where every cent goes, and sometimes even has trouble spending her money.

Most teens don't realize that saving is just a form of spending; only it's been delayed a bit. Thinking you'll become wealthy by saving up for a car or even a house is just another way to stay poor. More important than knowing how to save, is understanding about wealth creation.

Creating wealth is about building income-generating assets through investments. Yes, it involves putting money aside, much like saving for a holiday or a new jacket, with the intention to never spend it. That is a big difference. I want all teenagers to understand that investing is the path to wealth.

Host: What are some ways teenagers can budget their money better?

Stuart Fleming: Hm, well ...

1. Define a financial goal that you want to achieve.
2. Realize that money is just a tool. It only has negative or positive vibes when *you* give it that power. Think positively about money!
3. Ask questions to financially successful people, such as *what did you do to become wealthy?* Play with their ideas and find out if they could work for you too.
4. Get creative. Not every idea will necessarily work, but you'll have a better chance of succeeding than if you never tried.

Host: What final advice would you like to give teenagers about money?

Stuart Fleming: It's not worth fighting about. Money comes and money goes, but true wealth is what's left when all your money is gone. Despite what all the media tries to tell you, the most important things in life have nothing to do with money. Your health, relationships, beliefs and attitudes are far, far more important to your happiness than your bank balance.

Host: Thank you for the interview.

TRACK 23 | 10 Benefits of social media for business [AE] (Unit 11, p. 142)

Good afternoon, ladies and gentlemen

My name is Emily Copp and my presentation focuses on "10 benefits of social media for business".

Let us first look at the sub-categories of my presentation. I am going to start off by explaining why using social media in the business world is important. Then I will continue with the most important benefits and I will finish off by informing you about a few things which companies and their employees should not do on social media.

Young children, elderly people, the rich and the poor – almost everyone uses one or more social networking sites. There are over 3 billion Internet users – and over 2 billion of them have **active social media accounts**. Popular social platforms have become marketing giants, offering businesses valuable **data about their customers** and a (well, mostly) free way to reach them.

Now let's take a close look at the benefits for businesses.

1. First of all, you can get a lot of information about your customers. Social media generates a huge amount of data about your customers in real time. Every day there are over 500 million *Tweets*, 4.5 billion *Likes* on *Facebook*, and 95 million photos and videos uploaded to *Instagram*. Behind these staggering numbers is a wealth of information about your customers – who they are, what they like, and how they feel about your brand.
2. The second positive point is that more customers **learn about your brand** and they are more loyal. A study by *The Social Habit* shows that 53 percent of Americans who follow brands on social media are more loyal to those brands.
3. You can run targeted ads to the **right audience**. Social ads are an inexpensive way to promote your business and distribute content. They also offer powerful targeting options so that you can reach the right audience. If you're running a *Facebook* ad, for example, you can target based on location,

demographics, interests, behaviors, and connections even. You can track and measure the performance of your social ads in real time.

4. Next, you can easily sell your products on social media platforms. In 2015, nearly 75 percent of companies that engaged in selling on social media reported an increase in sales in 12 months.
5. Another way you can outwit your competition is to provide **rich customer experiences**. Customers expect you to be on social media, and that is where they go for customer service. They want you to have fast response times and 24/7 support.
6. Not only does social media help you direct people to your website, but the more social media shares you receive, the higher your *Google* **search ranking** will be. So it increases website traffic and search ranking.
7. If your competitors are serious about business, they most likely have their own social media pages. There they post their latest ideas and products. By checking on them regularly, you can find out what they are doing.
8. With social media you can **share content** faster and easier.
9. Now let's not forget the advantages that geo-targeting content brings. This means you send your message out to a specific audience based on their location.
10. It's not always about making more and more money, you know. One of the most important points is that you can **build relationships**. For example, social media allows tourism brands to create a dialogue with travellers, therefore establishing a relationship with customers before, during, and after they have booked a trip with the company.

So, as you can see using social media platforms brings a number of benefits with it. However, this does not mean that you cannot make any mistakes.

First of all, make sure that what you post is interesting for your audience and has to do with **your company**.

Unless your business is comedy do not post anything that you find hilarious at the moment. That's a no-go. In addition, keep private information to yourself. If the information you want to share has nothing to do with your company – keep it to yourself.

And last but not least, do not overshare, otherwise you might lose some of your customers.

That's it. Thank you for your attention. Feel free to ask if there are any questions.

TRACK 24 | Going to the cinema [BE, AE]

(Unit 12, p. 155)

Speaker 1 / Jake:

My name is Jake. I often go to the cinema and I am a fan of genres such as horror, crime, and sometimes comedy, but my favourite one is definitely action movies. The reason for that is simple. I love watching action-packed scenes, with a little bit of fighting, cool stunts and guns. The last movie I watched was "Fast and the furious 8" also known as "Fast 8". I loved it and I can definitely recommend the movie to anyone who likes fast cars and action. Generally speaking, I prefer watching movies at the cinema, as there is a big screen, a perfect sound system, and comfy seats.

Speaker 2 / Olivia:

I'm Olivia and I barely go to the movies. If I had to choose a favourite genre, I would go for horror movies. As soon as you hear the mysterious music playing, you know something scary is about to happen, but you get scared anyway. Sometimes I am so scared I can't even sleep at night. I know it is childish but I can't help it. Hm, ... what was the last movie I watched? Oh yeah, right, ... it was "Tammy". The movie was a hit and its plot was not really complex. The whole audience was on the edge of their seats. Especially the main character "Tammy" had great acting skills. All in all, I have to admit that I prefer watching movies at home. Especially when I watch horror movies. No one looks at me as if I was crazy, when I scream at the top of my lungs.

Speaker 3 / Leo:

Hey, I'm Leo and I am a cinema fanatic. I go there every other week. 3D animation, fresh pop-corn and the special atmosphere are the main reasons for me to go there. I am into all different kinds of movies except for "feel good movies" – it's not that I don't have a sense of humour, it's just ... that I can't laugh about most jokes. I also stopped watching remakes because they're usually not as good as the original version. "Friday the 13th" was the last one I watched. Yes, I know it is a remake. And to be honest, the story had an implausible twist but still it was one of the best remakes I have ever watched.