

Track 1**Speaker 1**

I work at Barclays as a bank clerk. I have to keep careful records for every action carried out within the bank. I also have to take care of the records for each customer's account, and one of my duties is to help keep the bank in order.

Generally, I work 36 hours a week. I start at 8 a.m. every day and usually finish at 4:30 p.m. What I like best about my job is that my colleagues help me whenever I have a question. They are really nice and supportive. I also like that we are a rather small branch, so I already know many of our regular customers, which makes it quite personal. The only thing I don't like about my job is that I always have to wear business clothes even on a hot summer's day. There has never been a boring day so far. Every day I learn something new.

Track 2**Speaker 2**

I work for a huge builder's merchant business that is called BuildingBig. My day usually starts at 7:30 a.m., although the shop does not open until 9 a.m. We also have really long opening hours: we close at 8 p.m. every day, which means I have to be at work until about 7:30 p.m. because I have to stock the shelves and order the goods. Unfortunately, nobody sees that. My friends for example think that my work starts when the shop opens.

One of my main duties is helping customers find what they are looking for in the store and answering their questions concerning tools and materials. This is sometimes quite difficult, as I am not as experienced as my colleagues, and sometimes customers get really unfriendly with me although I try to do my best.

What I also dislike about my job is that we are understaffed most of the time, which means that the customers sometimes have to wait quite long, and this makes them grumpy. Maybe now you think that I am not happy with my job, but this is not true. I think that in a way it is the perfect job for me.

Track 3**Speaker 3**

I work as an office employee at ITforYOU, an IT company. I have flexible working hours, which I like a lot. I usually start at 7:30 a.m. Sometimes I even start at 6:30 a.m., which means that I can go home early.

My duties involve communicating with customers and taking orders. I also have to answer phone calls and take messages. Besides that, I operate office machines such as photocopiers and scanners and personal computers. In addition, I have to open, sort and route incoming mail.

What I like best about my job is that no two days are ever the same. My colleagues are also very friendly. I share an office with two other colleagues who support me wherever they can.

Sometimes – and this is the only thing I do not like so much about my job – it can be stressful.

However, I think this is just because I am new and inexperienced, as I have only been working as an office employee for three months now.

Track 4**Speaker 1 Andrea**

I'm very happy to have really nice parents who care a lot about me and my life, though to be honest, we do quarrel quite often, mostly about my brother. He is about five years old, and my mum and I often argue because I have to look after him. My parents feel that this is my job as part of the family. But sometimes I don't feel like looking after him because I don't have that much free time anyways. I have to go to work – I work at a four-star hotel in the city centre – and I have to study for school. I also want to meet my friends, so sometimes I simply have no time for him, but my mother doesn't really understand this.

Track 5**Speaker 2 Brian**

My relationship with my parents is relatively good. Obviously, there are moments when being a teenager is not easy, and I don't really feel like talking to them. I just don't want to let them into my life. And my mum doesn't understand this; she wants to know everything about what is going on in my life right now. But I don't want to tell her, I'm not a baby anymore. I'm 16 years old, and kind of have my own life. And sometimes – to be honest – it's better that my parents don't know everything, because teenagers my age – you know – sometimes do things their parents should better not know.

Track 6**Speaker 3 Amanda**

I do find it difficult to talk to my parents because they put a lot of pressure on me. When something is on my mind I usually talk to my friends about it. I don't even have to say much; my friends know me quite well and immediately see what's going on in my mind when they look into my eyes. I have also got one brother who is one year younger than I am, and we don't get on well with each other. We argue a lot. Kind of everything turns into an argument. It is sometimes hard to get along with him. My parents are also annoyed because of our arguments, and then they often say to me: You are the older one, so don't be so stubborn. You should be the one who gives in first. I hate it.

Track 7**Speaker 4 Tom**

Well, being an only child has its pros and cons. The pros are that your parents kind of become your brothers and sisters, and they become your friends. Many people also think that as an only child you get lots of presents all the time, but this was and is not true for me. The cons are that when I was younger, I sometimes felt lonely when my friends were away and I had nothing to do except sit and think. But my parents really tried to make sure that I hardly ever felt bored. I was a member of different clubs, where I spent my free time. And my dad also spent much of his time with me. I think that's the reason why we have such a good relationship today.

Track 8

- 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 9

- 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.

The way I live

Unit 4

Track 10

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 11

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 12

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.

Shop until you drop

Unit 5

Track 13

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 14

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: Mmhmm. 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 15

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.

Food and health

Unit 6

Track 16

- 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 17

- 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 18**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 19

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.

What about your future

Unit 9

Track 20

Interviewer: Hello and welcome to our show on useful tips and advice for young future employees who are going for a job interview in the near future. Today we are going to talk about a very important question that is often asked: "Where do you see yourself in five years' time?"

Good morning, Ms Maier, what is the best answer in your opinion?

Ms Maier: Hello and thanks for having me on your show. Well, that's a good question. First, it has to be said that this question is very often asked and that the answer is quite important. Employers ask this question because they want to find out whether employees are goal-oriented and think about their future. They also want to make sure that the job you are interviewing for fits into your future.

Interviewer: What is the best possible answer?

- Ms Maier:** Really think about what you want to get out of the job, be honest about your future goals, but make sure they align with the job and the company. And be creative in your answer, but realistic.
- Interviewer:** Is there anything else applicants should keep in mind?
- Ms Maier:** Remember that this question is not about super long-term goals. Make sure that you are willing to stay in the job you are interviewing for for the next 1 to 2 years, then think of what you would like your next step to be from there.
- Interviewer:** What if I don't know what to say?
- Ms Maier:** If you really have no idea about your future, you can also ask some questions. But again, it is important that you make sure that you really want to do this job.
- Interviewer:** Thank you, Ms Maier, for answering all these questions.
- Ms Maier:** It was a pleasure. Thank you very much for inviting me.

Track 21

"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.

Follow the rules

Unit 11

Track 22

Apprentices, please listen carefully to the following instructions in order to avoid accidents and injuries in the workshop. Before you can use equipment and machines or do any practical work, you must understand the basic safety rules.

First of all, it's extremely important to listen carefully to the foreman and to follow the instructions. It's forbidden to run in the workshop, as you could bump into another apprentice and cause an accident. It's also essential that you know where the emergency stop button is positioned. If you see an accident happen, you can push this button to turn off the electrical power to the machine.

Always wear protective clothing in the workshop. Safety shoes are also a must-have for each apprentice. Sneakers are not suitable, and apprentices wearing them aren't allowed to do any work on the machines. When you are learning how to use a machine, listen very carefully to all the instructions given by the teacher. Never switch on or operate a machine without telling the responsible person.

In order to avoid accidents, keep your hands away from the moving parts of the machinery. Use hand tools appropriately and carefully, and report any damage to machines or equipment immediately to the responsible person. Make sure you follow these rules, just to be on the safe side!

Cool Britannia

Unit 12

Track 23

Interviewer: Good afternoon. Would you please introduce yourself to our listeners?

George My name is George Brown. I was a supporter of the English soccer club Aston Villa.

Brown: I started watching Aston Villa matches when I was 6 years old. The first time I was confronted with violence at a football match was at the age of 12, when terrible fights started in an Aston Villa game. It scared me at first, but then I realised that I liked the fear and the adrenaline. At the age of 13, I had my first real fight at a soccer match. After that, I was addicted to the passion as well as the violence.

Interviewer: Were you a member of a hooligan firm? Tell us a bit more about it.

George Yes, I was about 18 years old when I joined the hooligan firm C-Crew of the soccer club Aston Villa. I was involved in many fights and got banned from matches many times. In the year 2000 I also had to go to prison.

Brown:

Interviewer: Let's talk about arranged hooligan fights. How do you feel about the fact that

hooligans of different football clubs arrange fights on social networks at locations away from the stadiums so as not to get arrested by the police?

George I'm happy to say that these fights are not that common in Great Britain anymore.

Brown: The law has changed, and nowadays you get arrested immediately or have to pay a large fine when you're involved in such an arranged fight.

Interviewer: What was the biggest riot you have ever attended?

George One of the major riots I was involved in was in the European Championships at

Brown: Wembley Stadium. There were police cars getting destroyed and smashed to pieces in less than a minute, and it looked like it was actually raining chairs and glass. It was terrible.

Interviewer: Why did you finally decide to stop?

George After getting married, things started to change for me, and when our first child was

Brown: born I realised that I just couldn't do that anymore. I wasn't just responsible for myself but also for my wife and my daughter. In other words, I found out that there were more important things in life, and I've never regretted my decision.

Interviewer: Thank you for the interview.

George You're welcome.

Brown:

Going green

Unit 13

Track 24

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 25

- Shane** Hi, Eric, so you're in China now. How's your restaurant in Shanghai going?
- Osborne:**
- Eric Johnson:** Hi, Shane. It's great. We've had a fantastic start.
- Osborne:** Why did you choose Shanghai?
- Johnson:** It's a great business opportunity as well as a fascinating place to run a restaurant.
- Osborne:** How different are the ingredients compared to those in Great Britain?
- Johnson:** 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?
- Osborne:** It's very difficult. How about China?
- Johnson:** 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.
- Osborne:** Does that mean that all of your kitchen staff are Chinese?
- Johnson:** Yes, there're only two foreigners in my kitchen. Everyone else is from Shanghai.
- Osborne:** Do you speak Chinese, then?
- Johnson:** Well, the kitchen staff in Shanghai speak very good English, however, the language of the kitchen is mostly Chinese.
- Osborne:** That must be a little bit strange!
- Johnson:** It's okay. You get used to it.
- Osborne:** But it's quite a different culture. Do you find that the staff have a different mentality?
- Johnson:** 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.
- Osborne:** Are you able to get all the ingredients you need there?
- Johnson:** 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.
- Osborne:** Well, good luck and thanks for finding the time to talk to me. I expect your working week is as long as mine!
- Johnson:** Yes, it's about eighty hours!
- Osborne:** Well, we'd better get back to the kitchen, then. Bye, Eric!
- Johnson:** Bye, Shane.

Track 26**Conversation 1**

- Kathrin** Good morning. Wisconsin Drug-counseling Center, Kathrin Jackson speaking.
- Jackson:**
- Maria Foster:** Hello. My name is Maria Foster. I'm calling because of my son. I'm really worried as I found marijuana in his school bag. What can I do?
- Kathrin** 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.
- Jackson:**
- Maria Foster:** Thank you very much.
- Kathrin** You're welcome. Just hold on a second.
- Jackson:**

Track 27**Conversation 2**

- Cindy Tenner:** Hello. Oasis Treatment Center, Cindy speaking. How can I help you?
- Jonathan** Good afternoon. I'm calling on behalf of Mr Lebeque from Henry Ford Hospital. I'd like to speak to Mr Briggs, please.
- Heart:**
- Cindy Tenner:** I'm sorry. Who's speaking?
- Jonathan** Excuse me, I forgot to introduce myself. My name is Jonathan Heart.
- Heart:**
- Cindy Tenner:** Could you spell that please?
- Jonathan** H-E-A-R-T.
- Heart:**
- Cindy Tenner:** Thank you. I'm afraid Mr Briggs is not available at the moment. Would you like him to call you back?
- Jonathan** Oh, that would be great. My number is 543-231.
- Heart:**
- Cindy Tenner:** I am sorry, I didn't catch that. Could you repeat that, please?
- Jonathan** Of course. It's 543-231.
- Heart:**
- Cindy Tenner:** Thank you. Mr Briggs will call you back tomorrow afternoon.

Track 28**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.

Track 29

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 30

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!