

SWISS EDITION

SHOPPING

ENGLISH FOR THE RETAIL TRADE

MATTERS

by
Michael Benford

in collaboration with Simon Eckert and Thomas Hofmänner

Autor:	Michael Benford
Projektleitung:	Simon Eckert
Berufskennntnisse und Redaktion:	Thomas Hofmänner
Redaktion:	Monika Glavac
Redaktionsassistent:	Ronja Hechmann
Aussenredaktion:	Ulrich Magin
Grafiken:	HUSMANN.design
Cover:	HUSMANN.design
Layout und technische Umsetzung:	Sanset, Susanne Kessel, Freisbach
Tonstudio:	Clarity Studio Berlin
Regie/Aufnahmeleitung:	Susanne Kreutzer
Tontechnik:	Gislinde Böhringer, Dimitris Kritikos

Sprecherinnen und Sprecher: Noémi Besedes, Iris Boss, Yvette Coetzee, Angus McGruther, Jeffrey Mittleman, Oliver Rickenbacher, Kanako Sago, Tomas Spencer, Christian Schmitz, Joshua Spriggs, Louise Watts, Clare Wigfall, Laura Wilkinson

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Track 1: Unit 1, Foundation, 2A, Dialogue 1

Retailer: (Relaxed) Good morning.
Customer: Good morning.
Retailer: Can I show you something?
Customer: No thanks. I'm just looking around.
Retailer: No problem. Just let me know if you need anything.
Customer: Thanks.
Retailer: That soundbar you're looking at has just come in. It has great reviews and it's reduced by 20% this week.
Customer: Oh, I see.
Retailer: Would you like me to demonstrate it to you?
Customer: Yes, please.
Retailer: I'll hook it up to a TV, so you can hear the difference between the TV's speakers and the soundbar.
Customer: Great! (fade).

Track 2: Unit 1, Foundation, 2A, Dialogue 2

Retailer: (Eagerly) Good morning, madam. What can I show you?
Customer: Good morning. Nothing at the moment, thanks. I'd just like to look round.
Retailer: Yes, of course.
Customer: Excuse me. Is this soundbar on offer?
Retailer: I'm afraid not, but our prices are already very low, madam. Much lower than at other shops. That smart TV you're standing next to, for example, costs 20% more at other shops.
Customer: I see (fade).

Track 3: Unit 1, Foundation, 2A, Dialogue 3

Retailer: Outlet Becker Electronics, Gruber.
Customer: Good morning. It's Jo Walker speaking. I'd like to talk to someone in the sales department about a soundbar for my TV.
Retailer: This is the sales department. What do you want to know?
Customer: Do you have a Shimaki Allaround 3000 soundbar?
Retailer: It's sold out.
Customer: Oh dear. Are you expecting to get some more in?
Retailer: I have no idea.
Customer: Do you have any other soundbars like the Shimaki Allaround?
Retailer: I think so but we're closing now. Can you call back tomorrow? (fade).

Track 4: Unit 1, Foundation, 2A, Dialogue 4

Retailer: Good afternoon and thank you for calling Outlet Becker. My name is Gabriel Baumann. What can I do for you?
Customer: Good afternoon. I'm calling about the new soundbar you have on offer.
Retailer: Ah yes, the Shimaki Allaround 3000. We have it in stock and it's reduced by 20% until the end of the week.
Customer: (Sounding interested) I see, so how much does it cost now?
Retailer: The recommended retail price is 599.00 francs but this week it's reduced by 20%, so it only costs 479.00 francs. Would you like to call into the shop and take a look at one?
Customer: Yes, I'd like to. What time do you close today? (fade)

Track 5: Unit 1, Foundation, 2A, Dialogue 5

Customer: Hello?
Retailer: Outlet Becker Electronics. My name is Emilia Koch. Good evening. Could I speak to Mr John Brown, please?
Customer: Speaking.
Retailer: Hello, Mr Brown. I'm calling about the soundbar you ordered. It's arrived.
Customer: Very good. I'll come and get it. What time do you close today? (fade)

Track 6: Unit 1, Foundation, 2A, Dialogue 6

Child: Hello?
Retailer: Outlet Becker Electronics. I'm calling about the soundbar you ordered, order number SB42, (slowly) SB42.
Child: I think you need to speak to my mom. (Calls) Mom! There's someone on the phone about a soundbar!
Mother: Hello?
Retailer: Outlet Becker Electronics. I'm calling you about the soundbar you ordered, order number SB42.
Mother: I think you'd better speak to my husband but he's at work.
Retailer: I see (fade).

Track 7: Unit 2, Foundation, 1

Retailer: Excuse me, sir. Would you like some more information about the shirts you're looking at?
Customer: Yes, please because I really need a new shirt and I'm not sure which one to choose.

Retailer: Well, we have a wide range of shirts for all occasions, sir, so I'm sure we'll find the right one for you but first of all what's the shirt for?

Customer: It's for a wedding. We got the invitation this morning.

Retailer: I see, how nice!

Customer: Yes, a friend's getting married and my wife and I are invited.

Retailer: That sounds great! What sort of wedding is it? What does the invitation say about the dress code?

Customer: On the invitation it says smart casual.

Retailer: Thanks, that's a great help. And when is the wedding?

Customer: It's next month.

Retailer: I see. And what about the location?

Customer: The ceremony's inside but the rest is outside. It's in the gardens of a beautiful old castle.

Retailer: That sounds marvellous!

Customer: Yes, it's a great location and I have a summer suit but no shirt.

Retailer: Well, you've come to the right place for a shirt, sir. What colour is your summer suit?

Customer: It's light grey.

Retailer: And would you like a shirt to wear with or without a tie?

Customer: With a tie, I think. Yes, because I'll need a tie for the ceremony and I can always take it off later for the party.

Retailer: And what sort of fit do you prefer for your shirts, sir? Tight? Loose? Something in between?

Customer: Not too loose.

Retailer: So that's slim fit.

Customer: Yes, that sounds right.

Retailer: And I think a white or off-white shirt would go well with a light grey suit.

Customer: Yes, off-white sounds right.

Retailer: And what material do you prefer, sir? Cotton, linen, synthetic materials, organic cotton?

Customer: Organic cotton, if possible.

Retailer: Good, and what's your collar size, sir?

Customer: 41.

Retailer: So we're looking for a slim fit, off-white shirt to wear with or without a tie, made of organic cotton, if possible, in collar size 41 for an outdoor wedding.

Customer: Exactly!

Retailer: Good, so if you'd like to come this way sir, I'll show you some really nice shirts for an outdoor summer wedding ...

Track 8: Unit 2, Part B, 1A and 1B, Dialogue 1

Customer: Excuse me, I'm looking for bigger potatoes but I can only find small ones. Do you have any bigger potatoes?

Retailer: Yes, we do, madam. Please come with me ... Here they are. How many would you like?

Customer: Well, I'll have six. They're for my husband, really, not so much for me but I'll eat them, too. I'm making jacket potatoes with tzatziki.

Retailer: Yes, jacket potatoes are great with tzatziki and also with crème fraîche and ham, for example.

Customer: Yes, my husband loves ham and all types of meat, red meat in particular, but he's not allowed meat now on doctor's orders.

Retailer: Oh, I'm sorry to hear that.

Customer: He has to be careful with his diet because of his heart, so I'm looking for vegetarian dishes now. Today it's jacket potatoes with tzatziki and tomorrow we'll see.

Retailer: Well, I think I know what you could make him, madam. We have a 7-day vegetarian meal plan every week now. It's by a celebrity chef but with simple ingredients and we have them all here in the vegetable section. Would you like a copy of the plan?

Customer: Yes, please!

Retailer: Here you are. The plan's on our website, too and our supermarket restaurant also serves some of the dishes. Today, for example, they're serving aubergine and coconut curry.

Customer: That sounds delicious! Thanks very much!

Retailer: You're very welcome, madam. Is there anything else I can do for you?

Customer: No thanks. But I'll be back tomorrow. Bye.

Retailer: Goodbye, madam and have a nice day (fade).

Track 9: Unit 2, Part B, 1A and 1B, Dialogue 2

Customer: Excuse me, but do you have a really powerful demolition hammer?

Retailer: We most certainly do, sir! Please come this way ... These are the new Akimi power tools including a twelve hundred watt demolition hammer weighing only five point six kilos. Just feel how light it is ...

Customer: Yes, it is pretty light for its size.

Retailer: Yes, but may I ask you what you need it for, sir?

Customer: Yes, I'm demolishing a garden wall. I started with a sledgehammer but a power tool's much better.

Retailer: Well, it'll be a lot easier for you with this tool.

Customer: Good, I'll take it but I'm in a bit of a rush because I have to hire a trailer from a rental company on the other side of town and they're closing soon. I want to take all the rubble from the wall to the recycling centre next Monday.

Retailer: You don't need to rush, sir because you can hire a trailer here! We have a drive-in department for building supplies and they also rent out trailers in all sizes by the hour, the day or over the weekend if that suits you better.

Customer: Oh really! I didn't know that. When do they close?

Retailer: They're open until 7 o'clock, so there's no hurry.

Customer: Great! I'll go there now. Thanks!

Retailer: You're welcome, sir. Is there anything else I can do for you?

Customer: No, thanks.

Retailer: Please take the demolition hammer with you, sir. You can pay for it in the drive-in department when you leave.

Customer: Thanks, bye.

Retailer: Goodbye, sir and good luck with the wall!
(fade).

Track 10: Unit 2, Part B, 1A and 1B, Dialogue 3

Retailer: Good afternoon, madam. What can I do for you?

Customer: Good afternoon. I'm looking for some new floor mats for my car.

Retailer: What model car please, madam?

Customer: I can never remember the names of car models but it's not far away. It's just around the corner and I ran here quickly because it's raining and the weather's horrible.

Retailer: Is it like any of the cars here in the showroom?

Customer: It's a bit like that car over there but in blue.

Retailer: OK. Please come this way, madam and I'll show you some floor mats in different materials. Is it for the front and the back?

Customer: Just the two mats at the front.

Retailer: Right, so here are some really good mats for the driver's side and the passenger's side. This one here is a good, durable non-slip mat for the driver and here's the matching one for the passenger's side.

Customer: Yes, they look pretty good but are they the right ones for my car?

Retailer: They're for the model you pointed at just now, madam.

Customer: Well, they look nice and sturdy, so they should be all right but I also have a problem with the back seat. I put my shopping bag with a bottle of cooking oil on it but the

bottle opened somehow and now there's oil on the seat and I don't know how to get it out.

Retailer: Yes, it's always important to make sure the bottle is properly closed. Is there anything else I can do for you?

Customer: No thanks.

Retailer: Please come this way to the till, madam. How would you like to pay, cash or card?
(fade)

Track 11: Unit 2, Part B, 1A and 1B, Dialogue 4

Retailer: Good morning. What can I show you?

Wife: We're looking for a table and four chairs for the kitchen and we think we know what we want.

Husband: We're interested in the Lisbon model.

Retailer: Yes, the Lisbon model is very popular and we have it in stock. What colour would you like?

Wife: White goes best with our new kitchen.

Husband: Yes, white or near white, cream perhaps.

Wife: Not cream, darling. White.

Husband: OK, white.

Retailer: Well, we have those colours in stock but let's look at the white model first ... Here it is.

Wife: It's perfect. We'll take it.

Retailer: Fine. Is there anything else I can show you?

Husband: Yes, we're also looking for a smaller table for my ...

Wife: Darling, we have no time for that now! We still have to go to the DIY store to buy a paddling pool for the children before we collect them from kindergarten and we're already running late. It gets so hot in the afternoons these days that we really need a paddling pool for the children to cool down in.

Retailer: But we have paddling pools here, madam.

Wife: Really? Paddling pools in a furniture shop?

Retailer: Yes, madam. We have our Summer Fun pop-up shop outside in the car park. It has paddling pools, water slides, swings, trampolines, climbing frames, everything kids need for the summer. Would you like me to take you there? I'm sure they have exactly what you're looking for.

Wife: Yes, please.

Husband: Yes, please (fade).

Track 12: Unit 3, Foundation, 1A

You: Good morning, Mr Davies. Nice to see you again! What can I do for you?

Gareth: Good morning. Yes, I'm back in Engelwald again and enjoying every minute of it but the apartment we're staying in doesn't have any good saucepans.

- You:** Well, you've come to the right place for saucepans, Mr Davies. What can I show you?
- Gareth:** I'd like a good saucepan and I'm going to take it home with me but I'm not sure which one would be best.
- You:** Yes, there are lots to choose from. What sort of cooker do you have?
- Gareth:** We have an induction hob in the kitchen here and at home in Wales we have an electric cooker.
- You:** So it's for induction and electric. What sort of material would you like? Cast iron, stainless steel, aluminium non-stick?
- Gareth:** I have cast iron at home but the pans are heavy and the handles get hot.
- You:** Yes, that happens with the older cast iron saucepans. So not cast iron and we're looking for a lighter saucepan for induction and electric and with a cool handle. Any other requirements?
- Gareth:** I was thinking of spending about a hundred francs.
- You:** Good. Please come this way, Mr Davies. These are our saucepans. They start at about a hundred francs and they're all Swiss-made. How often will you be using the saucepan?
- Gareth:** Well, you know cooking's my hobby and I watch all the cooking shows on TV, so I'll be using it every day and I want something that will last and Swiss-made cookware has a good name.
- You:** Yes, it's excellent quality, Mr Davies and who wants a saucepan that will be no good in a few years' time? Our saucepans all come with a glass lid and they're also light. Just feel the weight of this non-stick model ... and this one in stainless steel ...
- Gareth:** *(Tests the weight)* Yes, they're both pretty light. It's hard to choose.
- You:** Well, you say you like cooking shows on TV and here in Switzerland they're also really popular. I watch them, too and if you look closely, which I do, you'll see that they all use the exact same stainless steel saucepan that you're holding in your hands right now.
- Gareth:** Oh really!
- You:** Yes, that's why we stock them in all available sizes. Now what size do you need? These saucepans come in sets of one and a half litres, three litres and six litres.
- Gareth:** I'm not quite sure. It's for my wife, myself and our two teenage children.
- You:** Well, my cousin Moritz does all the cooking at home for his wife and the twins while she runs the family business and he uses the 3-litre stainless steel saucepan that you're holding in your hand every day. He likes it so much that he's just bought the other two in the set, as well.
- Gareth:** And you say that this model comes in a set of three?
- You:** Yes, but you can buy them separately.
- Gareth:** So how much is this saucepan?
- You:** This 3-litre, Swiss-made, stainless steel saucepan, including a glass lid, for your induction hob here and your electric cooker in Wales is priced at a hundred and nineteen francs. We've sold so many of these saucepans this year and no customer has ever brought one back.
- Gareth:** In that case, I'll take it.
- You:** You've made a good choice, Mr Davies. And if you want the rest of the set, we can always ship the other two to Wales for you.
- Gareth:** Excellent!
- You:** Please come this way to the till ...
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- Track 13: Unit 3, Part A, 1A, Dialogue 1**
- Finn:** *(Fade in)* ... in the third aisle in the middle of the shop opposite tea, coffee, cocoa and sugar. Just walk halfway down this aisle, turn left and walk to the third aisle. You'll see it on your left. The ... *(fade out and in to leave a gap)* are in the second aisle at the back of the shop opposite household products. They're near the fresh meat and poultry counter. *(Fade out)*
-
- Track 14: Unit 3, Part A, 1A, Dialogue 2**
- Finn:** *(Fade in)* ... at the end of this aisle on the right. The ... *(fade out and in to leave a gap)* is at the beginning of the fourth aisle on the left, just near the self-checkout and opposite crisps and snacks. *(Fade out)*
-
- Track 15: Unit 3, Part A, 1A, Dialogue 3**
- Finn:** *(Fade in)* ... are in the second aisle opposite packaged foods. Just walk halfway down this aisle, turn left and walk to the second aisle. You'll see them on your left. The ... *(fade out and in to leave a gap)* is at the back of the shop in the fourth aisle, opposite baby products and near the fresh cheese counter. *(Fade out)*
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- Track 16: Unit 3, Part A, 1A, Dialogue 4**
- Finn:** *(Fade in)* ... at the back of the shop in the third aisle opposite kitchen paper. Just walk down this aisle, turn left at the end and go straight ahead to the third aisle. It's near the fresh meat and poultry counter. The ... *(fade out and in to leave a gap)* are at the

beginning of the fourth aisle opposite frozen food. They're near the checkouts.
(*Fade out*)

Track 17: Unit 3, Part A, 2A, Dialogue 1

Retailer: When you leave the shop, turn left, then take the first turning on your right. It's at the end of the road on your right just after the bank.

Track 18: Unit 3, Part A, 2A, Dialogue 2

Retailer: When you leave the shop, turn right and then turn left. Follow the road around until you come to the bus station on your right. At the bus station, turn left and go straight ahead until you come to a T-junction. At the T-junction, turn left again and go straight ahead. You'll see it on your left just after the church.

Track 19: Unit 3, Part A, 2A, Dialogue 3

Retailer: When you leave the station, turn right and then take the second turning on your left. Go straight ahead, over the crossroads and you'll see it at the end of the road on your right, just before the cinema.

Track 20: Unit 3, Part A, 2A, Dialogue 4

Retailer: When you leave the shop, turn right and take the second turning on your right. Go straight ahead past all the sports facilities on your left and go over the crossroads. It's on your left opposite the art gallery.

Track 21: Unit 3, Part A, 2A, Dialogue 5

Retailer: When you leave the post office, turn right and go straight ahead until you come to a T-junction. At the T-junction, turn left and go straight ahead until you come to another T-junction. Turn right and it's on your left.

Track 22: Unit 3, Part A, 2A, Dialogue 6

Retailer: When you leave the shop, turn left, go straight ahead and follow the road around until you come to a T-junction. At the T-junction, turn left and take the first turning on your right. You'll see it on your right, just after the charging station.

Track 23: Unit 3, 3A, Part 1

Conductor: (*Fade in ...*) Grüazi mitanand. Alli Billet vorwiisa, bitte.
Gareth: Here you are.
Conductor: Thank you. Here you are, sir. Have a good trip.

Gareth: Thanks.
Catrin: (*Half-whispering*) Ask him about that train trip, Dad! The one I could do for my school project.
Gareth: Ah yes. I remember now. (*To the conductor*) Do you have a moment to give us some information about another train trip we've heard about? The Bernina Express?
Conductor: Certainly, sir. (*To the apprentice*) Would you tell the gentleman and the young lady about the Bernina Express, while I carry on here?
Apprentice: Yes, certainly!
Conductor: My colleague will tell you what you'd like to know, sir.
Gareth: Thanks.
Apprentice: My name is Leonie. What would you like to know, sir?
Gareth: That's very kind of you to help us, Leonie. We've heard about a train called the Bernina Express. They say it's very special.
Apprentice: Yes, it's very special and a marvellous trip to go on.
Gareth: Great! Could you give us a few basic facts? My daughter, Catrin, wants to write about it for her school geography project. Where can we catch this train and where does it go to?
Apprentice: With pleasure, sir. The train goes from Chur in Switzerland, just near here, to Tirano in Italy.
Gareth: Write that down, Catrin. How do you spell Chur?
Apprentice: C – h – u – r.
Gareth: Write that down, Catrin.
Catrin: (*Angrily*) I am! I'm writing everything down. Stop telling me what to do! It goes from Chur in Switzerland, just near here, to Tirano in Italy. (*Sweetly*) What's the overall distance, please?
Apprentice: A hundred and twenty-two kilometres.
Catrin: Thanks. And how long does the trip take?
Apprentice: Four hours. It takes four hours because the trip is on narrow, winding track over bridges and through tunnels. There's so much to see along the way.
Gareth: I see! I've heard there are a lot of bridges and tunnels.
Apprentice: Yes, there are a hundred and ninety-six bridges and fifty-five tunnels.
Gareth: A hundred and ninety-six bridges and fifty-five tunnels! That's amazing. Write that down, Catrin.
Catrin: (*Angrily*) Dad! Don't tell me what ...
Gareth: (*Interrupting*) Sorry, sorry. That's unbelievable!

Apprentice: Yes, and the train line was made into a UNESCO World Heritage site in 2008 because of the perfect way it harmonises technology and nature.

Catrin: Wow! That's dead right for my project! Sorry but when was it made into a UNESCO World Heritage site again?

Apprentice: In 2008. My family was very happy when this happened because my great-great-great grandfather, Luigi, helped build the line.

Catrin: Oh really! That's very interesting. Tell us about Luigi.

Apprentice: My great-great-great grandfather, Luigi, was from Italy and he was one of the thirteen hundred workmen who built the Albula Tunnel. The Albula Tunnel is at the halfway point of the trip. It's almost six kilometres long and it goes straight through the mountain.

Catrin: Incredible! I really am writing this down, Dad. How long did it take to build it?

Apprentice: It took five years. They started in eighteen ninety-eight and finished in nineteen oh three.

Catrin: Just let me get that exactly right ... from eighteen ninety-eight to nineteen oh three. Great! And do you know the exact length?

Apprentice: Yes, I do! In my family everyone knows the exact length. It's five thousand eight hundred and sixty-four point five metres long.

Catrin: *(Repeating slowly while writing)* Five thousand eight hundred and sixty-four point five metres long. I've got that. You said it goes straight through the mountain. Do you know what sort of rock it is?

Apprentice: Granite. The hardest rock of all. And now there's a new Albula Tunnel. It has much more room for the trains.

Catrin: Oh really! So does that mean your great-great-great grandfather's tunnel is now closed?

Apprentice: Oh, no! There are two tunnels now. The new tunnel runs alongside the old tunnel. It's a safety tunnel.

Gareth: That's brilliant! Thanks for all the information, Leonie.

Apprentice: You're very welcome. You can ask me some more questions in a few minutes when I come back this way if you want. Or you can ask Damir, my supervisor. He's the conductor and he knows all there is to know about the Bernina Express. He'll be along again in a few minutes.

Gareth: Thanks, that's very kind of you ... *(fade)*.

Track 24: Unit 3, 3C, Part 2

Conductor: *(Fade in ...)* Hello. Leonie tells me that you'd like to know more about the Bernina Express.

Gareth: Yes, we would and thank you so much for coming back.

Conductor: No problem at all, sir. What would you like to know?

Gareth: Well, my daughter has had a quick look on the internet and has written down ...

Catrin: *(Angrily)* I'll tell him, Dad! It's my project! *(Sweetly)* I need to know a little more about the special windows in the Bernina Express's carriages and also the landmarks along the way.

Conductor: I'll be pleased to tell you anything you wish to know. The carriages have panoramic windows because there's so much to see on both sides of the route. They really help.

Catrin: Thanks. And I've found out it passes through the Domleschg Valley. Am I saying that right?

Conductor: Yes, Domleschg is correct.

Catrin: What is there to see out of the panoramic windows there?

Conductor: The Domleschg Valley is famous for its old castles. Some are in ruins but they're all very famous.

Catrin: So that's old castles in the Domleschg Valley. The next thing I have on my list is the Solis Viaduct. Is that special?

Conductor: Very special. It was Switzerland's first stone arch bridge. A marvellous design by a Swiss engineer built over the River Albula, 85 metres below. He built it in nineteen oh three.

Catrin: Great but there's another viaduct, the Landwasser Viaduct. Is that the same sort of thing?

Conductor: Well, it's another viaduct but a very different type of viaduct because it's a curved viaduct.

Catrin: Curved? So it goes round a bend?

Conductor: Exactly. It has six arches and the track bends as it goes over them.

Catrin: This is great information for my project! Now I've found out that there's something very special between Bergun and Breda but I don't really understand what it is.

Conductor: Ah, you mean the loop tunnels. The spiral loop tunnels. They're very special. At that point the train has to climb. It has to gain height to go up the mountain, so there are spiral loop tunnels to do this. As the train

goes up, it turns around and the valley side changes. First it's on the left and then it's on the right and so on. This happens four times.

Catrin: Incredible. My next landmark is the Albula Tunnel again. I remember Leonie's story about her grandfather but were there other tunnels like that in those days?

Conductor: No, it was the only one of its kind. The workmen used pickaxes and shovels. They worked with their hands. It was a unique engineering achievement.

Catrin: With their hands! In that case, it really was unique. Now I have three more places on my list. Ospizio Bernina, Alp Grüm and Lake Poschavio.

Conductor: Ospizio Bernina is the point of maximum altitude on the whole trip. The altitude there is two thousand two hundred and fifty-three metres.

Catrin: OK, so Ospizio Bernina is the maximum altitude. Alp Grüm?

Conductor: We have a 10-minute photo stop at Alp Grüm because of the spectacular view. It's spectacular because, among other things, you see a huge glacier, the Palü glacier.

Catrin: Thanks. And Lake Poschavio?

Conductor: It's a really beautiful lake. It's very big and reflects the mountains like a mirror.

Catrin: So Lake Poschavio is beautiful. It also sounds fantastic!

Conductor: Yes, it really is. We have passengers who come back every year, year after year.

Catrin: Oh really!

Conductor: Yes, I'm on duty on the Bernina Express in the summer and I see a Dr Carter from Louisville, Kentucky every year. He's a professor of engineering. He comes back every year with his students. They all want to know more about the engineering aspects of the railway line.

Catrin: Oh, I see. What do they want to know?

Conductor: They want to see how the train handles the difference in altitude of eighteen hundred metres between Ospizio Bernina and Tirano.

Catrin: Does the Bernina Express do that in a special way?

Conductor: Very much so. It handles a gradient of 7%, that means seven metres higher or lower every hundred metres, and it handles it without cogwheels. That is very special even today.

Catrin: Well, thank you so much! We have to get off now and you've been so helpful.

Conductor: My pleasure. And make sure you reserve your seats on the Bernina Express. It's very popular.

Catrin: We will! *(Fade)*

Track 25: Unit 3, Part B, 2B

Laura: Willkomma by Allsport Lorenz, min Nama isch Laura Roffler. Was chani für Sii tua?

Gareth: Hi Laura! It's Gareth Davies calling from Wales.

Laura: Hi Gareth! It's nice to hear from you again! When will you be back in Engelwald again? The weather's perfect for skiing!

Gareth: Very soon, Laura and that's why I'm phoning. A friend and I are coming to Engelwald next weekend and we'd like to rent the latest skis, boots and poles from you. Can you email me an offer?

Laura: With pleasure, Gareth! Just let me make a note of the details. *(Writing)* So that's two ski sets with the latest skis, boots and poles for two adults ... Would that be from Friday, the twenty-sixth to Sunday, the twenty-eighth of January?

Gareth: Exactly.

Laura: *(Writing)* ... two ski sets for two adults from Friday, the twenty-sixth to Sunday, the twenty-eighth of January.

Gareth: That's right.

Laura: *(Writing)* ... and you would like to rent the latest skis, boots and poles. We have some great equipment in stock, Gareth. It's used by the Swiss national alpine team and we have it here in all sizes.

Gareth: Great! Please send us an offer for that equipment.

Laura: I'll do that. I'll email you an offer and attach a file with more details about the ski sets. Is there anything else I can do for you, Gareth?

Gareth: No thanks. That's it. Bye for now.

Laura: Bye, Gareth and have a nice day! *(Fade)*

Track 26: Unit 4, Foundation, 1A

Jan: Good morning, madam. What can I do for you?

Customer: Good morning. Looking for cushion.

Jan: Very good, madam. We have a wide range of cushions. Please come with me to the living room department.

Customer: Thank you very much but why living room? Living room for sitting. I want cushion for sleeping.

Jan: Oh, I see! So it's for a bed.

Customer: Yes. Hotel room very good and Lucerne also very beautiful. I love beautiful wooden bridge, old town, museums but in morning I have pain in neck, here. *(Pointing to her neck)* You see?

Jan: Yes, I see what you mean, madam. I think you need a pillow. A neck support pillow.

Customer: Yes, pillow. Look, here is picture of pillow from you on my phone.

Jan: *(Looks at her phone)* Oh, now I understand. You have a screenshot of the pillow on your phone from our website. That's a great help, madam. May I just make the picture bigger, so I can see it more clearly? ... *(Looks at the screenshot)* OK, just let me check our stock records *(sound of computer keyboard)* ... Yes, it's in stock. Shall I get one for you?

Customer: Yes, please! Very good. Now I sleep better. *(Two minutes later)*

Jan: Here's the pillow, madam.

Customer: Thank you. How much?

Jan: This neck support pillow made of organic cotton and gel memory foam is priced at a hundred and seventy-nine francs. It's very popular with our customers and has a five-star online rating.

Customer: A hundred and seventy-nine francs? Price online a hundred and fifty-nine francs. Big difference! Price online twenty francs less ...

Jan: Yes, I see what you mean, madam. The online price is twenty francs less but there is a simple reason. The screenshot is of a pillow made with conventional cotton and traditional memory foam by a manufacturer in Pakistan. Memory foam is good but it sometimes gets warm and many customers don't like this, so we have now switched to a new manufacturer in Europe who makes the pillows from different materials, organic cotton and gel memory foam.

Customer: Sorry, what is gel memory foam?

Jan: Just a moment, madam. I have a translation app. I'll type it in and show you the Japanese for gel memory foam ... Here you are.

Customer: Oh, now I understand. Gel memory foam.

Jan: We now pay our European supplier a higher price for the pillows because organic cotton comes at a higher price than conventional cotton, gel memory foam costs more than traditional memory foam and the economic situation in Europe is very different from Pakistan. Wages here are far higher. We still have a few of the older pillows in our central warehouse in Zurich and that's what you saw online but our shops now only stock pillows with organic cotton and gel memory foam.

Customer: I understand. Organic and gel better. I take gel pillow. Thank you!

Jan: You've made a good choice, madam. Is there anything else I can show you?

Customer: I have everything. Thank you.

Jan: In that case, please come this way to the till and do let us know how you find the pillow if you have the time ... *(fade)*

Track 27: Unit 4, 2A and 2B

Jan: Good afternoon, sir. Would you like me to tell you more about this bed?

Customer: Yes, please but I don't really have much time today.

Jan: No problem, sir. It won't take a moment. Who's the bed for?

Customer: It's for me. I'm over here from Canada for six months and my company has given me a small furnished apartment downtown but I want a new bed. The one in it now is too small.

Jan: Yes, I understand, sir. What size bed would you like?

Customer: Well, my fiancée is coming to stay with me for a few weeks next month, so I'll need a regular double bed but not a queen or king-sized bed because that would be too big for the apartment. This one looks about right.

Jan: Yes, it's a hundred and sixty by two hundred centimetres. It's a standard Swiss double bed.

Customer: Back home in Vancouver I have a box spring bed but this one looks different.

Jan: Yes, it has wooden slats in a wooden frame made of beech or oak. You can also raise the slats at the head end of the bed, so you can sit up in bed.

Customer: Well, you can't do that with a box spring bed, so how much is it?

Jan: This standard size double bed with a frame and slats made of solid beech costs 619 francs for the bedframe and 698 francs for two sets of the slats, making a total price of 1,317 francs. That includes the slats that can be raised at the head of the bed.

Customer: Wow! That's so expensive! I can get a bed in Canada for less than five hundred dollars!

Jan: Yes, I'm sure you're right, sir but this bed has a number of important features. First of all, it's made of wood. Wood, and in particular sustainable wood, is in short supply on the world market, so the price has risen steeply and our beds are made of sustainable wood.

Customer: OK, but these days everyone talks about products being sustainable. What you're saying sounds like greenwashing. Can you prove it?

Jan: Yes, I can, sir. The wood in this bed has an FSC label, so we can be sure that it comes from forests where the loggers only cut

down as much wood as will grow again and nature is protected, not destroyed.

Customer: OK, but does that make the bed cost over thirteen hundred francs?

Jan: Our beds are made to order by craftsmen in Austria or Germany. They earn a good wage for their skilled work. That affects the price but we know we are not using slave labour in a poor country. The beds also don't travel halfway around the world on a container ship that can be delayed for many reasons and the shorter transport distances also lower the product's carbon footprint.

Customer: So I'd be paying a high price for a good product but tell me about the slats. Why should I have them in a bed?

Jan: The slats can be adjusted to the shape of your body and minimize the risk of back pain.

Customer: OK, I'm interested but I'll need a mattress, too.

Jan: We'll be delighted to supply you with everything you need, sir. These beds have two separate mattresses. Would you like them to be firm, medium or soft?

Customer: Sorry but I have no time for all these questions now. I have to go.

Jan: I understand, sir. Can I email you an offer, including delivery and assembly, for this double bed in beech with slats and two mattresses?

Customer: Yes, please do that. Here's my card with my cell phone and email. I'm sorry but I have to go now.

Jan: No problem, Mr Turner. I'll email you our offer today. Here's my card. Please call me if you have any questions about the offer.

Customer: I'll do that. Bye.

Jan: Goodbye, Mr Turner and have a nice day.
(Fade)

Track 28: Unit 4, Part B, 3A

Jan: Grüezi und willkommen by Möbel Weber. Mein Name ist Jan Odermatt.

Mrs Turner: Hello, I'm afraid I don't speak German. Is it all right if we speak English?

You: No problem at all, madam. Good morning and thank you for calling Möbel Weber. My name is Jan Odermatt. What can I do for you?

Mrs Turner: Good morning. It's Mrs Turner speaking. I'd like some advice about duvets.

Jan: Good morning, Mrs Turner. I remember you well from when you came in to buy the "Bistro" chairs.

Mrs Turner: Yes, that's right. This time I'm looking for new duvets for our double bed. What types do you have?

Jan: We have duvets made from organic cotton, wool, goose down and cashmere.

Mrs Turner: Well, I'd like to call by and take a look at them sometime this week but could you just tell me what might be suitable first of all for my husband and then for me? My husband needs a light duvet that isn't too warm.

Jan: In that case, I'd recommend an organic cotton or goose down duvet. They're both extremely light and the cotton duvet is a little cooler than the goose down duvet.

Mrs Turner: The cotton duvet sounds about right for my husband.

Jan: Very good. I'll reserve one for him. What sort of duvet would you like, Mrs Turner?

Mrs Turner: Well, I need something warmer than my husband but not very warm and also light.

Jan: In that case, the goose down duvet would be most suitable for you, Mrs Turner. It's very light but a little warmer than the organic cotton duvet.

Mrs Turner: Good but what about cleaning the duvets? Do they have to be dry-cleaned?

Jan: No, they're both machine-washable at 60 degrees. You'll find them very easy to look after.

Mrs Turner: OK, I'm interested but you hear a lot about the chemicals used to make textiles these days and the conditions the people work in and how the geese for goose down are kept.

Jan: Yes, that's very important and all our products are sustainable. Our cotton is organic, so no chemicals are used. Our products are ethically sourced, so in this case that means that the down is taken from dead geese and not living geese. And the duvets are also made in the EU, in this case in the Black Forest, so the workers earn a fair wage.

Mrs Turner: Good, so how much do they cost?

Jan: For a light, single duvet, 135 by 200 centimetres, prices start at a hundred and sixty-nine francs for organic cotton. For a light, single duvet in the same size they start at two hundred and nineteen francs for goose down. Both are very popular with our customers and they're made to order, so delivery takes three to four weeks.

Mrs Turner: Thanks. Could you email me these details and any other important information, so I can talk this over with my husband?

Jan: Yes, certainly, Mrs Turner. Could I have your email address, please?

Mrs Turner: Yes, it's ashley – dot – turner – at – canadaweb – dot – can.

Jan: Is Ashley spelt a – s – h – l – e – y?

Mrs Turner: Yes, that's right.
Jan: Good. Is there anything else I can do for you, Mrs Turner?
Customer: No, that's it and thanks very much.
You: You're welcome, Mrs Turner. I'll send you an email with the details today. Thanks for calling and have a nice day.
Customer: Thanks. You too. Bye. *(Fade)*

Track 29: Unit 5, Foundation, 3A, 1

Team Leader: The Christmas season is fast approaching and we all know what happened last year, so this year I want us as a team to get a much better result.
Kate: I wasn't here last year, so what do you mean by a much better result?
Team Leader: By that I mean an increase of at least 30% over last year's performance. Last year we didn't sell enough Christmas decorations, wrapping paper, ribbons, bows, Christmas stockings and Christmas cards, so this year we must do better.
Kate: So, if I've understood you correctly, we didn't sell enough non-food items.
Team Leader: Yes, you've understood me correctly, Kate. The quantities, groupings, accessibility, arrangements, product care and attention, product information and lighting were all wrong.
Kate: So all in all, we chose the right place to display the goods but completely disregarded the seven principles of goods presentation. Is that right?
Team Leader: That's it in a nutshell, Kate. Well done!

Track 30: Unit 5, Foundation, 3A, 2

Line manager: You know what to do, Linda and you know where to find me *(starts to leave)*.
Linda: But before you go, Mr McKenzie, could you repeat what you want me to do? I'm not sure I understood the first time.
Line manager: Yes, I'll be happy to tell you again, Linda. I want you to take the pallets of kitchen and toilet paper to the back of the shop and put the "Say it with chocolate" items in the big red cartons near checkouts 1 – 5.
Linda: Does that mean that you don't want me to tidy up the empty boxes first?
Line manager: No, that's not your job, Linda! You didn't leave them lying around!

Track 31: Unit 5, Foundation, 3A, 3

Jack: *(Depressed)* Saturday was a washout. A real washout. Who would have thought it?

Linda: I'm not quite sure what you mean when you say a washout, Jack.
Jack: When I say it was a washout, I mean it was a disaster. A real disaster because United lost two-nil at home. At home!
Linda: Aha, United. United's a football team, isn't it?
Jack: Yes, United's a football team and United's my football team.
Linda: Mmm. But you say two-nil at home and they lost?
Jack: Yes, that's right.
Linda: How am I to understand that? In German two-nil at home means that the home team won. Don't you mean nil-two?
Jack: No, we always start with the bigger score in English, Linda. You can't say "nil-two". It sounds crazy.
Linda: Fascinating. In English you say the bigger score first. I didn't know that.
Jack: Yes, that's right and one way or another United lost and now they're out.
Linda: So you mean that your team, United, is now out of the competition to win the cup because they lost an important match on Saturday. Is that right?
Jack: *(Depressed)* Yes, that's right. It's over. They haven't reached the final after all and we were all so sure they'd win the cup.
Linda: You must be very disappointed.
Jack: Yes, extremely disappointed but that's football. That's the beautiful game. And then Tony texted me after the match. He was delighted because he's a City fan and his team won and they're in the final and we're not.
Linda: And that was the last thing you wanted to happen.
Jack: The very last thing!
Linda: So the bottom line is that City could now win the cup now that United are out.
Jack: Yes, that's right and I hope from the bottom of my heart that they lose and are bottom of the league this time next year!
Linda: Indeed!

Track 32: Unit 5, Part A, 2A, Part 1

Team leader: ... *(Fade in)* Now as you all know, we're giving the shop a makeover, so the next point in today's team meeting is where to place the digital signage, overhead signs, floor graphics and flow breakers. I have a floor plan of the shop on the flipchart here in front of us and I'll mark your suggestions on it as we go along. When I've collected all the suggestions, we can discuss them one by one. So first

of all, let's talk about the digital signage, which I'll call number one. Do we have any suggestions? Jack?

Jack: How about some screens at the back of the shop over the cheese, meat and poultry counters?

Team leader: Just let me mark that ... number one, digital signage at the back of the shop over the cheese, meat and poultry counters. How many screens, Jack?

Jack: Two. One over cheese and one over meat and poultry.

Team leader: *(Repeating)* ... So that's two screens, one over cheese and one over meat and poultry. All right, I've got that. Kate?

Kate: I would put five screens at the front of the shop, one over each of the five checkouts.

Team leader: *(Repeating)* ... Five screens at the front of the shop, one over each checkout. Good. What about the self-checkout?

Kate: I wouldn't put a digital signage screen over the self-checkout.

Team leader: So, no digital signage over the self-checkout. Any more suggestions for digital signage? No? Right, let's move on to the overhead signs, number two on the floor plan. Where do we want to put the overhead signs? Linda?

Linda: I would suggest putting them in the middle of the shop over each aisle.

Team leader: *(Repeating)* ... in the middle of the shop over the first, the second, the third and the fourth aisle. And your idea, Jack?

Jack: I'd put them at the front of the shop over each aisle.

Team leader: *(Repeating)* ... at the front of the shop over each aisle. Right, I've got that. Can we move on to number three, the floor graphics? Any suggestions? Jack?

Jack: How about putting one just before the entrance gate where the customers walk into the shop?

Team leader: *(Repeating)* ... before the entrance gate where the customers walk into the shop. All right. Any more ideas?

Kate: I would put one after the entrance gate in the first aisle between canned foods and fruit and vegetables ...

Team leader: *(Repeating)* ... a floor graphic after the entrance gate in the first aisle between canned foods and fruit and vegetables ... and then?

Kate: And then I'd put a floor graphic at the end of each of the four aisles at the back of the shop.

Team leader: *(Repeating)* ... one floor graphic at the end of each of the four aisles at the

back of the shop. Good. Can we move on to flow breakers now?

Everyone: *(General murmur)* Yes ...

Team leader: So now let's look at number four, the flow breakers. Where do we want them?

Jack: I would put one at the end of each aisle at the back of the shop.

Team leader: *(Repeating)* ... at the end of each aisle at the back of the shop. All right. Any other ideas?

Linda: How about at the front of the shop?

Team leader: All right, but where exactly?

Linda: At the beginning of the second, third and fourth aisle.

Team leader: Not the first aisle?

Linda: No, only the second, third and fourth aisle.

Team leader: Any more suggestions? No? Well, in that case we can now talk about all your suggestions ... *(fade out)*

Track 33: Unit 5, Part A, 2C and 2D, Part 2

Team leader: ... So number one is two screens at the back of the shop over cheese and meat and one over each of the five checkouts at the front of the shop. Let's imagine that through the eyes of a customer. Jack?

Jack: Well, customers wait to be served at the counters at the back of the shop, so they'll have time to read the screens.

Team leader: Yes, that's right. Kate?

Kate: I agree and while they're queuing the checkouts, they'll have time to read the screens there, too. We can give them information about loyalty cards and next week's special offers and so on.

Team leader: But why no screen over the self-checkout?

Kate: Well, let's think of the sort of customer who uses the self-checkout. They don't want to queue, they're comfortable with digital technology and they're most likely in a hurry. That sort of person doesn't want to wait and read digital signage screens.

Team leader: Good point, Kate! Now let's look at number two, overhead signs. The suggestions are to have them at the beginning and the middle of all four aisles. Let's imagine a customer walking into the supermarket through the entrance gate on the right, pushing a trolley. Will they look up and see an overhead sign? Linda?

Linda: From the point of view of a customer just after the entrance gate, I don't

think they'll look up yet.
It's too early.

Team leader: So you mean in the first aisle.

Linda: Yes, but if the overhead signs are in the middle of the aisle, the customers will see them more easily.

Team leader: Jack?

Jack: I see what Linda means but I still think we should have them at the beginning of the second, third and fourth aisles.

Team leader: What do you think, Kate?

Kate: Yes, I think we should have them in the middle and at the front of the shop but not at the beginning of the first aisle.

Team leader: So we're basically saying that the overhead signs should be where customers have time to see them and the entrance gate is too early. Now let's talk about number three, floor graphics. Our example has some information and an arrow and there's a suggestion that we put one before the entrance gate.

Jack: Yes, that was my suggestion. Everyone walks over a floor graphic at the entrance, so it's clear for everyone to see.

Team leader: Kate?

Kate: I'm afraid I disagree because the part of the shop between the outside world and the inside of a shop is what the experts call the transition zone. In the transition zone people are still adjusting to the new sights, sounds and smells in the shop and therefore notice nothing. Do you see what I mean, Jack?

Jack: I agree up to a point but I think we need one near the entrance.

Team leader: What's your opinion, Linda?

Linda: I agree with Jack that we need a floor graphic near the entrance and I think we should put one just after the entrance gate in the first aisle.

Team leader: All right. And what about at the ends of the aisles at the back of the shop?

Jack: Yes, that's a good idea. Kate?

Kate: I agree with Jack. Just think of how most people react when they see an arrow. They follow it, so we can use floor graphics at the back of the shop to point people towards special offers and so on.

Team leader: Another good point, Kate! Now let's talk about number four, flow breakers. They're basically moveable display stands, baskets or bins, in the middle of aisles with heavy customer traffic where everyone sees them. From a customer's

viewpoint, where will they work best?

Jack: There are lots of customers at the back of the shop, so I think that's a good place for flow breakers.

Team leader: (Dubiously) Interesting ... Kate?

Kate: As we said before, flow breakers break the flow of customers and if we imagine typical customer behaviour, the back of the shop is where you slow down anyway to go to the fresh cheese and meat counters or change direction to go up another aisle. All the customers head towards the checkouts sooner or later, so if we place identical flow breakers with interesting products just before the checkouts at the front of the shop, we can be sure that customers will see them.

Team leader: So the general idea is that we place the flow breakers where all the customers are sure to go. In this case, that means not at the back of the shop but at the front of the shop on the way to the checkouts.

Good! I think we've got some good ideas now. Let's move on to the next point, weekend working hours ... (fade)

Track 34: Unit 5, Part B, 2A

Anna: Good afternoon and thank you for calling MegaSell. My name is Anna Novak. What can I do for you?

James: Hi, Anna. It's me, James. How come you took so long to answer the phone?

Anna: I was just on my way home when I heard it ringing, so you've just caught me.

James: But it's only four o'clock, Anna! That's pretty early to go home. You haven't returned my calls, you're hard to reach these days and now you're on your way home! We need to talk, Anna and we need to talk now because we're late with the report! The deadline's next Friday.

Anna: Look, I'm in a hurry, James. Can we talk another time?

James: It can't wait and it seems you're always in a hurry. I work from nine to five every day, which is more than I can say about you.

Anna: Look, I have a problem at the moment. My ...

James: We have a problem, Anna and our problem's the report.

Anna: But the problem isn't really the report. The real problem at the moment is time because ...

James: You said that once before and I did all the work!

Anna: But that was years ago and I was new. Can we discuss this tomorrow?

James: That's too late! I want to discuss it now!

Anna: And I have to go James, so please excuse me if I ring off.

James: 9 o'clock sharp tomorrow morning on the phone, Anna! That's when I'll phone you and make sure you're there.

Anna: I have to go. Bye.

Track 35: Unit 5, Focus on language, 5A, Phone call 1

Linda: Good morning and thank you for calling MegaSell. My name is Linda Zinsli. What can I do for you?

Caller: Good morning, it's Mary Collins from Collins Fashions Ltd speaking. I'd like to give Ms Joan Palmer in Sales the details of our company's new email address for invoices.

Linda: Certainly, madam. Could I just make a note of your details, please?

Caller: Yes, fine.

Linda: So it's Mary Collins. Is that Collins with a double l?

Caller: Yes, it's c – o – double l – i – n – s. And it's Mrs Mary Collins.

Linda: (Writing) Mrs Mary Collins ... And your company?

Caller: Collins Fashions Ltd, UK.

Linda: (Writing) Collins Fashions Ltd, UK ... OK, I've got that. And is your number the one on my display?

Caller: Yes, that's right.

Linda: (Writing) Good. Could I also have your email, just in case Ms Palmer needs it?

Caller: Yes, it's mary – dash – collins – at – colflash – dot – brx.

Linda: (Writing) Is colflash one word?

Caller: Yes, it c – o – l – f – a – s – h dot b – r – x.

Linda: Thanks, I've got all that. And the message is for Ms Joan Palmer in Sales, right?

Caller: Yes, that's right.

Linda: (Writing) So that's Ms Joan Palmer ... is that with an l?

Caller: Yes, p – a – l – m – e – r. You're new, aren't you?

Linda: Yes, that's right. I don't always know the names.

Caller: No worries. We all have to start somewhere. Can I give you our company's email address for invoices now?

Linda: Yes, please.

Caller: It's invoices underscore u – k – at – colflash – dot – brx.

Linda: (Writing) invoices underscore u – k – at – colflash – dot – brx.

Caller: That's right.

Linda: I've got all the details now. Is there anything else I can do for you, Mrs Collins?

Caller: No thanks. That's it. Bye.

Linda: Goodbye, Mrs Collins. Thank you for calling MegaSell and have a nice day.

Caller: You too. Bye. (Fade)

Track 36: Unit 5, Focus on language, 5B, Phone call 2

Linda: Good afternoon and thank you for calling MegaSell. My name is Linda Zinsli. What can I do for you?

Caller: Good afternoon. I have an urgent message for Mr Terry Thomas.

Linda: Very good, sir. I'll be happy to pass on your message but could I first have your name, please?

Caller: Oh yes, I was forgetting. It's Rehan Rajapaksa, spelt with a "k".

Linda: (Sounding uncertain) Oh, I see ... Could you spell that for me please, Mr ... er ...

Caller: Rajapaksa. Would you like me to spell my surname or my first name?

Linda: Well, both, actually but can we start with your first name?

Caller: Yes, of course. It's Rehan, spelt r – e – h – a – n.

Linda: So that's capital R – e – h – a – n, right?

Caller: Yes, and my surname is Rajapaksa.

Linda: And the spelling?

Caller: Capital R – a – j – a – p – a – k – s – a. Rajapaksa.

Linda: (Writing) Rajapaksa ... Right, I've got that, Mr Rajapaksa. Could I now have the name of your company?

Caller: Yes, it's Best Ceylon Spices Ltd in Sri Lanka.

Linda: Best ... oh dear, I'm not sure how to spell Ceylon.

Caller: Ceylon is spelt capital C – e – y – l – o – n. It's the old name of Sri Lanka. The name changed in 1972 but my company is very old, so we have an old name, Best Ceylon Spices Ltd.

Linda: Oh, I see. That's very interesting, Mr Rajapaksa. Best Ceylon Spices Ltd. Is your telephone number the one I can see on my display?

Caller: Yes, the number hasn't changed.

Linda: Good. And now could I have your email?

Caller: It's r – underscore – raja@bct – dot – srl.

Linda: Just let me spell that back to you ... r – underscore – r – a – j – a – at – b – c – t dot s – r – l. Is that right?

Caller: Yes, that's right and my message is for Mr Terry Thomas in Imports.

Linda: (Writing) Mr Terry Thomas in Imports. And your message, Mr Rajapaksa?

Caller: Please say that delivery of order GJWQ will be two weeks late.

Linda: (Repeating) Delivery of order number G – J – W – Q will be two weeks late. OK, I've got that. Is there anything else I can do for you, Mr Rajapaksa?

Caller: No thanks. That's all I wanted to say. Bye for now.

Linda: Goodbye, Mr Rajapaksa. Thank you for calling MegaSell and have a nice day.

Caller: You too. Bye. (Fade)

Track 37: Unit 5, Focus on language, 5B, Phone call 3

Linda: Good evening and thank you for calling MegaSell. My name is Linda Zinsli. What can I do for you?

Caller: Hi, it's Lauren Braithwaite. Can I leave a message for my father, please?

Linda: Yes, but could I just have the name again, please?

Caller: Yes, it's Lauren Braithwaite. My father's Gerald Braithwaite, the Logistics Manager.

Linda: Oh, I see.

Caller: Are you new at the company?

Linda: Yes, that's right.

Caller: I thought so but that doesn't matter. My father's unreachable at the moment. I can't get him on his mobile, so he must be somewhere with bad reception. I'd like to leave him a message.

Linda: Oh, I see but I'd just like to make a note of your name first. Is your first name capital L – o – r – e – n?

Caller: (Laughing) Almost but not quite! It's capital L – a – u – r – e – n.

Linda: Oh, I see. Capital L – a – u – r – e – n.

Caller: Yes, that's right and I'd better spell you Braithwaite. It's spelt capital B – r – a – i – t – h – w – a – i – t – e. And it's Ms Lauren Braithwaite. Not Miss or Mrs.

Linda: So that's Ms Lauren Braithwaite, spelt capital B – r – a – i – t – h – w – a – i – t – e. Is your number the one on my display?

Caller: Yes, that's right.

Linda: And your message?

Caller: My message is, Mr Montague is prepared to sell his pony for three thousand pounds. Shall I spell Montague?

Linda: Yes, please.

Caller: That's capital M – o – n – t – a – g – u – e.

Linda: (Repeating) Mr Montague, spelt capital M – o – n – t – a – g – u – e, is prepared to sell his pony for three thousand pounds.

Caller: Yes, that's great news and I'm so excited!

Linda: Yes, I can imagine that. Ponies are great fun. Is there anything else I can do for you,

Ms Braithwaite?

Caller: No thanks. That's it. And make sure he gets the message! Bye.

Linda: Goodbye, Ms Braithwaite and have a nice day!

Track 38: Unit 6, Foundation, 4A

Supervisor: ... So the new lockers will be here soon and that should make things easier for all of us. Is there anything else before we get back to work?

Flurin: Yes, I'd like to make a suggestion about the break room.

Supervisor: (Surprised) The break room? Now I'm intrigued but go ahead, Flurin.

Flurin: I find the break room uncomfortable and uninviting and I think we should do something to make it nicer.

Supervisor: OK, but as you know, Flurin we spend 90% of our working day outside the break room, so we're talking about 10% of our time.

Flurin: Yes, but that 10% is very important, Don because we need it to to relax and get our energy back and it's easier to relax and get our energy back if the break room is a pleasant place to be.

Supervisor: How about the rest of you? What do you think?

Amanda: Flurin's right! The break room's uncomfortable and we should do something to make it nicer. And I agree that it's easier to relax and get your energy back in a nice room and not that uncomfortable place we have now.

Supervisor: OK, but I'll need to talk to the district manager about this. So far we've only said that the break room is uncomfortable and uninviting and it's easier to relax and get your energy back in a nice break room. That's not enough to get finance for a makeover. I'm going to write myself some notes on this. (Writing) ... so we've said the break room is uncomfortable and uninviting; it's easier to relax and get your energy back in a nice break room. What else can I tell the district manager?

Flurin: You can say that we need a focal point.

Supervisor: What do you mean by a focal point, Flurin?

Flurin: I mean a place where co-workers come together naturally and want to be. At the moment, we all take our breaks in different places. Some of us sit at our desks. Others stand outside. Others disappear. We don't sit together because we have nowhere nice to go. A comfortable break room with soft sofas instead of hard benches will bring us together and improve communication.

Supervisor: (Writing) So I'll say a comfortable break room will improve communication.

Anything else?

Flurin: A pleasant and comfortable break room will help us work as a team. We'll help each other more and solve problems together. It's win-win.

Supervisor: Just let me get that down ... *(writing)* a comfortable break room will improve teamwork and help us solve problems together.

Amanda: And a plant!

Supervisor: What do you mean, Amanda?

Amanda: I want a plant in the new break room. I like plants. I want a big one.

Flurin: Amanda has a point, Don. Plants make a room feel like home and also purify the air. A rubber plant, for example, is a good indoor plant. It produces oxygen, purifies the air and it doesn't take much looking after.

Amanda: *(Enthusiastically)* Listen to what he's saying, Don! He knows about plants, which is more than I can say about ...

Supervisor: (Interrupting) OK, Amanda. So, so far we've said it's easier to relax and get your energy back if the break room is a pleasant place to be; a comfortable break room will improve communication and a comfortable break room will improve teamwork and solve problems. I think I have enough now so ...

Amanda: (Interrupting) And a plant! You forgot the plant, you always ...

Supervisor: (Interrupting) OK, OK! An indoor plant in the break room will ... What did you say, Flurin?

Flurin: Will make it feel like home, produce oxygen and purify the air.

Supervisor: (Writing) ... make it feel like home, produce oxygen and purify the air.

Amanda: Don't you forget that, Don!

Supervisor: OK, that's it for today, folks. Let's get back to work!

Amanda: (Under her breath) And you make sure you don't forget that plant ... Don ... *(fade)*

Marsha: A 3-step argument? Never heard of it but let's do that anyway. So what's the first step?

Annina: We have to make an I-statement. We have to write in the email what we think is the reason for the fresh produce spoiling so quickly.

Marsha: So what do we think is the real reason?

Annina: Perhaps it's because M&D is selling fruit and vegetables out of season.

Marsha: OK. Write that down.

Annina: (Writing) ... step 1, selling fruit and vegetables out of season.

Marsha: But remember this is the US, Annina. You can get just about any fruit and vegetable at any time of the year. We are a nation of consumers. If we want something, we get it.

Annina: Yes, I was forgetting. So what do you think?

Marsha: You know what I think? I think the temperature in the truck is wrong. It's a refrigerated truck, right? And we help unload it. But when the driver opens the door, it doesn't feel cold. It feels warm. I mean here in Minneapolis, it's cold in January but when I get in the truck it's warm.

Annina: That's a very good point, Marsha. So step 1 of our argument could also be "wrong temperature in the truck". Just let me make a note of that ... *(writing)* wrong temperature in the truck, and for step 2, I'll write that the truck doesn't feel cold enough when we unload it. Just a moment *(writing)* ... truck doesn't feel cold enough when we unload it.

Marsha: Any more ideas for step 2?

Annina: Perhaps the fresh produce is in transit for too long.

Marsha: OK, write that down.

Annina: (Writing) ... fresh produce in transit for too long.

Marsha: That might be important but if the truck is at the right temperature, it shouldn't make much difference. Anything else?

Annina: I can't think of any other reason for step 2. Let's move on to step 3. This is where we need examples to support our ideas. I've noticed that some of the pallets are damaged.

Marsha: OK, if you think that's important, write it down.

Annina: (Writing) ... step 3, some pallets damaged.

Marsha: I hadn't noticed the damaged pallets but that doesn't really explain why we're throwing away so much fresh produce. I think we have to look elsewhere and I believe there's a pattern.

Annina: A pattern! That sounds interesting.

Track 39: Unit 6, Part A, 4A

Marsha: OK, so the manager wants to know why we're removing so much fresh produce from the shelves, so let's try to find out what's going on. Will you make notes, so I can use them to write the email?

Annina: Yes, certainly. Making notes is good for my English and a friend of mine has told me that a good way to organise ideas is to use a 3-step argument. It makes it easier to argue effectively.

Marsha: I've made a list of the fruit and vegetables we've removed and not removed from the shelves recently and I think there's a pattern. Some produce has a storage temperature of between 32 and 36 degrees and other produce has a storage temperature of between 50 and 60 degrees.

Annina: That's temperatures in Fahrenheit, right?

Marsha: That's right. 32 degrees is freezing point.

Annina: So just let me convert those temperatures. I have an app on my phone ... 32 to 36 degrees is ... zero to 3 degrees Celsius.

Marsha: OK.

Annina: And 50 to 60 degrees is 10 to 15.5 degrees Celsius.

Marsha: If you say so.

Annina: That means that if the refrigerated truck's too warm, we're throwing away the fruit and vegetables with a storage temperature of between 32 and 36 degrees Fahrenheit!

Marsha: Exactly! Broccoli and lettuces need 32 to 36 degrees. And we threw a lot away. We got some broccoli on January seventh and threw it away on January ninth after only 2 days! The normal shelf life is 3 to 5 days.

Annina: I'll write that down. (*Writing*) ... broccoli, delivered January seventh, removed January ninth, shelf life 2 days, normal shelf life 3 to 5 days. And the lettuce?

Marsha: We got some lettuces on January fourteenth and threw them away on January fifteenth after only one day! The normal shelf life is at least 2 to 3 days.

Annina: I'll write that down, too. (*Writing*) ... lettuce, delivered January fourteenth, removed January fifteenth, shelf life one day, normal shelf life 2 to 3 days. So what about the other fresh produce?

Marsha: It fits the pattern. We've had no problems with the avocados, bananas, pineapples and watermelons delivered on January twenty-first because they have a storage temperature of between 50 and 60 degrees. Their condition is normal.

Annina: And today's January twenty-seventh, so they were delivered almost a week ago. Great! We've found the reason, Marsha! I'll write that down. (*Writing*) ... avocados, bananas, pineapples and watermelons, delivered January twenty-first, condition normal.

Marsha: And I'll now use those notes to write my email to the manager. It shouldn't take too long now and I'll use your 3-step argument. (*Fade*)

Track 40: Unit 6, Part B, 3A

Teacher: ... Annina's going to talk about Forever Young now, so it's over to you, Annina.

Annina: Thanks. I first want to talk about Bob Dylan's reasons for writing this song. He wrote it in 1973 and said it was about one of his sons. At that time he had three sons, Jesse, 7, Sam, 5 and Jakob 3. I think it was about Jesse because he was the eldest. It starts off with the line, "May God bless and keep you always", so I think it's a prayer. With choruses, there are 18 lines beginning with the word "May" and the first three lines of each verse all begin with "May".

Teacher: This is really interesting, Annina! I see you've done your homework and yes, many English prayers begin with the word "may".

Annina: Yes, I thought about the song a lot. There are two versions on the original album. One is slow and the other is fast. I don't like the fast version, so I've chosen the slow one. The whole song is really about how he hopes his son will be when he's older. In verse 1, he wants him to fulfil his ambitions and in verse 2, he wants him to have good morals. Verse 3 has three wishes for his son. Firstly, he wants him to be active. Secondly, he wants him to have strong values and keep to them when people try to change his mind and thirdly, he wants him to be happy. That's my understanding of this song.

Teacher: Thanks for that, Annina. That was a really helpful overview. Now what about the rest of class? Do you have any questions or is there anything you'd like to say? Marco?

Marco: What is the ladder in verse 1? What does it mean?

Annina: The ladder goes up to the stars. The stars are his hopes and dreams. All the things he wants to do later when he's older.

Marco: Thank you.

Teacher: Sofia?

Sofia: Thank you for explaining the song, Annina but I don't really know the word "righteous". Is it the same as "right"?

Annina: Not exactly. I looked it up and I think it means "good" but in the moral sense. The opposite of righteous is evil.

Teacher: Yes, "righteous" is really a religious word. You find it in religious teachings.

Sofia: Thanks.

Teacher: Marco?

Marco: I have another question, Annina. What are the "winds of changes"? What does that mean?

Annina: I think he uses the word "winds" because there can be wind at any time, a light wind,

a strong wind, a gale, a hurricane. You never know how strong and how long it's going to be and you don't want it to blow you over. I think that here, the changes are the big challenges that come when you least expect them and then you have to react straight away. You have no time to think and how you react comes from your "foundation" in the line above and your foundation is put there by your parents when you're young.

Teacher: So would you say that Bob Dylan is hoping that he's a good parent?

Annina: I think so.

Teacher: Thanks very much for your ideas and explanations, Annina. Next week it's someone else's turn to talk about the lyrics of a song, so make sure you do your homework and tell us your thoughts and ideas ... (fade)

Track 41: Unit 7, Part A, 1A and 2A

Retailer: Good evening, madam What can I do for you?

Customer: Good evening. I'm just looking at all these running shoes ...

Retailer: Yes, we have a wide range. Would you like some advice?

Customer: Yes, please! I need a new pair of these running shoes. Do you stock this brand?

Retailer: Yes, we do, madam. What size do you need?

Customer: Size 39.

Retailer: Just let me check ... Yes, we have size 39 in stock but are they for cross-country or road running?

Customer: Road running. I'm doing a half-marathon in two months' time, so I need some good running shoes now, so I can train in them.

Retailer: Oh, I see! So we're looking for some good running shoes for a half-marathon in two months' time, so you can train in them now, is that right?

Customer: Exactly.

Retailer: Well, we have a wide range of running shoes for all purposes and we also have this model in stock but wouldn't it be a good idea to look at some of our new models that might be better for a half-marathon?

Customer: I see what you mean and these were never perfect. They got better after a week or so but they sometimes feel a bit thin under the foot.

Retailer: Well, for running and especially distance running, shoes need to be right from the very start and with enough cushioning, so they don't feel too thin. Do you have a few minutes to carry out a short test?

Customer: Yes, certainly. What sort of test?

Retailer: A gait analysis test. We video you running on a treadmill, then we look at your gait on the screen and see how your feet strike the ground. That tells us exactly what sort of shoes you need.

Customer: Sounds like a good idea!

Retailer: Yes, we use it a lot. Please come this way ... All you need to do is put on some neutral shoes in your size and step on the treadmill. Here's a pair of sports socks for you to wear for the test and when you've slipped them on, I'll make a 20-second video of you running at a comfortable speed.

Retailer: Right, we've recorded you running, so now let's take a look at the video.

Customer: Yes, I really am intrigued to see the results. I've never seen myself running before.

Retailer: Yes, it gives you a new insight into your running style and who goes to the trouble of videoing themselves when they go for a run? ... Here we are ... This is you ... running, so let's freeze it here. Can you see how your foot hits the treadmill? It's nice and vertical. There's no twisting, no rotation and that's good.

Customer: Great! So what does that mean for me as regards running shoes?

Retailer: It means you need neutral running shoes. You don't need extra support or stability but am I right in saying that you want more cushioning because your old shoes are a bit thin?

Customer: Yes, exactly.

Retailer: Now let me measure your feet to get exactly the right size ... Well, for a half-marathon you need size 40 to allow you extra room for your toes to move and your feet to swell when you've been running for some time. Here's a size 40. Do they feel comfortable?

Customer: Yes, they do! There's plenty of room for my toes now.

Retailer: Excellent! Do you have any colour preference?

Customer: I'm not sure ... perhaps orange or blue. I like orange and blue.

Retailer: OK, but if you're a member of a local running club, we can choose a colour to match your running kit.

Customer: And yes, I'll soon be a member of the Fit Fun Run Club.

Retailer: In that case, you'll need light blue, madam. Well, I think we now have everything we need to find the perfect running shoes for you.

Customer: Great, but I'm surprised I'll need a neutral pair in size 40 and not 39! I didn't think I

needed extra support or stability and probably needed more cushioning but the bigger size is a surprise.

Retailer: Yes, you'll feel more comfortable in size 40. And finally, if I've understood you correctly, you want running shoes in light blue and not orange because light blue is the colour of the Fit Fun Run Club, right?

Customer: Yes, exactly.

Retailer: Well, we have a lot of running shoes in light blue, so let's go and select the right pair for you. If you'd just like to come this way, madam *(fade)*.

Track 42: Unit 7, Part B, 2A and 2B

Presenter: Good morning, everybody. My name's Frank Scott and I'm here to welcome you all to TopCook's booth here at the Ideal Home Show in London and to present our fantastic product, sold all over North America, the TopCook non-stick frying pan! But first let me tell you a secret. This product is so good that it's bad for business. Do you know why? I'll tell you. Once you buy one, you never need to buy another one. They last forever. You never need to replace them. You can leave them to your children and grandchildren. That's how good they are. Now let's get down to business. But first I need an assistant. How about you, ma'am? What's your name?

Assistant: Melanie.

Presenter: That's a beautiful name! Melanie, will you step up here to the front and be my assistant for a few minutes?

Assistant: Yes, certainly.

Presenter: A big hand for Melanie! *(loud clapping)* Now Melanie, I've done something to a frying pan that no-one should ever do, so will you promise to never do this, Melanie?

Assistant: I promise.

Presenter: Thanks, Melanie. I've sawn it in half *(laughter)*. I've sawn a frying pan in half! Tell me Melanie, have you ever sawn a frying pan in half?

Assistant: No, I haven't.

Presenter: Well, don't do it, Melanie and specially not to one of our frying pans! So here's the famous frying pan that I've cut through the middle. Please take it in your hand, Melanie and tell me what it's made of.

Assistant: Metal.

Presenter: Exactly! In fact, it's made of three layers of metal. The bottom layer is high-grade, polished stainless steel. The middle layer is aluminium and the top layer is high-grade, stainless steel with a non-stick coating, the

best non-stick there is. Now I have something else for you, Melanie. It's a present. Do you like presents, Melanie?

Assistant: Yes, I do.

Presenter: Great! Well I'm going to give you a frying pan, Melanie. Would you like it to be the one you're holding now?

Assistant: Well, not really.

Presenter: I understand, Melanie. I mean, who wants half a frying pan? But don't worry, Melanie. I'm going to give you a whole frying pan and here it is! Please take it, Melanie. It's yours for life, that's how durable it is! *(Applause)*

Assistant: Thank you.

Presenter: You're welcome, Melanie. But please tell me how this pan feels in your hand. Is it heavy?

Assistant: No, it's light.

Presenter: And that's because it only weighs one point one kilos. One point one kilos is light and it's a big frying pan. It's a 28-centimetre pan but it only weighs one point one kilos without a lid. And by the way, we also give you a glass lid for free, so you can always see what you're cooking. Who do you cook for, Melanie?

Assistant: I cook for my husband, my two children and myself.

Presenter: Well, that's great, Melanie. Nothing beats home cooking and you can cook a great meal for the whole family with this frying pan because it's a two-litre pan. It has a capacity of two litres, so you can cook a really big meal. What kind of cooktop do you have at home, Melanie? Gas, electric, ceramic, induction?

Assistant: Induction.

Presenter: That's the future, Melanie! Induction's great because the cooktop doesn't get hot but the pan does and this pan has a maximum temperature of 260 degrees. 260 degrees is pretty hot but that's no problem at all for a TopCook non-stick frying pan because it lasts for a lifetime and longer, and you can use it on any cooktop. Gas, electric, ceramic, induction, it makes no difference for a TopCook frying pan and that's why we at TopCook give you a ten-year guarantee on this pan. A no-nonsense, ten-year guarantee, with no questions asked.

Now Melanie is holding in her hand a light, sturdy, durable non-stick frying pan, made of aluminium and high-grade steel, guaranteeing even heat distribution and easy cleaning. A lot of professionals use our pans and they're happy to pay big money for a quality product but the recommended

price of this pan in the shops is only a hundred and fifty pounds, *(slowly)* a hundred and fifty pounds. Now as you all know, we have a special price for Melanie today because she's paying nothing at all! But we also have a special price for you, ladies and gentlemen, because today, and only today, the special Ideal Home Show price for a light, sturdy, durable non-stick frying pan, made of aluminium and high-grade steel, guaranteeing even heat distribution and easy cleaning, is just *(slowly)* one hundred pounds! One hundred pounds but only while stocks last.

Thank you for listening, ladies and gentlemen and thank you, Melanie, for being such a great assistant! If you have any questions, I'll be happy to answer them but don't forget to come up and get your frying pan now because it's only available while stocks last! *(loud clapping)*

Track 43: Unit 7, Focus on language, 2B and 2C

Representative: Good afternoon, ladies and gentlemen and welcome to today's very special event. We are proud to welcome Alistair Bannister, the Ironman from Liverpool! Welcome to Zurich, Alistair. Please give him a big hand! *(Applause)*. We'd like to hear about the life of an Ironman and Sara Füssli, who works here in this shop and is also a keen runner, has prepared some questions to ask you but would you first like to say a few words, Alistair?

Ironman: Yes, I'd like to thank you all for inviting me to Zurich. It's such a wonderful city and I love Switzerland with all the famous mountains and beautiful countryside. And, of course, I'll be very happy to answer your questions.

Representative: Thanks, Alistair and over to you, Sara.

Interviewer: Thank you. My first question is a simple one. How many Ironmans have you done?

Ironman: I've done three Ironmans in all.

Interviewer: And where were they?

Ironman: The first one was in Chattanooga, Tennessee four years ago. The next one was in Kona, Hawaii a year later and last year I did the Australian Ironman in Port Macquarie in Western Australia.

Interviewer: So you travel all over the world to do Ironmans!

Ironman: Yes, doing Ironmans and running marathons takes me to fantastic places all over the world. I love it!

Interviewer: It sounds wonderful! Ironman has three disciplines, swimming, biking and running. Which is the hardest discipline for you?

Ironman: Swimming. Yes, I'd say swimming is hardest.

Interviewer: Could you tell us why?

Ironman: Yes, it's hardest because every Ironman starts with open water swimming, so you never know what the weather's going to be like and secondly, you run into the water with hundreds of other contestants. For example, in Hawaii you run into the water with 2,500 other contestants, so that's the first big challenge.

Interviewer: Amazing! So you say you've done three Ironmans, so what was your best time?

Ironman: Well, I see the race in three parts, of course and my goal is to finish in under 12 hours. I try to complete the three point eight kilometre swim in about an hour and a quarter. Then I do my best to do the hundred and eighty kilometre bike ride in under six hours and then there's the marathon and I try to run that in under four hours. My best overall time so far has been eleven hours, 43 minutes and 35 seconds. That was in Chattanooga.

Interviewer: Eleven hours, 43 minutes and 35 seconds! That's a whole day!

Ironman: Yes, and there's a time limit of 17 hours.

Interviewer: Now I understand why they call it Ironman! My next question is what will your next event be?

Ironman: My next event will be Ironman Hawaii next year. That's the biggest Ironman event and the most famous and I'm preparing for it now, of course.

Interviewer: Which brings me to my next question. How much training do you do each week?

Ironman: A lot of people ask me that question. I do 20 to 25 hours training each week. That's three to four hours of actual physical training each day, so that's without travel time to the training locations and back home again.

Interviewer: And how about food? What sort of food do you eat?

Ironman: Only fresh food. I never eat processed food. I only eat fresh fruit and

- vegetables, fresh lean meat, fresh fish and pasta because I need carbohydrates, protein and healthy fats to refuel my body. And, of course, I need to stay hydrated, so I drink a lot. Over the 12 hours of an Ironman competition I drink about 10 litres of fluids. Otherwise, when training I drink at least two point five litres of fluids per day.
- Interviewer:* Yes, staying hydrated is very important for all athletes! I only have one more question now. How many rest days do you have? Or perhaps I should ask, do you ever have rest days?
- Ironman:* *(Laughs)* Oh yes, I do have rest days. I normally rest one day per week but not in the three months before a race.
- Interviewer:* Thank you so much for answering my questions! I have learned a lot!
- Representative:* And let me, for my part, also say thank you to Alistair Bannister, the Ironman from Liverpool! Please give him another round applause before he signs autographs for all his fans and supporters here today! *(Applause – fade)*

Track 44: Unit 8, Foundation, 1A, Dialogue 1

- Retailer:* Guten Tag, was hätten Sie gerne?
- Customer:* Good afternoon. I'm afraid I don't speak German. Do you speak English?
- Retailer:* Yes, I do, sir. What can I do for you?
- Customer:* I very much hope you can help me. I'm over here from London and I've just started work at Foster's Eazibank International round the corner here and a colleague has told me that a new employee needs to invite everyone to a brunch in the office, so people can get to know you. Can you help me with that?
- Retailer:* Yes, certainly, sir. That's your Einstead!
- Customer:* Einstead? Never heard of it. In the UK we go out to the pub for a few drinks when we start a new job.
- Retailer:* Here we have an Einstead, sir. We regularly cater for such occasions and I'll be delighted to help you with yours.
- Customer:* That's a great relief! Marvellous! I'd like an Einstead, please. What do you need to know?
- Retailer:* First of all, how much time do you have because I need to know a number of things?
- Customer:* Unfortunately, only a few minutes because it's my lunch break and I have to get back.
- Look, here's my card just in case I get a phone call and have to rush back to the office.
- Retailer:* Thank you, ... *(reads the card)* Mr Montague. I'll send you an email. Is that all right?
- Customer:* Yes, please, do that. Fire away.
- Retailer:* First of all how many people are coming to your brunch?
- Customer:* Just a minute ... 15. Yes, 15.
- Retailer:* So that's 15 people ...
- Customer:* No hang on! Sorry, it's 20. I was forgetting the brokers. Yes, 20. Sorry about that.
- Retailer:* No problem, Mr Montague. I'm writing this down for you, so everything will be clear. So that's 20 people.
- Customer:* Well, actually with me it's 21. I forgot myself.
- Retailer:* No problem, Mr Montague. So that's 21. When would you like your brunch?
- Customer:* Next Friday morning.
- Retailer:* *(Writing)* Next Friday morning ... at what time?
- Customer:* When do you think? I mean we have 24-hour trading and we often forget the time.
- Retailer:* How about having it at 10 a.m.?
- Customer:* Is that when other customers of yours have had theirs?
- Retailer:* Yes, I would say ten's the usual time.
- Customer:* Then 10 a.m. it is!
- Retailer:* And what would you like us to include in the brunch?
- Customer:* Can I leave that to you? You know best what people expect here.
- Retailer:* In that case, I would suggest our Classic Brunch, Mr Montague. It's very popular. Or perhaps our Classic Brunch Plus with hot and cold starters, such as soup and smoked salmon.
- Customer:* I'll go for the Classic Brunch. We won't have time for soup.
- Retailer:* Good. And would you like us to provide a waiter or will it be self-service?
- Customer:* I hadn't thought of that. Let me think ... I mean people really don't have much time at Eazibank. I think self-service is best. People can take what they want and chat for a bit before the phones start ringing again.
- Retailer:* So it's self-service. I've noted that. Where will the brunch be?
- Customer:* In the Eiger conference room on the top floor. *(Phone rings)* Sorry, I have to take this.
- Retailer:* No problem, Mr Montague.
- Customer:* Hi ... 38 dollars! Sell! Sell everything! OK ... Bye. *(Rings off)* Sorry about that. Now where were we?

Retailer: We got to self-service.
Customer: Yes, I think that's better. And did we say in the Eiger conference room?
Retailer: Yes, we did, Mr Montague. What drinks would you like us to provide?
Customer: Just coffee, tea, soft drinks, no alcohol. That sort of thing.
Retailer: (*Writing it down*) Coffee, tea, soft drinks, no alcohol ... Now what is your budget for the brunch?
Customer: Budget? Let me think. 60 to 70 francs per person? Would that cover it?
Retailer: Yes, that will cover a really nice spread. Now would you like us to deliver just the brunch or do you require our full service with crockery, cutlery, table decoration and so on?
Customer: Full service, please.
Retailer: (*Writing*) Full service ... So if I've understood you correctly, you'd like our Classic Brunch with full service for 21 people for 60 to 70 francs per person in the Eiger conference room next Friday at 10 a.m.?
Customer: Exactly.
Retailer: I'll send you our offer by email by this evening, Mr Montague. And would you be willing to take part in our customer satisfaction survey after the brunch? It's a short questionnaire, so you can give us feedback on our service.
Customer: I'll do that if it's short.
Retailer: It's very short, sir and ...
Customer: (*Phone rings*) Sorry, I have to take this. Hi Julian! ... Now? OK, I'll be there in five minutes. Sorry, got to go!
Retailer: No problem, Mr Montague. I have everything I need to know and you'll get my email this evening. Goodbye for now and have a nice day!
Customer: Bye! (*fade*)

Track 45: Unit 8, Foundation, 1A, Dialogue 2

Retailer: Bonjour, que souhaitez-vous?
Customer: Good afternoon. I'm afraid I don't speak French. Do you speak English?
Retailer: Yes.
Customer: My name's Linda Flynn. I'm a visiting professor from Austin, Texas. I'm here at the University for a semester and as it's my birthday next week, I want to invite some friends and colleagues over to my apartment. Can you help me put a menu together?
Retailer: What do you want to eat?
Customer: Well, I don't really know what people expect here, I mean do they expect hot or cold food? And ...

Retailer: (*Interrupting*) How many people?
Customer: (*Thinking*) How many people ...? Er ... 16.
Retailer: When do you want the food?
Customer: Sorry, 20.
Retailer: 20?
Customer: 20 with children. 16 adults and four children.
Retailer: Simone! Donne-moi un stylo s'il te plaît. Je dois écrire quelque chose. When do you want the food?
Customer: Next Saturday afternoon.
Retailer: What time?
Customer: Well my guests are arriving at 2 p.m. and they'll probably stay until about 9 p.m., so ...
Retailer: You can collect the food at 12 o'clock, or we can deliver.
Customer: Please deliver the food for me.
Retailer: Address?
Customer: Of my apartment?
Retailer: Yes.
Customer: Rue Pierre Calvin 45, 1200 Geneva.
Retailer: Name and telephone number? Please write it here.
Customer: Yes, certainly ... Here you are.
Retailer: What do you want to eat?
Customer: Well, as I was saying, do people expect hot or cold food here and what sort of things do ...?
Retailer: (*Interrupting*) Cold is better. We can make you long Swiss sandwiches. You cut them yourself.
Customer: Long Swiss sandwiches. Interesting ... What sort of fillings do you put in them?
Retailer: Here is a list.
Customer: Well, this is all in French ... Just let me scan it with my translation app ... OK. I have the translations now ... It looks good ... ham, smoked salmon, salami, meatloaf and cheese. Sounds great! Would you give me a selection?
Retailer: I will make five long Swiss sandwiches.
Customer: That sounds good to me.
Retailer: Dessert?
Customer: Hey, I hadn't thought about that. Is that expected?
Retailer: At 2 o'clock, yes.
Customer: In that case, I'd like some desserts.
Retailer: Yassina, viens ici, s'il te plaît. J'ai une cliente pour toi. Elle veut commander un dessert.
Yassina: Bonjour, madame. Que puis-je faire pour vous?
Retailer: Elle ne parle qu'anglais. Tu dois continuer maintenant. J'ai tout noté.
Yassina: Good afternoon, madam. I'm so pleased you'd like to order some desserts, Ms ...
Customer: Flynn, Linda Flynn ... (*fade*)

Track 46: Unit 8, Foundation, 1A, Dialogue 3

- Retailer:* Buongiorno, cosa desidera?
- Customer:* Good morning. I'm afraid I don't speak Italian. Do you speak English?
- Retailer:* Yes, I do, madam. I'm an apprentice and we have English at college. What can I do for you?
- Customer:* Well that's great that you have English at college over here. My name's Linda Flynn. I'm a visiting professor from Austin, Texas. I'm here at the University for a semester and as it's my husband's birthday next week, we want to invite some friends over to our apartment. Can you help me put a menu together?
- Retailer:* I'll be delighted to advise you what to order, Ms Flynn. How many guests are you expecting?
- Customer:* About 16.
- Retailer:* Does that include children?
- Customer:* No, that's without children. Now just let me think ... Four children will also be coming.
- Retailer:* So if I've understood you correctly, Ms Flynn, the total number of guests will be 20, including four children. Is that right?
- Customer:* Yes, that's right.
- Retailer:* Just let me write that down, so I get the details right ... OK, and when is your husband's birthday celebration?
- Customer:* Next Saturday.
- Retailer:* Good, that gives us plenty of time. How long are your guests staying that day?
- Customer:* I talked to a colleague and he said to start at 2 p.m. and keep going until about 9 p.m. Is that what people do over here?
- Retailer:* Yes, that's typical. Some guests will come in the afternoon and also bring their children. Others will come later and stay for the evening.
- Customer:* Well, thanks for telling me! So how do we cater for all this coming and going?
- Retailer:* I can advise you what to give your guests to eat as from about 5.30 p.m. when they're starting to get hungry and in a moment I'll hand you over to a colleague, so she can tell you what to order for the afternoon.
- Customer:* Thank you so much! In the States I'd invite everyone over for a Texas Barbecue but I can't do that here.
- Retailer:* I've heard about Texas Barbecues and they sound great but for this occasion I would recommend our special long Swiss sandwiches. We deliver them on wooden boards and you can cut them yourself or we can cut them into smaller pieces in advance. We can also make you a selection of bread rolls with different fillings if you wish.
- Customer:* Well, first please tell me about the long Swiss sandwiches. How long are they?
- Retailer:* A metre or 50 centimetres long.
- Customer:* They sound really great! What sort of fillings do you put in them?
- Retailer:* The typical fillings are ham, smoked salmon, salami, meatloaf and cheese.
- Customer:* That's a great selection! Forget the bread rolls! I'll take the long Swiss sandwiches. And please cut them for me in advance!
- Retailer:* An excellent choice, Ms Flynn and we'll cut them for you. Now I only need to know if you have any vegetarians, vegans or people with allergies coming before we can choose the fillings.
- Customer:* Just let me think ... yes, Emma and Florian are vegetarians. So that's two vegetarians, no vegans and no allergies.
- Retailer:* In that case, I suggest you order five metre loaves, two of which are vegetarian.
- Customer:* Sounds good!
- Retailer:* Would you like us to deliver them or will you pick them up yourself?
- Customer:* Please deliver them. Can you bring them at 12 o'clock?
- Retailer:* Yes, certainly. In that case, could I have your name, address and telephone number please, Ms Flynn?
- Customer:* Yes, it's Dr Linda Flynn, that's L – I – N – D – A, F – L – Y – N – N.
- Retailer:* (Writing) So that's Flynn with a double N?
- Customer:* Yes, that's right. And the address is Via Ronchetto 99, 6900 Lugano.
- Retailer:* Thanks (writing). And your phone number, Dr Flynn?
- Customer:* 061 729 444.
- Retailer:* Thanks, Dr Flynn. I think we have everything now. Is there anything else I can do for you?
- Customer:* I don't think so because you said you'd hand me over to a colleague for the desserts.
- Retailer:* Yes, that's right. Please come this way, so I can introduce you to Yassina. She knows all about desserts.
- Customer:* Great!
- Retailer:* Yassina, this is Dr Flynn from Texas.
- Yassina:* Good morning, Dr Flynn. Pleased to meet you!
- Customer:* Good morning, Yassina. I'm very pleased to meet you, too!
- Retailer:* Well, I think we have everything now. It was lovely meeting you, Dr Flynn and I'm sure your guests will enjoy the food at your husband's birthday party next Saturday! Goodbye!
- Customer:* Bye and thanks for your help!

Track 47: Unit 8, Part A, 2A, Dialogue 1

Retailer: *(Fade in)* ... So let me just make a note of what you'd like us to order for your nephew, madam.

Customer: Yes, he'll be very pleased! He's such a clever boy! *(Dog barks)* Be quiet, Charlie! Be a good dog now!

Retailer: So you'd like the model railway starter set and *(dog barks)* ...

Customer: Charlie! Sorry. He's excited.

Retailer: That's all right, madam. What gauge would you like the model railway starter set in *(dog barks again)* HO or N?

Customer: Charlie! Stop it now! Yes, the railway.

Retailer: Yes, but what gauge would you like it in? HO gauge or N gauge? We have N gauge in stock and we can order HO for next Monday.

Customer: *(Dog growls menacingly)* Charlie! Stop it! The young man doesn't like it! What gauge? What's right for an eight-year-old?

Retailer: N gauge is four times smaller than HO gauge and you can get more track in the same space. But as your nephew is eight, HO gauge is probably more suitable because the trains and coaches are bigger and easier to handle.

Customer: OK, I'll take the bigger gauge. Charlie, come back! Come back here now! *(Dog barks again)*. He'll come back in a moment. Look what I've got for you, Charlie. Your favourite snack ... I'm so sorry. He's never like this.

Retailer: Does he bite?

Customer: *(Sound of dog crunching a biscuit)* Not normally. Not when he's eating ... He's quiet now but I think I should take him outside soon.

Retailer: Yes, I see. So, that's the model railway starter set, the Frisbee and the kite.

Customer: Yes, the Frisbee and the kite will make him go outside in the fresh air. I mean my nephew. Not the dog.

Retailer: Yes, I agree. Any extras, madam? Perhaps gift wrapping, as it's a present?

Customer: Yes, please gift wrap everything.

Retailer: Just let me write that down ... gift wrap everything. What about delivery?

Customer: I'll pick it all up myself in the afternoon but not too early. Let's say between five and six.

Retailer: That's fine, madam. And what day would you like to come?

Customer: *(Dog starts growling)* Quiet, Charlie! Eat this but it's your last one today! *(Sound of dog crunching another biscuit)*. Next Thurs ... *(Dog barks)* Charlie! That's enough! Thursday, please.

Retailer: Right, I'll note that down ... in-store collection. Should we notify you, madam? We can send you an SMS or an email.

Customer: Yes, please. An SMS.

Retailer: We'll do that for you, so just let me write down all your contact details. What name is it?

Customer: Mrs Marilyn Carter, Lägernstrasse 11 in 8113 Boppelsen.

Retailer: *(Repeating it)* So that's Mrs Marilyn Carter, Lägernstrasse 11 in 8113 Boppelsen ... Could I have a phone number please, Mrs Carter?

Customer: Yes, it's *(dog growls menacingly again and then starts barking frantically)* Oh, no! There's another dog! My number's 078 8193 ... *(sound of two dogs barking frantically)*. Stop it, Charlie! Stop it now!

Retailer: I'm sorry, Mrs Carter but I don't think I've got the whole number.

Customer: *(Over the sound of two dogs barking)* 078 819392.

Retailer: And how would you like to pay, Mrs Carter?

Customer: *(Dogs still barking. Customer raises her voice.)* By credit card in the shop when I come back. Look I'd better go!

Retailer: *(Raising his voice)* The total price for the model railway, the Frisbee and the kite is two hundred and sixty-one francs eighty, Mrs Carter!

Customer: *(Dogs still barking)* That's fine!

Retailer: Shall we just go through your order again, Mrs Carter, to make sure everything's correct?

Customer: No time! Bye!

Retailer: Goodbye, Mrs Carter and I'm sure your nephew will love the train, Frisbee and kite! Let me know what he thinks of them if you get the chance and have a nice day! *(Sound of two dogs barking fades in the distance)* ...

Track 48: Unit 8, Part A, 2A, Dialogue 2

Retailer: *(Fade in)* ... I'll just write down what you'd like us to order for your granddaughter, sir.

Customer: I'm sorry. I'm a little hard of hearing now. Did you say you want me to write down what I want for my granddaughter?

Retailer: No, sir! I'll write everything down for you, sir. Would you like me to get a chair for you, so you can sit down?

Customer: Yes, please.

Retailer: Here's your chair, sir. Can I offer you a cup of coffee or perhaps a cold drink?

Customer: That's very kind of you but no thanks. I have to catch my train in half an hour.

Retailer: I see. Shall we go through your order again now?

Customer: Yes, fine.

Retailer: So it's a play kitchen with lights and sounds but which one would you like? The dark wood or the light wood model?

Customer: What do you think she'd like?

Retailer: They're both very nice. We have the dark wood kitchen in stock. We don't have the light wood model in stock here but we could get one from our other branch for you tomorrow.

Customer: Well, I think I'll take the ... *(starts to cough)* Excuse me ... *(still coughing)* I'm afraid I can't stop ...

Retailer: Just let me get you a glass of water, sir. Just a moment ... Here you are, sir.

Customer: *(Half whispering)* Thanks. *(Drinks some water)*. Sorry about that. Now where were we? Ah, yes. I don't mind which kitchen. You can choose.

Retailer: In that case we'll say the dark wood model because we have it here in stock. Do you also want the building blocks and the skipping rope?

Customer: Yes, I'll take those as well.

Retailer: Any extras? A greeting card perhaps, or gift wrapping?

Customer: Please gift wrap the building blocks and the skipping rope but what time is it now?

Retailer: It's 11 o'clock, sir.

Customer: Oh dear. I think I might miss my train. Can you look up when the next train to Dietikon is?

Retailer: Yes, certainly, sir. Just let me look at the app ... There's one at 11.11 and another at 11.29.

Customer: That doesn't give me much time. I'll have to leave in five minutes. Can you deliver the presents to my house?

Retailer: Yes, we can do that, sir. When would you like delivery?

Customer: Saturday afternoon?

Retailer: That's fine, sir. We'll deliver the goods between 2 and 3 p.m. on Saturday afternoon. Could I just write down your name, address and a phone number please, sir?

Customer: Yes, it's White, Jack White, Florastrasse 167, 8953 Dietikon.

Retailer: So that's Mr Jack White, Florastrasse ...

Customer: What time is it now?

Retailer: It's five past eleven, Mr White.

Customer: I'm afraid I really have to go now. Do you need to know anything else? I'd like to pay now, so it's all settled.

Retailer: I just need a phone number, so we can get in touch if we need to.

Customer: Yes, it's 076 620091

Retailer: *(Repeating the number)* 076 620091. So that all comes to a hundred and fifty-eight francs seventy-five for the dark wood play kitchen, the building blocks and the skipping rope. How would you like to pay, Mr White?

Customer: By debit card, please.

Retailer: I'll just get the terminal ... Here we are. So let's just go through the details one more time, Mr White.

Customer: I'm afraid I don't have time for that.

Retailer: All right. So just let me type in the amount ... Just put your card here ... and here's your receipt. Is there anything else I can do for you, Mr White?

Customer: I think I'll just make my train. And please make it the light wood model!

Retailer: Oh, I see. So am I right that you now want the light wood model and not the dark wood?

Customer: Yes, that's right. I've just remembered the type of furniture she has in her bedroom. The light wood will go better with it.

Retailer: In that case, we'll order it for you, Mr White and I'm sure your granddaughter will love the light wood play kitchen, the building blocks and the skipping rope! And please let me know what she thinks of them the next time you're in town. Goodbye, Mr White and have a nice day. *(fade)*

Track 49: Unit 8, Part A, 2B, Dialogue 3

Retailer: *(Fade in)* ... So if I've understood you correctly, sir you'd like these model railway accessories for an HO gauge railway set for your son.

Customer: Yes, that's right.

Retailer: I'll just make a note of that. And you'd like a mobile station, two tunnels and a goods train extension set.

Customer: Yes, please. Do you have them in stock?

Retailer: We have the two tunnels and the goods train extension set in stock now but I'll have to order the mobile station.

Customer: I see. How long will that take?

Retailer: Not long. Just let me check for you *(sound of keyboard)* ... Two to three days, sir.

Customer: Good. I was worried it might take longer.

Retailer: There shouldn't be any delay, sir. Now would you like any extras, a greeting card or gift wrapping perhaps?

Customer: Gift wrapping, please. It's for his birthday.

Retailer: *(Writing)* So that's gift wrapping for the mobile station, two tunnels and the goods train extension set. What about delivery, sir? How would you like it?

Customer: Do you do home delivery?

Retailer: We certainly do, sir. When would you like it?

Customer: Next Monday's best for me. I work from home on Mondays, so you can deliver any time.

Retailer: So that's home delivery any time next Monday. Now I need your details sir, so could I have your name and address, please?

Customer: Yes, it's Dr Robert Johnson, Felsenauweg 83 in 8704 Herrliberg.

Retailer: *(Writing)* So that's Dr Robert Johnson. Is that spelt J – O – H – N – S – O – N?

Customer: Yes, that's right.

Retailer: *(Repeating slowly and writing)* Dr Robert Johnson, Felsenauweg 83 in 8704 Herrliberg. OK, I've got that. Now could I also have a phone number, just in case we need to get in touch?

Customer: My mobile number's 076 310995.

Retailer: *(Writing)* 076 310995. We'll notify you before we deliver, so how would you like to be notified? SMS? Email?

Customer: Email's best.

Retailer: So could I have your email please, Dr Johnson?

Customer: Yes, it's all in small letters, no capitals. The address is r – dot – johnson – seven – eight – at – linkall – dot – o – r – g.

Retailer: So that's r – dot – johnson – seven – eight – at – linkall – dot – o – r – g. All small. *(Writing)* Thanks. Now the total price for the mobile station, the two tunnels and the goods train extension set in HO is two hundred and ninety-five francs seventy. How would you like to pay, Dr Johnson, cash or card?

Customer: By credit card.

Retailer: Right, so let's just go to the cash desk ... *(fade)*

Track 50: Unit 8, Part A, 2B, Dialogue 4

Retailer: *(Fade in)* ... Yes, I've heard of the English Playschool but I've never been there. It sounds really great and you say your school already has an account with us, madam. Is that right?

Customer: Yes, we've already ordered a number of items here and we're expanding rapidly, so we'll be needing more toys again soon.

Retailer: Excellent! So today you're ordering six toy vacuum cleaners, six sets of toy saucepans and six toy kitchen sinks.

Customer: Yes, that's right. The children love playing with them. They play mummy and daddy at home, cooking and cleaning.

Retailer: Yes, I see what you mean. They wash the

food in the kitchen sinks, cook the food in the saucepans and clean the house with the vacuum cleaners.

Customer: Exactly. They never want to stop.

Retailer: Yes, I can imagine that. Now how about delivery?

Customer: Can you deliver to our premises?

Retailer: Yes, certainly and there's no extra charge as your order is for more than ninety-nine francs.

Customer: Good.

Retailer: So that's delivery to your premises and when would you like the goods to be delivered?

Customer: You can deliver between 8 a.m. and 12 noon any day from Monday to Friday.

Retailer: *(Writing)* 8 a.m. to 12 noon any day from Monday to Friday ...

Customer: How much does that all come to?

Retailer: The total price for the six toy vacuum cleaners, six sets of toy saucepans and six toy kitchen sinks is three hundred and forty-one francs forty.

Customer: Three hundred and forty-one francs forty. That's fine.

Retailer: Good. How would you like to pay?

Customer: Could you send the school an invoice, so we can transfer the money? You can address it to me, Mrs Emma Butler. That's E – M – M – A, B – U – T – L – E – R.

Retailer: Just a moment *(writing)* payment by transfer, invoice to Mrs Emma Butler. Now before I can finalise your order, I'll need to see your ID, Mrs Butler and I'll have to make a copy of it for our records.

Customer: That's fine. Here's my passport.

Retailer: Thanks. Let me just make a copy of it *(fade out and in)*. I see your passport doesn't include your private address, Mrs Butler, so could I just write that down?

Customer: Yes, it's Holzswiesweg 450 in 8047 Zürich.

Retailer: *(Writing)* ... Just a moment, Holzswiesweg 450 in 8047 Zürich ... OK, I've got that. And could I also have a phone number, please?

Customer: Yes, certainly. My mobile number's 077 830 429.

Retailer: So that's 077 830 429.

Customer: Yes, and please also address the consignment to me, Mrs Emma Butler at the school's address.

Retailer: *(Writing)* Consignment to be addressed to Mrs Emma Butler. Now all I need is an email address, so we can email the invoice to you. Or should we post it?

Customer: Email, please. No paper. It's bad for the environment.

Retailer: Yes, email's better. And your email is ...?

Customer: emma – dot – butler – at – e – p – s – dot – net. No capitals.

Retailer: emma – dot – butler – at – e – p – s – dot – net. All small letters. Well, I think we have everything now. Mrs Butler. Is there anything else I can do for you?

Customer: No thanks. That's it. Must rush. Bye for now.

Retailer: Goodbye, Mrs Butler and have a nice day!
(fade)

Track 51: Unit 9, Foundation, 2A and 2+

Marianne: Good morning and thank you for calling Auto Loris. My name is Marianne dos Santos. What can I do for you?

Ted Carter: Good morning. It's Ted Carter calling. I'm with Bell Computers and I've just come over here from the States. My company tells me that you handle their vehicle requirements and as I'll need a car pretty soon, I'm calling you right now to get the ball rolling.

Marianne: We'll be delighted to find the right vehicle for you, Mr Carter. What do you need the vehicle for?

Ted Carter: Well, I go to work by tram but I'll need it for some business trips and my wife will need it for the kids and to go shopping and also when we go on vacation.

Marianne: I see. So it's for you and your family and when you go on vacation, you'll need space for your luggage, too. How many children do you have, Mr Carter?

Ted Carter: Nancy and I have two children, a five and a nine-year-old, and my wife will need the car to drop them off at kindergarten and school and pick them up in the afternoon.

Marianne: I see what you mean. What sort of vehicle were you thinking of, Mr Carter?

Ted Carter: Well, something big enough for all four of us. I don't think we need a minivan but I think a hatchback would be too small, even though they're very practical in the city.

Marianne: Perhaps something in between? A sedan?

Ted Carter: (Dubiously) Possibly, but that might not be powerful enough. I've seen all these beautiful Swiss mountains of yours and I can imagine how it must be here in the winter, so I'll need something that can handle those mountain roads. I was thinking more of an SUV because they're four-wheel drive.

Marianne: Yes, SUVs are very popular here. They can handle just about any terrain and are very comfortable with plenty of room for the children and your luggage.

Ted Carter: Yes, an SUV sounds just right. Can I use a Swiss-registered vehicle all over Europe?

Marianne: Yes, Mr Carter. If you live in Switzerland, you can use a Swiss-registered vehicle all over Europe for up to six months at a time. Do you plan to take the car back to the States with you?

Ted Carter: No, I only want to use it here in Switzerland and Europe.

Marianne: I see. So it's not for the States.

Ted Carter: That's right.

Marianne: Well, we have plenty of SUVs to choose from but how long do you need one for?

Ted Carter: Three years, four at the most. I've been sent over here from Round Rock, Texas to take over the marketing division but when that's up and running I'll probably be off to another country again.

Marianne: I see. So we're looking at an SUV for a family of four for up to four years. Let me just check our inventory ... yes, we have a number of SUVs in stock but were you thinking of a new or pre-owned vehicle?

Ted Carter: I'd prefer new but as I need it as soon as possible, I'll take a pre-owned one if it has a low mileage.

Marianne: Good. Any colour preference?

Ted Carter: Nothing extreme and I don't like black or red. I prefer lighter colours.

Marianne: So let's say light blue, white or grey for the exterior. How about the interior? We have light or dark, cloth, vinyl or leather interiors, for example.

Ted Carter: Leather would be nice. Light leather or vinyl. I think cloth might be a problem with the kids.

Marianne: Yes, I see what you mean. I've made a note of that. What other preferences do you have?

Ted Carter: None for the moment.

Marianne: Good. Now will this be a cash sale? Or would you like us to arrange finance or lease the vehicle?

Ted Carter: Could you send me the details of all three options for two or three SUVs?

Marianne: With pleasure, Mr Carter. Would you like an all-inclusive service package, as well?

Ted Carter: Yes, please. Does it cover insurance?

Marianne: No, but we can add some insurance options if you wish.

Ted Carter: Good. I'd like that.

Marianne: Very good, Mr Carter. So you would like two or three cash, finance and leasing offers for a light-coloured SUV with a light interior but not cloth. The vehicle can be new or pre-owned with a low mileage and you would like details of our all-inclusive service package and insurance. Is that right, Mr Carter?

Ted Carter: That's right.

Marianne: Excellent. Is your cell phone the number I can see on my display ending in 2438?

Ted Carter: Yes, that's right.

Marianne: Very good. So could I also have your email, please?

Ted Carter: Yes, certainly. It's ... *(fade)*

Track 52: Unit 9, Part A, 2A and 2C

Marianne: Good morning and thank you for calling Auto Loris. My name is Marianne dos Santos. What can I do for you?

Nancy: Good morning. It's Nancy Carter calling. Do you have a moment to help me fix something on my car?

Marianne: Absolutely, Mrs Carter. Could you tell me what the problem is?

Nancy: Yes, as you can see out of the window, it's raining heavily again, so when I drove out of the garage just now, I turned on the windshield wipers and also tried to wash the windshield because it was dirty and I couldn't see through it clearly. The problem was that no spray came out, so I'm back home again in the garage because you can't drive safely if you can't see well. Luckily, I have five litres of windshield washer fluid here in the garage but I'm not sure how to put it in. Can you tell me how to do that?

Marianne: Most certainly, Mrs Carter and as you have some washer fluid there, we can solve this problem very quickly.

Nancy: Great! So what do I have to do?

Marianne: Do you have some space over and around your car?

Marianne: Yes, it's a big garage and the car's in the middle.

Marianne: Excellent! In that case, first open the front door of your car on the driver's side and look for a small lever low down on the left, just inside the door.

Nancy: Just a moment ... OK, the door's open and I can see the lever.

Marianne: Good. Now pull on the lever to pop the hood.

Nancy: OK, I've done that and the hood's popped up but not fully.

Marianne: That's correct, Mrs Carter. The hood is partly open but not fully for safety reasons. Now go round to the front of the car and feel carefully under the hood. You'll find the safety latch. It has a spring on one side.

Nancy: Just a moment ... yes, I can feel it.

Marianne: Press on the spring with one hand and raise the hood with your other hand. The hood should go up easily.

Nancy: OK, I've done that. The hood's up.

Marianne: Now you need to make sure the hood stays up safely, so to do that you need the hood support. It's a piece of metal lying cross-ways at the front of the engine compartment. Pull it out and put it into the opening under the hood.

Nancy: Just a moment ... OK, the support's under the hood.

Marianne: Great! Now the hood's up safely, look for the windshield washer fluid reservoir. It's a white plastic tank with a blue cap. The blue cap is clearly marked with a windshield washer symbol.

Nancy: Got it!

Marianne: Take off the blue cap and pour windshield fluid into the reservoir slowly and carefully until you see it come up to the top.

Nancy: *(Pouring)* Just a moment ... done it. Is that it?

Marianne: Almost. Put the blue cap back on the reservoir, take down the hood support and lower the hood slowly until it's about 30 centimetres above the safety latch and then drop it.

Nancy: *(Sound of hood closing – thunk)* The hood's in place.

Marianne: Good but please check that the hood is properly closed.

Nancy: Yes, the hood's properly closed.

Marianne: Excellent. That's it. You're done but I suggest you drive the car outside and test the windshield washer to make sure it's working properly again.

Nancy: Yes, I'll do that. Can you wait a moment while I test it?

Marianne: Yes, certainly. No problem. *(Sound of her driving out of her garage)*

Nancy: Hi, it's me again. The spray's working normally again. Thank you so much!

Marianne: My pleasure, Mrs Carter. Is there anything else I can do for you?

Nancy: That's it. Thanks a lot. Bye for now.

Marianne: Goodbye, Mrs Carter and have a nice day! *(Fade)*

Track 53: Unit 10, Foundation, 3A, Dialogue 1

Sales adviser: Grüezi. Was chanig lne zeugu?

Customer: I'm sorry but I only speak English.

Sales adviser: What can I show you?

Customer: Good morning. I'm looking for a ski jacket actually.

Sales adviser: We have a wide range of jackets. What sort would you like?

Customer: Something lightweight and windproof but warm.

Sales adviser: I think we have the perfect jacket for you, madam. It's lightweight and

windproof and made of Swiss wool.
Please come this way. *(Fade out)*

Sales adviser: *(Fade in)* It fits you perfectly, madam. I think you've found the ideal jacket.

Customer: How much is it?

Sales adviser: It costs five hundred and ninety-nine Swiss francs and is one of our most popular lines at the moment.

Customer: So it costs almost six hundred francs ... That's a little more than I was expecting.

Sales adviser: I'm afraid I don't make the prices, madam. Perhaps you can find the same model at a lower price somewhere else but that's the price here in Zermatt.

Customer: *(Doubtfully)* I see ... *(fade)*

Track 54: Unit 10, Foundation, 3, Dialogue 2

Sales adviser: Grüezi. Was chanig lne zeigu?

Customer: I'm sorry but do you speak English?

Sales adviser: Yes certainly. Good morning, sir. What can I show you?

Customer: Well, I'm here on a skiing holiday and a friend of mine has recommended that I buy a special long-sleeve shirt to wear under my ski suit. He says it regulates your body temperature and is cut-resistant.

Sales adviser: Yes, I know exactly what you mean, sir and we have it in stock. It's our Energy Plus Baselayer. It's great if you do a lot of skiing and very popular. Would you like me to get you a size L to try on?

Customer: Yes, please.

Sales adviser: Good. Please come this way to try it on. *(Fade out)*

Sales adviser: *(Fade in)* So how does it feel, sir?

Customer: It's very comfortable. How much is it?

Sales adviser: This temperature-regulating, cut-resistant Energy Plus Baselayer long-sleeve shirt in size L is priced at three hundred and nineteen francs and gives you extra protection if you fall.

Customer: I see. Is that the normal price? I checked on the internet before I came and found a similar shirt for less than three hundred francs.

Sales adviser: I'm sure you're right, sir but Zermatt is a very special location. We're high up in the mountains a long way from the motorways. The nearest motorway is 60 kilometres away at a town called Sierre. The goods leave the motorway on lorries at Sierre and then travel uphill to the village of Täsch, which is about six kilometres from here and a thousand metres higher than the motorway. In

Täsch they're loaded onto trains and are unloaded again in Zermatt. All this affects the price, of course, but in a shop you have the advantage that you can try your shirt on and also get personal service and advice. You can't get that on the internet.

Customer: Yes, that makes sense but is three hundred and nineteen francs your final price?

Sales adviser: If you pay by card, we'll have to charge you three hundred and nineteen francs but if you pay cash in Swiss francs, we can give you a cash discount.

Customer: *(Sounding interested)* I see ... *(fade)*

Track 55: Unit 10, Foundation, 3, Dialogue 3

Sales adviser: Grüezi. Was chanig lne zeigu?

Customer: I'm sorry but I only speak English.

Sales adviser: OK, what can I do for you?

Customer: I need a pair of ski trousers.

Sales adviser: Very good, madam. What sort would you like?

Customer: I'd like a pair with a high waist and braces that go over my shoulders. I'd like them waterproof and stretchy, so I can move freely in them. They mustn't be too tight.

Sales adviser: We have exactly what you need, madam. What size are you?

Customer: I'm size S.

Sales adviser: Please come this way, madam. I believe our Flexpant Plus Bib model is exactly what you're looking for. *(Fade out)*

Sales adviser: *(Fade in)* So how do they feel, madam?

Customer: They feel just right.

Sales adviser: And how do they feel when you bend your legs?

Customer: Fine. I can move freely. How much are they?

Sales adviser: These Flexpant Plus Bib stretch ski trousers for women are priced at six hundred francs. They're made of Gore-Tex and will always keep you dry.

Customer: They must be good for six hundred francs! I'm sure a friend of mine paid less for them when she went skiing in the French Pyrenees.

Sales adviser: Yes, I'm sure but Zermatt is much harder to get to than the ski resorts in the Pyrenees. You can drive to the ski resorts in the Pyrenees but you can't drive all the way to Zermatt because it's car-free, which makes sense in a village like this. All our products have to be transferred to trains for the last six kilometres and this raises the price. In

theory, you could look for the trousers elsewhere but you would need to take a train back to Täsch and spend time looking there or elsewhere.

Customer: I see what you mean ... *(fade)*

Track 56: Unit 10, Part A, 1A and 1B

Laura: *(Fade in)* ... So I've found my notes on how prices are broken down in Swiss retail for you, Holly and Rosa and I are going to use them to explain the price of that expensive watch you told us about.

Holly: This is so kind of you, Laura! And of you Rosa, too!

Rosa: We're glad to help and this is also very good for our English!

Holly: Well, your English is a lot better than my German!

Laura: Thanks, Holly. Swiss German isn't easy and you're doing very well. Shall we take a look at my presentation now?

Holly: Yes, please!

Laura: OK, so let's do it like this. My presentation uses a picture of a shoe, but I'll explain the different parts of the price and you can tell us the right English words for them. Then we can transfer the English words to a picture of a watch, all right? I've made a sketch of a watch on a piece of paper here and I have a copy for each of us.

Holly: That's a great idea!

Laura: Thanks. Now when you told me about that expensive watch, Holly I looked it up on your shop's website and did a few calculations. That watch costs almost a thousand francs, so I worked out that your shop probably paid about 580 francs to the supplier. Would that be the net wholesale price in English?

Holly: Yes, the net wholesale price is the price paid to the supplier. So that's part number one of the price, right?

Laura: Yes, and now let's look at the next part.

Rosa: And that must be transport.

Laura: Yes, but it's more than that because it's transport, customs duty and a few other things as well, so what should we call all that together?

Holly: I'd say shipping costs.

Rosa: Yes, shipping costs sounds right.

Laura: Good, so part number two of the price is shipping costs. They're about 120 francs in this case.

Holly: So much!

Laura: Yes, among other things because we're in Zermatt up in the mountains and everything here has to be brought here by

train for the last five or six kilometres of the journey.

Holly: Yes, of course! Zermatt's car-free.

Rosa: And it's not just cars. Vans and lorries aren't allowed, either and that pushes up the price.

Holly: Now I'm starting to understand.

Laura: Great! Now the next part of the price is what comes after the net wholesale price and the shipping costs. I mean the shop's costs, which are wages, rent, electricity, heating and of course the shop's profit. *(Laughing)* The shop has to make a profit! This part of the price comes to 215 francs in the case of the expensive watch, so what should we call it?

Holly: I think a word for all that would be margin.

Rosa: Yes, margin sounds right but it's the shop's gross margin because it isn't all profit.

Laura: Exactly, so part number three is gross margin but, as Rosa said, it isn't all profit for the shop.

Holly: Yes, that makes sense. Everything is so expensive here in Zermatt. It's beautiful but I have to count my pennies.

Rosa: *(Laughing)* Not just you, Holly! We all do.

Laura: Yes, I agree. Now the shop can't do much about the net wholesale price and the shipping costs, but it has control over the gross margin because the gross margin contains the shop's profit, the pure profit, which is set by the shop.

Holly: Yes, I understand now. So what's next?

Laura: The next part of the price is something the shop has no control over at all. The state says how much it is.

Holly: Ah, you mean value added tax.

Laura: Exactly. I've called it 75 francs here, to make things simple. Is there a shorter way of saying value added tax, Holly?

Holly: Yes. We just say V-A-T.

Laura: Good. So part number four of the price is V-A-T, which in those days, when I was doing my apprenticeship, was about 8%.

Holly: Wow, that's low! It's a lot more in the UK!

Laura: Yes, and not only in the UK.

Holly: So, with VAT have we covered the whole watch now?

Rosa: Yes, but what else did you learn about prices, Laura?

Laura: We learned three more things. The next part is very important. It's how much the watch costs the shop before the gross margin and VAT are added. I mean by that how much the watch costs before it actually arrives at the shop. In our example it's 700 francs.

Holly: Yes, that's important. That's the cost price.

Laura: Good. So part number five of the price is the cost price. Good. So now let's jump to the highest price in the sketch – 990 francs.

Holly: Do you mean part number eight at the bottom?

Laura: Yes, that's right. Part number eight is the "official" price of the watch. That's what it says in the catalogue. What should we call that?

Holly: Ah, you mean the list price. Part number eight's the list price.

Laura: So we have the list price of 990 francs but in our example of the watch, the list price isn't what the customer pays. The shop can, for example, reduce the list price for cash payment, special offers, customer loyalty and so on. What should we call these reductions?

Holly: That sounds like discounts. Most shops offer discounts to make the customers feel they're getting a better deal.

Rosa: So that means that part number six is discount, in this case thirty francs, right?

Laura: Exactly. The discount is thirty francs. The next price, part number seven in the sketch, is the price of the watch after a discount of 30 francs. In this case, it's 960 francs. We could call it the "selling" price but there must be a better word.

Holly: Yes, you mean the final price. The final price is the price the customer pays at the cash desk.

Laura: Thanks, Holly. *(Writing)* So number seven's the final price and I think we now have our price breakdown in English!

Holly: Yes, that's fantastic, Laura! It's such a great help and I'll know what to say the next time a customer asks me about a high price.

Rosa: I think we've all learned a lot today, so thanks, Laura and thanks also to you, Holly.

Holly: No need to thank me! I have to thank you!

Laura: I'm glad we could help and it's also been very good for our English. *(Fade)*

Track 57: Unit 10, Part B, 1A and 1B

Laura: Guetä Obe und willkchomu bi Shoes'n More. Ig heisse Laura Taugwalder. Was chanig für Si machu?

Maaïke: I'm sorry but do you speak English?

Laura: Yes certainly, madam. Good evening and thank you for calling Shoes'n More. My name is Laura Taugwalder. What can I do for you?

Maaïke: Well, I'm so glad I've caught you late on a Saturday evening just before closing time!

Laura: That's no problem at all, madam. It isn't 7 o'clock yet. We're still open.

Maaïke: Great! Now I hope you can help me. I've just looked on your website to see where to order a gift voucher to give to a friend of mine who's coming to Zermatt next Tuesday and I can't see how to do it. Am I missing something? Can you tell me where to look, or don't you offer that service?

Laura: I'm afraid I can't tell you at this moment if we offer that service or not but I'll ask the manager and get back to you. Can I contact you by email?

Maaïke: Yes, certainly. Shall I give you my email address?

Laura: Yes, please.

Maaïke: It's maaïke – dot – vandijk@dutchnet dot e – u – r.

Laura: Could you spell that for me please, Ms van Dijk?

Maaïke: Yes, it's m – a – a – i – k – e – dot – v – a – n – d – i – j – k – at – d – u – t – c – h – n – e – t – dot – e – u – r. Have you got that?

Laura: Yes, it's maaïke – dot – van Dijk – at – dutchnet – dot – e – u – r.

Maaïke: Exactly. And can you let me know soon because I'm just about to go out for a meal this evening and tomorrow morning I'm off on a mountain hike.

Laura: I'm glad you're finding nice things to do here, Ms van Dijk. I'll send you an email this evening with the information you've asked for. Is there anything else I can do for you?

Maaïke: No thanks. That's it.

Laura: Well, thanks for calling, enjoy your meal and hike and you'll hear from me very soon. Goodbye for now.

Maaïke: Bye.

Track 58: Unit 11, Part A, 1A and 1+

Good morning, everyone and welcome to Aussie PlayLand. My name is Bridget Flanagan and I'm the branch manager.

Christmas is here and you all know that this is the busiest time of the year for us, so thank you for helping to make this a really great Christmas with lots of good memories for all the kids and adults who come into our store.

This will be a short meeting because there is a lot of work to be done but before you start, I want to give you some very important information about how we do things around here.

Each temporary staff member will have a supervisor. This person is an experienced sales adviser and you must follow the instructions that your supervisor gives you. If you don't understand, tell them because we don't want mistakes. Mistakes cost time and money.

This shop is and must always be a fun place to be. The atmosphere is polite and friendly, so that means no bad

language, no unfriendly looks, no eye-rolling, no raised voices. Smile, smile, smile when serving kids or adults or both! They must enjoy being here and look forward to coming back again.

Aussie PlayLand opens punctually, serves punctually and delivers punctually and we expect you to be punctual, too. You all have an employee card to clock in and out when you start and finish your shift. Please also use it for your one-hour lunch break. You don't need it for shorter tea breaks.

And by the way, there are no smoking breaks. Smoking is strictly prohibited in the building and is only allowed outside and not during work time. This means you are only allowed to smoke outside during your lunch and tea breaks.

Eating and drinking are only allowed in the break room or outside the building. You mustn't be seen eating or drinking in the sales area. That's a no-no!

And while we're about it, no chewing gum! Chewing gum's another no-no and is only allowed in the break room or outside the building.

And the last no-no is private conversations on mobile phones. They're banned in the sales area. We don't want you wasting time on the phone while there's work to be done. The use of mobile phones for private conversations is only allowed during lunch and tea breaks in the break room or outside.

We don't have uniforms here – we're not a supermarket or a DIY store – but we do have a dress code, so please keep to it. You all got a copy of it and accepted it when you signed your contract of employment here and if we see that you have broken the dress code, we'll send you home to change into more suitable clothes and deduct the time from your pay. That's how it is here.

Now I want to talk about shoplifting. If you see someone shoplifting, report it to security or to a permanent member of staff immediately. Never confront a shoplifter! Most are harmless but some are desperate, so don't take any risks.

And finally, I'm afraid there's no employee discount on goods sold here for staff employed for less than three months, so that means you, but don't give up all hope! At the end of your temporary contract you'll be told if we think you're suitable for re-employment, so one of these days we may see you here again as a permanent employee, in which case you'll get a discount of 15% after three months.

Thanks for listening. If you have any questions, ask your supervisor. There's work to be done, so let's get to it!

Track 59: Unit 11, Part B, 1A and 1B

Distribution: Good morning and thank you for calling Central Distribution. This is Margot Starling speaking. What can I do for you?

Jack: Good morning, it's Jack Robinson from

the Melbourne, Docklands branch speaking. We've run out of Pretty Cindy cuddly toys, so I'd like to know if you have any in stock. It's article number 9275381.

Distribution: So that's Pretty Cindy 9275381. Please hold the line while I check, Mr Robinson.

Jack: Thanks.

Distribution: Hello, Mr Robinson. Yes, we have Pretty Cindy in stock. How many would you like?

Jack: Before I tell you, do you have pink?

Distribution: Yes, we have pink, purple, orange and blue in stock.

Jack: (Repeating) Pink, purple, orange and blue in stock In that case, I'll take 10 pink and 5 each of the other colours.

Distribution: So that's 10 pink and 5 purple, 5 orange and 5 blue.

Jack: But we need them before Christmas, otherwise it's too late. Can you do that?

Distribution: No problem, Mr Robinson. We'll deliver them tomorrow morning between 8 and 10 a.m.

Jack: Excellent!

Distribution: Good. Just let me give you an order number for this delivery, so you'll see it on the delivery note. So you're ordering 10 pink and 5 purple, orange and blue Pretty Cindy cuddly toys, article number 9275381 and the order number for this is PC29GJ.

Jack: (Repeating) Order number PC29GJ.

Distribution: I'm sorry but I think you have the wrong order number, Mr Robinson. It's PC29 (saying it slowly) gee – jay.

Jack: Ah yes, my mistake. Order number PC29GJ. OK, I've got that now.

Distribution: Good. Is there anything else I can do for you, Mr Robinson?

Jack: Yes, could I have your name again, please just in case there's a query?

Distribution: Yes, of course, Mr Robinson. It's Margot Starling. Margot with a "t".

Jack: Margot Starling. Got it.

Distribution: Anything else I can do for you, Mr Robinson?

Jack: Yes, could I have your direct-dial number, please?

Distribution: Yes, certainly. It's 03 7205 622 40.

Jack: So that's 03 7205 622 40. Got it. Thanks, Ms Starling. Bye.

Distribution: Goodbye, Mr Robinson. Thanks for calling and have a nice day.

Track 60: Unit 12, Foundation, 1A and 1B, Part 1

Theodora: Good morning everybody. I'd like to start off today's team meeting by reading out a complaint that a customer has left on our website. She says: "I phoned your shop in Cape Town on Saturday afternoon to enquire about an engagement ring and nobody answered the phone. I expect better service than this." This is very worrying. We really don't want to leave people waiting. How could this happen? I was in Durban on Saturday, so what was happening here?

Johan: I was serving on Saturday afternoon and we were really busy. I had customers the whole time and I think it's impolite to stop serving a customer and answer the phone.

Theodora: So Johan thinks it's impolite to stop serving a customer and answer the phone. I see your point, Johan but I still have a very bad feeling about this. Mia?

Mia: I agree with Johan up to a point but in my opinion, a caller deserves the same treatment as a customer in the shop.

Theodora: Could you explain what you mean by that, Mia?

Mia: Yes, certainly. If someone takes the trouble to phone us, we should be pleased. I mean, if someone rings my doorbell, I open the door if I'm at home. The caller knows the shop is open, so we must answer.

Theodora: That's a good point, Mia. So a caller deserves the same treatment as a customer in the shop. Johan?

Johan: Yes, but I think it's also important to remember that a caller can also do something else between phone calls but a customer in the shop just waits. I find it hard to leave a customer in the shop waiting.

Theodora: Yes, they don't like that. Another point, Johan?

Johan: Yes, for a caller it's also less work to enquire about something on the phone than to enquire in a shop. The customers in the shop have travelled all the way from work or home and that takes a lot longer than a phone call.

Theodora: So Johan says it's less work for the customer to phone again than to go to a shop again, which is true. Did you want to say something, Anja?

Anja: Well, I have some ideas but I first want to listen to what other people have to say.

Theodora: That's fine by me, Anja. Mia?

Mia: Yes, Johan says it's less work to phone again than to go to a shop again but my

question is, will the caller phone again? We all know how frustrated we feel when the phone rings and rings. An unanswered phone call will make the caller angry and go elsewhere.

Theodora: That's a good point, Mia.

Mia: Thanks. Everything that Johan has said is, of course, true but the customer who left a complaint on our website wanted an engagement ring. That's a big item and we don't want to lose that kind of business. So what I'm basically saying is that it might be a very important customer. We shouldn't do anything that might lose us a very important customer.

Theodora: Mia has a point. It might be a very important customer. Let's take a break for two minutes, grab a coffee and then talk about what we can do to stop this happening.
(Fade)

Track 61: Unit 12, Foundation, 2B, Part 2

Theodora: ... (Fade in) So we've all had a chance to think this problem over. Are there any suggestions? What about you, Anja? You said you had some ideas. Please tell us what you suggest.

Anja: Yes, of course. I agree with Johan that it's impolite to stop serving a customer in the shop but as Mia says, it's also impolite to leave a caller waiting on the phone, so I suggest we use voicemail to answer all calls after 5 rings.

Theodora: So voicemail will cut in after 5 rings. How does that sound to you, Johan?

Johan: Sounds like a good idea. But what will it say?

Anja: It should explain that all that all sales staff are busy and ask the customer to leave their name and number, so we can return their call as soon as possible.

Theodora: What do you think of that idea, Mia?

Mia: Perfect!

Theodora: Very good. But Anja, you said you had some ideas. So what else have you thought of?

Anja: Yes, I have a second idea. I mean we all deal with a wide range of customers and you get a feel for the various types. Some are relaxed and easy-going and others are demanding and want your full attention. I think we should use our judgement and if possible, ask the relaxed and easy-going customers in the shop to wait for a moment while we answer the phone. And we can give them some sales material to look at, so they don't get bored.

Johan: I see what you mean but what if the phone call takes longer?

- Anja:* I was coming to that. If the phone call takes longer, we can ask the caller to leave their name and number, so we can phone back later.
- Johan:* I think that's a very good idea.
- Theodora:* So do I, so thanks for that, Anja. Any more ideas? No? So we agree that there are two solutions. Solution number 1: use voice mail to answer all calls after 5 rings with a polite message explaining that all sales staff are busy and asking the caller to leave their name and number, so we can return their call as soon as possible. Have I got that right, Anja?
- Anja:* That's exactly right.
- Theodora:* And then we have solution 2: use your judgement to decide if the customer will be willing to wait for a moment while you answer the phone and give them some sales material to look at while they're waiting. Correct?
- Anja:* Yes, that's right.
- Theodora:* But on second thoughts that could be risky.
- Anja:* In what way?
- Theodora:* Some thieves work in pairs. The first thief goes into the shop and talks to the salesperson and the second thief phones the shop. The salesperson answers the phone and the first thief is left alone for a moment or two, which is enough time to steal something.
- Anja:* Yes, I see what you mean.
- Theodora:* So let's say that we can give a customer some sales material to look at if we know and trust the customer.
- Anja:* Yes, I agree. So it's all right to leave a known and trusted customer alone with some sales material to look at while they're waiting and also, if the phone call takes longer, ask the caller to leave their name and number, so we can phone back later.
- Theodora:* Yes, that sounds better. Great! I think we've found some good solutions because I never want to read a complaint like that on our website again. Now let's look at the next point on my list. New designs and special offers ... (fade).
- Track 62: Unit 12, Part A, 2A and B, Part 1**
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- Patricia:* Mr Slabbert can't be at the meeting this morning, so he's asked me to run it for him but before we start, let me introduce you to Mia, who's over here from Switzerland at Papalazarou Jewellers to get some work experience. She's here with us this morning because we've borrowed her for a week to help with our sales campaign. Welcome aboard, Mia!
- Mia:* Thank you, Patricia. I'm delighted to be here.
- Patricia:* And we're very pleased to have you. Now let's start by discussing how to promote the Springboks' rugby shirts. Who'd like to start? Willem?
- Willem:* Yes, I think we need a shirt on display at the entrance to the shop because everybody will see it as they come in.
- Patricia:* So Willem suggests having a shirt on display at the entrance to the shop. Any other suggestions? Do we all agree? Thabo?
- Thabo:* Customers notice very little at the entrance of the shop. People walk through the entrance quickly on their way to the goods they plan to buy.
- Patricia:* So what would you suggest, Thabo?
- Thabo:* We should only display two or three well-known Springboks' rugby shirts in the men's department. Customers know which department to go to for a rugby shirt, so we don't need to tell them what they already know.
- Patricia:* That's certainly true, Thabo but it doesn't encourage impulse buying.
- Mia:* I'm sorry to interrupt but could you explain what you mean by impulse buying?
- Patricia:* Yes, certainly, Mia. Impulse buying is spontaneous. It's unprepared. Not everyone has a shopping list or a clear idea of what they want to buy. Not every purchase is a planned purchase, so we should cater for impulse buyers. Do you see what I mean, Mia?
- Mia:* Yes, I understand now. Thanks.
- Willem:* So what do you suggest, Patricia?
- Patricia:* Well, I think we should have something at the entrance to promote the rugby shirts. Something that people will be sure to see, so I suggest we have a life-size model of the best-known Springbok from Cape Town standing in the doorway in full Springbok kit.
- Willem:* I think that's a great idea!
- Thabo:* So how is that different from having a shirt on display at the entrance?
- Patricia:* It's different because everyone will recognise the best-known player, especially if it's a life-size model. And as everyone will recognise him, some will want to buy his shirt on impulse.
- Thabo:* Yes, but perhaps the doorway is the wrong place. The rugby players are really big, so a life-size model in the doorway could get in the way of the customers as they walk in.
- Patricia:* Yes, I see what you mean. Perhaps we should put it inside the shop but near the doorway.

Thabo: Yes, I think that would be better.

Patricia: Good. Do we have any more suggestions? Willem?

Willem: We should have video screens all over the shop with highlights of Springbok games.

Thabo: I hadn't thought of that but it sounds like a good idea. I like it.

Willem: Yes, because if we have video screens everywhere, customers will see their favourite players in action and want to buy their kit.

Patricia: Well, I agree with you up to a point, Willem but in my opinion, there shouldn't be video screens of rugby matches everywhere in the shop because customers will watch the screens instead of buying goods.

Willem: I see what you mean.

Patricia: Any more ideas? No? Mr Slabbert would like to know what we suggest, so what shall I tell him? *(Fade out)*

Track 63: Unit 12, Part A, 2D, Part 2

Thabo: *(Fade in)* A life-size model of a local Springbok in full kit inside the shop near the doorway is a good idea because it will encourage impulse buying.

Patricia: All right but do we only want that to promote the shirts?

Willem: We also need to display two or three well-known Springboks' rugby shirts in the men's department.

Patricia: So that means customers will see a rugby shirt on the life-size model inside the shop near the doorway and there will be also two or three rugby shirts on display in the men's department. What about the video screens?

Willem: I agree with Thabo that video screens showing the Springboks in action are a good idea but Patricia's right that they shouldn't be everywhere in the shop. Let's only have them in the men's department.

Patricia: So we'll have video screens in the men's department with the Springboks in action but not elsewhere. Just let me make a note of that ... we'll have a life-size model of a famous local Springbok in full kit inside the shop near the doorway and in the men's department we'll have two or three well-known Springboks' rugby shirts on display. We'll also have video screens in the men's department showing the Springboks in action. Good. I'll pass that information on to Mr Slabbert. Now the next thing we have to talk about is the upcoming sale ... *(fade)*

Track 64: Unit 12, Part B, 4A

Chester: *(Upbeat)* Hi everyone and welcome to Talking Music with me, your friendly radio host Chester Jester! We've got a great show for you today and this time we're talking about a song that changed history! It's called Gimme Hope Jo'anna but who wrote and sang it? Phone in and tell me right now! *(Very short pause of about 5 seconds)* I don't believe it! The phones are already ringing! Let's go to Kenneth in Durban.

Kenneth: Kenneth, who wrote and sang the song?

Chester: Gimme Hope Jo'anna was written and sung by Eddy Grant.

Chester: You've got it in one! *(Plays recording of a huge round of applause with people clapping and cheering).* Congratulations, Kenneth! And now it's time for me to introduce my studio guest today, Dr Marion Schulz, professor of history at the University of Cape Town. Welcome to the show Dr Schulz!

Marion: Thank you, but please call me Marion.

Chester: Then it's welcome to the show, Marion! It's great to have you here. I'm featuring Gimme Hope Jo'anna today because a lot of people have written in to the show with questions about it and I think you're the very best person I know who can answer them. Are you ready, Marion?

Marion: I'll do my best.

Chester: Now the first question is pretty simple. Who is Jo'anna? Was it Eddy Grant's girlfriend?

Marion: Well, I can safely say it wasn't. There are two opinions about Jo'anna. One is that it's Johannesburg, the centre of power during the apartheid era. South Africa's biggest companies had and still have their headquarters in Johannesburg.

Chester: And the other opinion?

Marion: Jo'anna could be Johan Vorster. He was the white South African Minister of Justice in 1960 at the time of the Sharpeville massacre and Prime Minister in 1976 at the time of the Soweto uprising.

Chester: I see. So he was a powerful person.

Marion: And hated by the non-white population.

Chester: Yes, I can imagine that. And could you say something about Soweto? Does the word have a meaning?

Marion: Yes, Soweto means South West Township. Under apartheid, townships were areas outside white towns and cities where non-whites were made to live. The townships were poor and overcrowded. Some of the people there travelled into the rich white areas early in the morning to work

and went back to the townships late at night to sleep. Black south Africans were also made to live in places called homelands, a bit like reservations in the US where native North Americans live. The white government wanted all black South Africans to live outside South Africa, so it created homelands and moved three and a half million black people into them against their will. They said the homelands were separate, independent countries but they were never accepted internationally. The homelands were places like Transkei and Bophuthatswana near Johannesburg.

Chester: Those were terrible times! Pieter in Pretoria asks what "Sneakin' across all the neighbours' borders" means. Does it mean going from garden to garden?

Marion: Well, not really. The black African countries in southern Africa were all against apartheid but South Africa had a strong army and constantly carried out surprise attacks against them. I'm talking about countries like Angola, Zambia and Namibia, which in those days was called South West Africa.

Chester: So South Africa had very few friends in the 1980s but my last question is about the lines "Jo'anna give them the fancy money, Oh to tempt anyone who'd come". What is "fancy money" and who are these people?

Marion: That's an easy question to answer. "Fancy money" means big money, a lot of money.

Chester: And the people who got the big money?

Marion: Pop stars, for example. There was a cultural boycott against South Africa because of apartheid, so big money was paid to stars who performed in places nearby, such as Sun City, which the white South African government said wasn't in South Africa.

Chester: So where was Sun City?

Marion: In a homeland near Johannesburg and Pretoria. The homeland was Bophuthatswana. They told the stars they were performing in a country outside South Africa, so they came. But as I said before, only South Africa called homelands separate countries.

Chester: Was it only pop stars?

Marion: No. South Africa also wanted skilled people – doctors, nurses, engineers and teachers, for example but they had to be white and if they came, they got very good salaries. Some did.

Chester: This is fascinating stuff, Marion but our time's up, so thanks for coming on the programme and if you have any more questions, you can chat with Dr Marion Schulz, professor of history at the University of Cape Town, live after the show. Thanks

for listening and to finish on a positive note, here's Eddy Grant singing Gimme Hope Jo'anna. *(fade)*

Track 65: Unit 13, Foundation, 3A, 3B and 3C

Sofia: Buongiorno, signore!

Customer: I'm afraid I don't speak Italian. Is it all right if we speak English?

Sofia: Yes, certainly. Good afternoon, sir. What can I show you?

Customer: Well, that's the problem. I'm looking for a suitable gift for my fiancée. It's her birthday on Saturday and I know she loves perfume but I have no idea which one to get her.

Sofia: I see what you mean, sir. Perhaps an eau de parfum? Most women have a number of different eaux de parfum for different occasions.

Customer: Yes, I remember that from my first wife. She had them all over the dressing table and my two teenage daughters love cosmetics, too. Anyway, I've just moved here and this is the first time I've found enough time to do some shopping.

Sofia: Yes, I understand, sir and I'm sure you'll love Locarno with its Mediterranean atmosphere and its films on the Piazza Grande.

Customer: Yes, it's been great here so far and I hope Saturday will be a double success, starting with the right birthday gift for my fiancée.

Sofia: I'm sure we'll find something for her, sir but you said a double success ...

Customer: Yes, the premiere of my film is on the Piazza Grande on Saturday night and I just hope it goes down well.

Sofia: Just a moment, sir. Do you mean "Love me or leave me"?

Customer: Yes, that's my film.

Sofia: But that's the film everyone wants to see and it's impossible to get tickets for it ... So are you the director? Are you Julian Moore?

Customer: That's me. I've just moved here from Beverly Hills. It's a lot quieter here. I like it.

Sofia: I'm delighted to hear that, Mr Moore! This really is a marvellous surprise! And you were saying you were interested in the eau de parfum for your fiancée?

Customer: Yes, eau de parfum sounds right. Do you have something for about four to five hundred francs?

Sofia: We certainly do, Mr Moore. I would recommend "Amore Eterno" by Giuliani. It's a marvellous fragrance.

Customer: "Amore Eterno" – eternal love. Yes, I think Angela will like that.

Sofia: Yes, it's the perfect birthday gift, Mr Moore. Would you like to smell it?

Customer: Yes, but please don't spray it on my skin. I don't want Angela to get the wrong idea!

Sofia: Yes, I understand, Mr Moore. Let me just spray some on a sample sheet (*sound of a spray*). Would you like to smell it? It has a light, soft, floral note with a hint of fresh pine.

Customer: (*Sniffs it*). Smells good. I'll take it.

Sofia: You've made a good decision, Mr Moore.

Customer: Well, you're the expert, so thanks for your advice.

Sofia: My pleasure, Mr Moore. Is there anything else I can do for you?

Customer: No thanks, that's it. How much is it?

Sofia: This 30-millilitre bottle of "Amore Eterno" eau de parfum with a hint of fresh pine is priced at 490 francs and you also have the advantage that it has a floral note.

Customer: OK, I'll take it. Can you gift-wrap it for me?

Sofia: Certainly, Mr Moore but there's one more thing I think we can also do for you. As you live here now, perhaps you'd like to sign up for our members club. Your fiancée likes cosmetics and your daughters do, too. We also have products for men, of course, and if you become a member, you'll also get a lot of rewards. We'll keep you updated on all the trends and events and as a member you'll get a birthday gift, too.

Customer: A birthday gift. That's a nice touch and I'm sure Angela and my daughters will want to know about the events.

Sofia: Yes, they certainly will if they like cosmetics and with our app you can also order online if you wish.

Customer: OK, but what if my fiancée already has this "Amore Eterno" eau de parfum? Then what do I do?

Sofia: If you bring it back unopened within 14 days with proof of purchase, we'll exchange it or give you a refund.

Customer: That's nice to know but sometimes I really don't know what beauty product to buy. Last Christmas I wanted to give my daughters cosmetics but had no time to go to the shops and get advice.

Sofia: In such cases you can give your daughters a gift voucher. You can get them for any amount you choose and your daughters and your fiancée will be able to use them at any branch of Maison Frédéric anywhere in the world.

Customer: Good, but one last thing. My fiancée and daughters are into sustainability and the environment big time. What about all those empty bottles? Do we just throw them away?

Sofia: You can bring the containers back to the shop for us to recycle. And if you do that, we'll give you a 10% discount on your next purchase. And all our products do, of course, have the Swiss ecolabel guaranteeing sustainability.

Customer: OK, you've convinced me. So what do I do to become a member?

Sofia: I'll get you a membership form to fill in now and, as you're a new member, we'll deduct 50 francs from the price of the eau de parfum, making the final price 440 francs. Shall we do that?

Customer: Yes, please.

Sofia: Excellent. Please come this way to the cash desk.

Customer: And by the way, if you want two tickets to see "Love me or leave me" on Saturday, just call the number on this card and talk to my secretary. Tell her you sold me my fiancée's birthday gift.

Sofia: Two tickets to "Love me or leave me"! That's fantastic, Mr Moore! I don't know how to thank you!

Customer: No need. Enjoy the film and tell me what you thought of it next time I call by.

Sofia: I'll be there on Saturday with my boyfriend and please let me know what your fiancée thinks about the eau de parfum.

Customer: I will. (*Fade*)

Track 66: Unit 13, Part A, 2

Host: Hello everyone and welcome back to the BBC's Talking about planet earth. I'm Tom Baxter, your friendly radio show host, and this week my team and I are in Switzerland as guests of SRG, Switzerland's national broadcaster. A big thanks to SRG and welcome to the show! Today we're talking about sustainability. Is sustainability important? And if so, why? Our studio guest today is Dr Emma Stettler, a professor of climate sciences at the University of Bern. Dr Stettler is an expert on sustainability. Dr Stettler, welcome to the show!

Emma: Thanks for having me.

Host: The pleasure is mine, Dr Stettler. Now everyone's talking about sustainability. Lots of the things we buy in shops are labelled "sustainable". In Switzerland, there are more than 130 different labels telling customers that a product is sustainable. Should we take this seriously?

Emma: Yes, I believe we should. But first let's look at what the word sustainability means. To sustain means to continue something without it becoming less. With energy, for example, it means not using up all the world's oil, coal and natural gas until there

is none left. With natural products like wood, it means not cutting down all the trees until there are none left. In the context of work, it means paying fair wages to the producers of goods, so they can have enough money to support their families, get medical treatment, send their children to school and also have some free time. And it also means not sending children to work when they should be at school.

Host: Yes, fair trade is really important and child labour is a terrible thing, Dr Stettler but your special field is climate sciences. How does that fit in?

Emma: The earth's climate is changing. The earth is getting warmer. Global warming and climate change are a problem for everyone on this planet. We are at a turning point. Here in Switzerland the glaciers are melting. This is a terrible thing for us, but people need to know why this is happening, so they can do something about it.

Host: So why is it happening?

Emma: Well, we first have to understand our atmosphere and the greenhouse effect. The earth is a planet in space near the sun. Heat from the sun makes life on earth possible but only thanks to the earth's atmosphere. Without an atmosphere the earth's temperature would vary between 120°C by day and -173°C by night.

Host: That's amazing! So we really need our atmosphere!

Emma: Yes, and the earth's atmosphere is like the glass of a greenhouse. It lets in sunlight and reflects some back. Dark surfaces absorb the sun's heat and raise the temperature. Light surfaces reflect the sun's heat back, so the greenhouse doesn't get too hot and the plants don't die. The earth's atmosphere is made of greenhouse gases, mainly carbon dioxide and water vapour. They act as a filter and keep the earth at the right temperature for plant, animal and human life.

Host: So what are the dark and light surfaces on the earth?

Emma: The dark surfaces are the oceans, forests and farming land. They absorb the sun's heat. The light surfaces are the polar ice caps, glaciers, mountains with snow, clouds and deserts. They reflect the sun's heat back into space.

Host: And Switzerland has a lot of mountains with snow and glaciers.

Emma: Exactly. The problem now is that the concentration of greenhouse gases in the earth's atmosphere is too great. The light

surfaces are shrinking and are no longer reflecting back enough heat. The earth is warming up because our atmosphere is keeping in more and more heat.

Host: And that is global warming.

Emma: Exactly and to stop it we need to know more about the ecology of our planet.

Host: The ecology of our planet? Could you explain to our listeners what that is, Dr Stettler?

Emma: Yes, certainly. Ecology is about how plants, animals and humans live side by side and interact with each other in their environment.

Host: Thanks for the explanation, Dr Stettler. We're going to take a break now but stay tuned to Talking about planet earth!

Track 67: Unit 13, Part A, 4

Marco: Buongiorno, signora!

Angela: I'm sorry but do you speak English?

Marco: Yes certainly. Good morning, madam. What can I show you?

Angela: Well, I need a few things for my dog but he also has to be very careful what he eats, don't you, Bruno? *(Dog barks.)*

Marco: Yes, I understand, madam. We have a wide range of products, so I'm sure we'll find just what you're looking for.

Angela: I hope so. I try to cook for him when I can, of course, but I really need some good dog food for him for every day and it must be eco-friendly.

Marco: We have exactly the right thing for your dog, madam. Our Rover's Dream natural dry dog food by Dr Eggli comes in six flavours, beef, lamb, venison, duck, chicken and pork mixed with organic brown rice and vegetables.

Angela: Well, that sounds good but a lot of dog food uses cheap meat. Where does the meat come from?

Marco: From Europe, madam and it's mostly from regional production. All the food products we sell have our very strict Swiss ecolabel. This guarantees animal welfare and fair prices to our suppliers. And, of course, there is no child labour anywhere in the supply chain. The food miles are kept to a minimum to give the products a small carbon footprint and the ingredients are organic, meaning that no chemicals, pesticides, hormones or antibiotics are used.

Angela: Yes, that's very important.

Marco: If you'd like to test our Rover's Dream natural dry dog food, there's a taster pack for your dog. It has all six flavours.

Angela: Now that's a very good idea, isn't it Bruno! *(Dog barks.)* But what about later? I mean, if he likes it, will you deliver?

Marco: Most certainly, madam. Many of our customers prefer home delivery on a regular basis.

Angela: OK, but how will you deliver? I'm thinking of food miles again. All those greenhouse gases that come from transport.

Marco: All our deliveries are carbon-neutral because the delivery service we use has electric vehicles.

Angela: Well, that's good to know. You hear so much about sustainability these days and I think we should all do our bit.

Marco: That's exactly what we think, too at Bianchi Alimenti per Animali. Every little helps, so we also pack your delivery in recycled, environmentally friendly packaging with a small carbon footprint.

Angela: Good. Now I also need a harness for Bruno. He doesn't like collars, so do you have a nice, comfortable harness for him?

Marco: Yes, we have some very good harnesses, madam. What material would you prefer? Synthetic or leather?

Angela: Well, it has to be light, so I'd say synthetic, but I don't want nylon because it isn't eco-friendly.

Marco: I fully understand, madam. We have harnesses made of recycled materials, so they have a smaller carbon footprint and are, of course, also washable. Let me show you a good, sustainable harness for your dog. *(Gets a harness.)* How about this one?

Angela: Yes, I like the look of it. Can we try it on Bruno?

Marco: Certainly, madam. *(They put the harness on the dog.)* What do you think?

Angela: It fits and he looks comfortable in it. How much is it?

Marco: This comfortable, washable harness is priced at twenty-seven francs ninety and you also have the advantage that it has a small carbon footprint.

Angela: Good. I'll take it.

Marco: You've made a good choice, madam. What else can I show you?

Angela: That's it for today. It's time for Bruno's walk, so I have to get going.

Marco: Yes, I understand. Would you also like the dog food taster pack for your dog, so we can find out what he likes?

Angela: Yes, I was forgetting. How much is it?

Marco: Dr Eggli's dog food taster pack in six flavours is free of charge, madam.

Angela: Great! I'll take a taster pack, too.

Marco: Very good, madam. What else can I do for you?

Angela: That's it thanks.

Marco: So please come this way to the till ... *(fade)*

Track 68: Unit 14, Foundation, 2A, Dialogue 1

Fabio: *(Slowly and unhurried)* Guete Morge. Was chan ich für Sii tue?

Customer: I'm afraid I don't speak German. Is it all right if we speak English?

Fabio: Yes, certainly. Good morning, madam. What can I do for you?

Customer: Well, I'm here on a cycling tour of the local area and I noticed that the rear rack on my bike was making a noise. It started when we were riding downhill near the moraine lakes. Do you know that area?

Fabio: Yes, I do, madam but what is it you need?

Customer: As I said, we were riding downhill near the Amsoldingersee ... am I saying that right?

Fabio: Yes, you are, madam but what can I do for you?

Customer: Well, as we went round a corner, I heard a noise from the back of the bike and stopped. The rear rack, where I had all my rain gear, didn't look right and I was worried it would fall off. Does it rain a lot around here at this time of year?

Fabio: Yes, it does, madam but what can I show you?

Customer: Well, that's the problem. I think something is missing from the rear rack and that's what I need.

Fabio: So you need something that is missing but you don't know what it is ...

Customer: Yes, that's right. What do you think it is? Do you think it's a nut or a clip or something?

Fabio: It could be a nut and it could be a clip. It could be both but I'm afraid I can't tell you what it is if it's missing.

Customer: That's a shame. I thought you could give me expert advice and could tell me what to do. Is there someone else at this shop who can help me?

Fabio: *(Angrily)* I know my job, madam and I give expert advice every day. You won't get better advice from someone else.

Customer: Oh dear, now I've annoyed you. But what can we do? I can't ride my bike with that noise coming from the rack.

Fabio: I suggest you go to a bike shop, madam. Perhaps they'll know what's missing.

Customer: All right. Where's the nearest bike shop?

Fabio: There are several in Thun. It's best to google them.

Customer: I'll do that. *(Sarcastically)* Thank you so much. Sorry to waste your time. Bye.

Fabio: *(Through clenched teeth)* Goodbye, madam and have a nice day. *(fade)*

Track 69: Unit 14, Foundation, 2B, Dialogue 2

Fabio: *(Slowly and unhurried)* Guete Abe. Was chan ich für Sii tue?

Customer: I'm afraid I don't speak German. Is it all right if we speak English?

Fabio: Yes, certainly. Good evening, sir. What can I do for you?

Customer: Well, my family and I are camping by the lake for a few days but when I unpacked the tent and started to put it up, I couldn't find my toolkit. I must have left it at the campsite this morning. The family's now waiting for me to come back and put up the tent, so we can relax and have dinner.

Fabio: Oh dear! I see what you mean, sir but I'm sure we can find a solution. Does that mean you have no tools at all now?

Customer: I only have a couple of screwdrivers for the car.

Fabio: In that case, as you're camping and putting up a tent, you'll need a rubber mallet to hammer in the tent pegs.

Customer: Yes, that's right.

Fabio: And when you camp you always need a few other tools, as well. How about a multitool? We have a stainless steel one here with a lot of functions, including pliers, scissors, wire cutters and a saw. This is the one I mean.

Customer: Yes, that looks like a useful tool.

Fabio: And here's the mallet. It has a rubber head, a fibreglass handle and a hook for pulling out tent pegs.

Customer: Oh, a hook, too? That's a great idea!

Fabio: Yes, I think the mallet and the multitool should be enough to put up the tent and do any other little jobs, as well.

Customer: Yes, I think so. How much are they?

Fabio: The stainless steel multitool is priced at twenty-nine francs ninety-five and has 18 functions. The rubber mallet with a hook is priced at twenty-five francs fifty and has a strong fibreglass handle.

Customer: I see. I must say that I've seen multitools on the internet for less than that.

Fabio: Yes, you're quite right, sir but this one is made of high-grade Swiss steel and comes with a five-year guarantee.

Customer: Yes, that's a good point. I'll take it and the mallet.

Fabio: You've made a good choice, sir. Is there anything else I can do for you?

Customer: No thanks. That's it and the family's waiting.

Fabio: Yes, but it won't take you long to put up the tent now. Please come this way to the cash desk, sir and tell me what you think of the multitool if you have the chance to call by again.

Customer: I will. *(fade)*

Track 70: Unit 14, Foundation, 2C, Dialogue 3

Fabio: *(Slowly and unhurried)* Guete Morge. Was chan ich für Sii tue?

Customer: I'm afraid I don't speak German. Is it all right if we speak English?

Fabio: Yes, certainly. Good morning, sir. What can I do for you?

Customer: Well, I'm over here from Glasgow for the summer. I'm staying with friends who live locally, perhaps you know them – Nino and Maria Schmid.

Fabio: I don't know them.

Customer: No matter. Anyway, I've offered to renovate their shed for them. They've a wee shed in the garden and neither the laddie nor the lassie have any idea how to renovate it, so I've offered to do it for them while they're away.

Fabio: *(Hesitantly)* So you want to renovate something in the garden?

Customer: Yes, it's a just wee shed made of wood. They keep a few things in it.

Fabio: *(Uncertain)* A wee shed ...

Customer: Yes, and the wood needs sanding down first before I re-paint it for them.

Fabio: I see. So you need sandpaper for wood. We have different grades of sandpaper for rough or smooth wood.

Customer: Look, I don't think you understand what I mean, laddie. A few wee sheets of sandpaper aren't enough for a whole shed. Nino has a belt sander and I need some sanding belts for it. I need to start with a coarse grade, 40 grit would be best, and then go over the shed again with 120 grit.

Fabio: *(Uncertain)* A shed ...

Customer: Ah, so you don't know what a shed is?

Fabio: No, I don't.

Customer: A shed is a house made of wood.

Fabio: So you want to renovate a house made of wood ...

Customer: Look is there someone else here who speaks English? We're getting nowhere fast.

Fabio: *(Defensively)* So you think my English is bad. Your English is very hard to understand. I am the only person in this shop who speaks English.

Customer: *(Struggling to stay calm and speaking with exaggerated slowness)* Let's try again. I want to sand down a small house made of wood in my friend's garden. My friend has a belt sander. A belt sander is a power tool for sanding down wood with belts of sandpaper that go round and round. I need some sanding belts in 40 grit and 120 grit. Do you now understand?

Fabio: How many would you like?
Customer: Three 40 grit and three 120 grit.
Fabio: Anything else?
Customer: I think that's enough for one day. How much does that come to?
Fabio: Eighteen francs eighty.
Customer: That's a lot young man! I'm sure I can get them for half the price on the internet.
Fabio: That's how much sanding belts cost here, sir. I can't change the price.
Customer: Well, I need them now, so you've got me over a barrel, I suppose.
Fabio: A barrel? Do you need a barrel?
Customer: Forget it. I'll take them.
Fabio: Please come this way to the cash desk.
(fade)

Track 71: Unit 14, Part A, 2A and 2B, Dialogue 1

Sales adviser: *(Slowly and unhurried)* Guete Morge. Was chan ich für Sii tue?
Customer: Look, I'm afraid I don't speak German. We'll have to speak English.
Sales adviser: That's fine, sir. Good morning. What can I do for you?
Customer: *(Angrily)* Well, it's about the brushes I bought here last week. They're no good! They've gone rock-hard. I can't use them. Either the brushes are no good or it's the paint you sold me! I'm under pressure to get our small bedroom painted before my wife comes home with the new baby next Wednesday and now I think it'll all be a disaster. She gave birth on Monday and will be in hospital until the middle of next week. I'm already late and I have to get that room ready by next Wednesday morning at the very latest. We've just found a new apartment and there's a lot of painting to do but the baby's room has absolute priority and now I won't get it finished in time. I started painting yesterday morning and was going to carry on painting in the evening but the brushes were rock-hard. I'm getting nowhere!
Sales adviser: I can see you have a lot to do at the moment, sir but first of all congratulations on the birth of your baby!
Customer: Thanks.
Sales adviser: Look, I know you're busy, but would you like to take a seat over here by the coffee machine, so we can talk about this?
Customer: OK.
Sales adviser: And can I get you a coffee?
Customer: Yes, I could do with a coffee.

Sales adviser: Very good, sir. How would you like it?
Customer: Black, no sugar.
Sales adviser: *(Sound of coffee machine)* Here you are, sir.
Customer: Thanks.
Sales adviser: Well, I'm sorry to hear that you're unable to carry on painting at such an important time. It must be very frustrating.
Customer: You can say that again!
Sales adviser: And please let me apologise for the inconvenience our products have caused you.
Customer: Yes, it's really difficult at the moment.
Sales adviser: Yes, I see what you mean, sir. Now if I've understood you correctly, you started painting the baby's room and the paint brushes went rock-hard and you couldn't use them again. You started painting yesterday morning and were going to carry on painting in the evening but the brushes were too hard and you couldn't carry on painting. The baby's room has to be ready by next Wednesday morning when your wife comes home from hospital. You think you perhaps have the wrong brushes or the wrong paint. Is that what happened, or have I left something out?
Customer: Yes, that's what happened and I bought everything here.
Sales adviser: Well, I think I have a solution for you, sir. If you leave brushes out for longer than three hours, they go hard and can't be used. I think this is what happened in your case. It's best to put wet brushes in a plastic bag and tie it up tightly to keep the air out. In that way they can be used again. We have a special offer for brushes and rollers this week, so I'll give you a set of brushes and a roller at no extra charge and you can try them out.
Customer: Great! That's a good solution. And what about using the brushes the next day? How do I make sure I can do that?
Sales adviser: At the end of the day, it's best to rinse out brushes and rollers used for indoor emulsion paint in water, squeeze them out and leave them to dry overnight.
Customer: OK. I'll do that. Thanks.
Sales adviser: You're welcome, sir. Here's the set of brushes and the roller and thanks for letting us know about the problem. Please also let us know how you get on with the new brushes and roller when you have the time.
Customer: I will. Thanks for the set. Bye for now.

Sales adviser: Goodbye, sir and I'm sure the baby's room will be perfect when you've finished painting it!

Customer: I hope so ... *(fade)*

Track 72: Unit 14, Part A, 2A, Dialogue 2

Sales adviser: *(Slowly and unhurried)* Grüessech. Was chan ich für Sii tue?

Customer: I don't speak German. You'll have to speak English.

Sales adviser: All right. What can I do for you?

Customer: *(Angrily)* The emulsion paint I bought here last week to paint my grandmother's house is no good. I bought 40 litres of it here and it's sub-standard. It's an interior and exterior emulsion paint, or at least that's what it says on the tub, but it's no good for outside and when I ...

Sales adviser: *(Interrupting)* If you bought an exterior and interior emulsion paint here, then that's what it is. We sell large quantities of it every week. It does the job.

Customer: As I was saying before you interrupted me, when I used it to paint my grandmother's living room, it was all right. I also used it to paint her bedroom and the results were good. I used a roller in both cases and the results were good. I plan to repaint the outside of the whole house but when I used a roller to paint the outside of the garage, the results were a disaster. The garage walls are patchy now. It looks like an old garage, not a freshly painted one. You've sold me the wrong paint, so I'll have to get it somewhere else. I want my money back.

Sales adviser: We can't do that, sir. We sell top quality paint here. You must have done something wrong.

Customer: *(Angrily)* I know how to paint! I've come over here from England to help my grandmother because my grandfather's just died and she wants to sell the house and needs my help. It's very hard for her at the moment, and for me too, and now you sell me the wrong paint!

Sales adviser: Did you use an undercoat?

Customer: Undercoat? Why should I use an undercoat? I could see when I painted the living room and bedroom that it's a one-coat paint.

Sales adviser: So you didn't use an undercoat on the garage.

Customer: No, of course not! You don't need an undercoat with a one-coat paint.

Sales adviser: You do for a garage. That's what you did wrong. And you also need a different

roller for an outside wall. Did you use a different roller?

Customer: No, of course I didn't. The first roller was fine.

Sales adviser: When an emulsion paint is used as an exterior paint, you need a different roller and an undercoat. An exterior wall is very different from an interior wall. It's rougher and needs more paint. It's too late for the garage now. You'll have to paint it again with the paint you already have. You may also need to buy some more. For the rest of the work on the outside of house you'll need an undercoat and a different roller. We have the undercoat and the roller in stock. You can buy them now.

Customer: So you want me to buy more paint and a new roller. It sounds like throwing good money after bad. How can I be sure you're right?

Sales adviser: I've told you what you did wrong. I've told you what you need to do now and we have what you need in stock. There's nothing more I can do for you.

Customer: It can't be that simple. I want to speak to the manager. *(fade)*

Track 73: Unit 14, Part A, 2A, Dialogue 3

Sales adviser: *(Slowly and unhurried)* Grüessech. Was chan ich für Sii tue?

Customer: I don't speak German. You'll have to speak English.

Sales adviser: That's fine. Good afternoon, sir. What can I do for you?

Customer: *(Angrily)* You've sold me the wrong paint! I bought two tubs of interior and exterior emulsion paint last week but it doesn't do the job. I'm working on my Swiss friends' house while they're away and the paint was fine when I used it on an outside wall but when I used it for a ceiling inside the house, it was a disaster. I started painting the ceiling and it dripped all over my head and down the handle of the roller! This paint is useless! I want my money back now, so I can buy the right paint.

Sales adviser: I see what you mean, sir and painting a whole house is a big job and also hard work but I'm sure the results will make it all worthwhile. I'm very sorry to hear that you can't get on with the work on your friends' house. I'd like to hear a little more about the paint and the roller, so can I offer you a glass of mineral water while we sit down and talk about it?

Customer: Well, I'm glad you're not offering me tea because I've never found anybody who can make a good cup of tea in this country. I'll have a cup of coffee.

Sales adviser: Very good, sir. How would you like it? Black, white, with or without sugar?

Customer: White with three sugars.

Sales adviser: (Sound of coffee machine) Here you are, sir.

Customer: (Grudgingly) Thanks.

Sales adviser: In this case, I believe the problem is the roller. You bought a roller from us for an outside wall. Outside walls take more paint, so we sold you a long-pile roller. The pile on a long-pile roller is about 21 millimetres long. It takes a lot of paint and covers a rough or porous surface well. A ceiling inside the house has a different surface. Ceilings are smooth and don't need much paint, so when you held up the long-pile roller covered in paint to do the ceiling, the paint ran down the handle. The solution in this case is to use a short-pile roller. The pile on a short-pile roller is about 12 millimetres long. It takes less paint and is very good for ceilings.

Customer: I see. That makes sense. And now you want me to buy a new roller.

Sales adviser: I want to give you a new roller, sir. The handle on the long-pile roller fits any roller, so I'll give you a short-pile roller now, so you can finish the ceiling.

Customer: That sounds a bit better. All right, I'll do that.

Sales adviser: Good. I'll get you a short-pile roller, sir and please let me know what you think of it if you have the chance to call by again.

Customer: I'll be back and you can be sure I'll tell you if your advice was right or not.

Sales adviser: I'll look forward to that, sir (fade).

Track 74: Unit 15, Foundation, 1A und 1B

Leon: Good morning, sir. What can I do for you?

Customer: Good morning. I'd like to buy my daughter a mobile. She's coming up to her 12th birthday and she'd like a phone.

Leon: Very good sir. Could I ask you when your daughter's birthday is, so we can get everything done in good time?

Customer: Saoirse's 12th birthday is on the 10 of December.

Leon: Good, so that gives us enough time. Now we have some excellent starter phones for your daughter, sir. This one, for example, the Malong Galactic B3 comes in a number

of different colours and has an excellent camera. Would you like to take a look at it?

Customer: Yes, please.

(A few minutes later)

Leon: You've made a good choice with the Malong Galactic B3 in pink, sir. I'll order one for you now and it should be here by the end of the week. We'll notify you as soon as it's on its way. We can also send it to your home address, if that's easier for you.

Customer: Yes, that's a good idea but not to my home address because the children will see it. Can you send it to my work address?

Leon: Very good, sir. Is there anything else I can do for you?

Customer: Yes, there is, actually. My son, Tadgh, will be 18 on the 15 of December and I'd like to get him some earbuds. I believe there's a new model coming out.

Leon: Yes, the EB TekTouch 2. We're expecting them any day. Shall I reserve a pair for you, sir?

Customer: Yes, please.

Leon: Would you like me to notify you when they're available and also send them to your work address?

Customer: Yes, please. I don't want Tadgh to see them too early.

Leon: Yes, I fully understand, sir. Do you have a CherryLectric customer card?

Customer: No, I don't actually. We've just moved here from Cork.

Leon: I see. I can register you now, sir if you wish and you'll get a lot of benefits.

Customer: That sounds interesting. What would they be?

Leon: You'd get updates on all our special offers, points for every purchase, discounts, free delivery for online orders and a birthday gift. It's all in our app.

Customer: OK. What do I have to do to register?

Leon: I'll fill in the registration form for you now, sir. All you have to do is give me a few details and sign on the dotted line.

Customer: Great!

Leon: Just let me get the form on my screen ... Here we are. So your title is ...

Customer: Doctor. And the family name is O'Donoghue. Dr Sean O'Donoghue.

Leon: Could you just spell me your family name, please?

Customer: Yes, it's O'Donoghue, spelt capital O – apostrophe – capital D – o – n – o – g – h – u – e.

Leon: (Repeating) So that's capital O – apostrophe – capital D – o – n – o – g – h – u – e.

- Customer:* That's right and my first name is Sean, spelt S – e – a – n.
- Leon:* S – e – a – n. OK, I've got that. Date of birth?
- Customer:* The fifteenth of October nineteen eighty.
- Leon:* *(Repeating)* The fifteenth of October nineteen eighty. And your home address?
- Customer:* A hundred and thirty-five Eyre Street.
- Leon:* Is that spelt capital A – i – r?
- Customer:* I'm afraid not. It's spelt capital E – y – r – e.
- Leon:* *(Repeating)* Capital E – y – r – e, and that's here in Galway, isn't it?
- Customer:* Yes, and the postcode is H82 V2K5.
- Leon:* *(Repeating)* H82 V2K5. And I'll just tick Ireland ... Now you said you wanted the mobile and the earbuds delivered to your work address, is that right, Dr O'Donoghue?
- Customer:* Yes, please.
- Leon:* We'll do that for you, Dr O'Donoghue. Could I just have your work address, please?
- Customer:* Yes, it's Galway College, Biology Department ...
- Leon:* *(Repeating)* Galway College, Biology Department ... And the house number and street?
- Customer:* Four hundred and twenty-five College Road.
- Leon:* *(Repeating)* Four hundred and twenty-five College Road. And the postcode is ...?
- Customer:* H91 TK33.
- Leon:* *(Repeating)* H91 TK33. Great! Now I need your email addresses and phone numbers. Let's start with the email addresses. What's your home email?
- Customer:* It's sean – dot – odonoghue – one word, no apostrophe – at – irishnet – one word – dot – i – r – l.
- Leon:* *(Repeating)* So that's sean – dot – odonoghue – one word, no apostrophe – at – irishnet – one word – dot – i – r – l. And your work email?
- Customer:* My work email is s – dot – odonoghue – one word, no apostrophe – at – gcollege – one word – dot – i – r – l.
- Leon:* *(Repeating)* s – dot – odonoghue – one word, no apostrophe – at – gcollege – one word – dot – i – r – l. Good. Now we only need some phone numbers and we're done. Let's start with your mobile number. I'll just write in plus three five three for Ireland for all three phone numbers in the form ... and then your mobile number is ...
- Customer:* Eight three, seven three six, oh nine four.
- Leon:* Eight three, seven three six, oh nine four. And your home landline?
- Customer:* Nine one, three six two, two two.
- Leon:* *(Repeating)* Nine one, three six two, two two. Great! All I need now is your work number.
- Customer:* Nine one, three nine two, three eight.
- Leon:* *(Repeating)* Nine one, two nine two, three eight.
- Customer:* Er ... three nine two, not two nine two.
- Leon:* Sorry. Let me just repeat that. Nine one, three nine two, three eight.
- Customer:* Yes, that's right.
- Leon:* Excellent. Now we have a newsletter that we can email you. Would you like me to sign you up for that?
- Customer:* Yes, please.
- Leon:* Digital or print?
- Customer:* Digital.
- Leon:* And we also include offers and updates about a wide range of new models. Shall I include that?
- Customer:* Yes, why not, but not every new offer for everything, please!
- Leon:* I fully understand, Dr O'Donoghue. Shall I go through them for you?
- Customer:* Yes, please.
- Leon:* Are you interested in receiving information about appliances, washing machines and so on?
- Customer:* No thanks.
- Leon:* Cameras?
- Customer:* Yes.
- Leon:* Computers?
- Customer:* Yes.
- Leon:* Gaming?
- Customer:* Certainly not!
- Leon:* Health and beauty?
- Customer:* No thanks.
- Leon:* Computer accessories?
- Customer:* Yes.
- Leon:* Smart tech. Things like smart house, security cameras and so on?
- Customer:* Yes.
- Leon:* TV and audio?
- Customer:* Yes.
- Leon:* Cooking and baking?
- Customer:* Not my cup of tea.
- Leon:* Gifts? I mean presents for family members, your wife, teenagers, kids.
- Customer:* Yes, I never know what to give my wife, so you can tick her. And you can tick the teenagers, too but my two younger kids are too young for digital stuff.
- Leon:* Very good, Dr O'Donoghue. I'll tick for her and the two teenagers but not for the two kids.
- Customer:* Yes, that's right.
- Leon:* I think we're almost finished now. I'll just add the details of delivery to your work address for the two birthdays under Further information.

Customer: Yes, that's important.
Leon: So for your daughter, Saoirse, I'll add: Deliver Malong Galactic B3 mobile to customer's work address before the tenth of December.
Customer: Yes, that's right.
Leon: And for your son, Tadgh: Deliver EB TekTouch 2 earbuds to customer's work address before the fifteenth of December.
Customer: Excellent. Is that it?
Leon: Just two more things, Dr O'Donoghue. Can I tick that you consent to our storing your data?
Customer: Yes, no problem.
Leon: Very good. I'll just add today's date, which is the thirtieth of November ... and all you have to do is sign here ...
Customer: There you are ... (*signs*)
Leon: Thanks. We'll send you a copy of your registration by email. Is there anything else I can do for you, Dr O'Donoghue?
Customer: That's it, thanks.
Leon: So thanks for registering with CherryLectric and have a nice day ... (*fade*)

Track 75: Unit 15, Foundation, 1C

Number 1 is Sersha, spelt capital S – a – o – i – r – s – e.
Number 2 is Padrig, spelt capital P – a – d – r – a – i – g.
Number 3 is Leesha, spelt capital L – a – o – i – s – e.
Number 4 is O Sheen, spelt capital O – i – s – i – n.
Number 5 is Shevon, spelt capital S – i – o – b – h – a – n.
Number 6 is Shame-us, spelt capital S – e – a – m – u – s.
Number 7 is Keerer, spelt capital C – i – a – r – a.
Number 8 is Oh-win, spelt capital E – o – g – h – a – n.

Track 76: Unit 15, Foundation, 2B and 2C

Norma: Good morning, everyone and welcome to this morning's budget meeting. I'll start today by welcoming Peter Foley, CherryLectric's Regional Manager. He's here today to give us the sales targets for January, which, as you all know, is only a few weeks away.
Peter: Good morning.
Norma: And I'd also like to introduce our new member of staff, Leon Keller from Switzerland. Welcome on board, Leon!
Leon: Thank you! I'm very happy to be here.
Norma: And we're happy to have you at CherryLectric, Leon. I've given everyone a handout with a list of the items Peter will be talking about, so you can fill in the figures as we go along. I'll now hand over to Peter.

Peter: Thanks, Norma. Next month's figures are very important because we have a number of new models in stock all over Ireland and we expect them to sell well. As regards gross turnover in Galway, we expect eighty thousand euros for the TVs and ninety for the notebooks.
Norma: Can I just come in on that please, Peter?
Peter: Yes, certainly.
Norma: Can we be sure that the Malong HomeView smart TVs will be here in good time for January?
Peter: Yes, the Malong HomeView smart TVs are in stock at our central warehouse in Dublin, and they'll be here in Galway in a week or so. How have you advertised them here in Galway, Norma?
Norma: We've advertised them in the local press and on our website, so I believe they'll sell well. We're also offering free installation and troubleshooting for the first six months. And there's a competition to win a free soundbar.
Peter: I see. How does your competition work?
Norma: If you buy a new TV and guess who will win the big match between Galway and Kilkenny at the end of January, you win a free soundbar. The first fifty to guess right get one.
Leon: Excuse me, but is the big match a football match?
Norma: No, it isn't football, Leon. It's hurling.
Leon: Hurling?
Norma: It's an Irish game a bit like field hockey. It's played outside on grass with sticks and a small white ball. It's very popular here. We can get you tickets for the match if you like because we sponsor the Galway team.
Leon: That's a great idea! Thanks!
Norma: You're welcome, Leon. Back to you, Peter.
Peter: Thanks, Norma. What are your plans to promote the notebooks?
Norma: Well, there are always lots of college and language school students in Galway and many will also get cash presents for Christmas. This means they'll have more money in their pockets in January. And the language schools also start courses in the new year, so for January, February and March we're offering a free shoulder bag and a year's free insurance against theft and damage with every new notebook. We have details of this offer on our website and on social media, so I believe we should easily gross ninety thousand on the notebooks.
Peter: Good. Now my next point is the smart-phones. You normally gross between forty

and fifty thousand euros in January on smartphones, so I've played safe and budgeted for forty thousand. How do you plan to promote the smartphones, Norma?

Norma: With every new smartphone we're offering a free selfie stick and a 20% reduction on a screen protector. There's also a lucky draw to win wireless earbuds. All this is on our website and on social media.

Peter: I see. So, with eighty for the TVs, ninety for notebooks and forty for the smartphones, that comes to a total gross turnover of two hundred and ten thousand euros, which I think is a pretty reasonable figure.

Norma: It's higher than January last year, but OK. So what's next?

Peter: Well, as I said, that was total gross turnover but to get all this to happen, I've included five thousand euros for discounts and promotions. I've also included a thousand euros for liquidations.

Norma: Yes, we'll need to sell off the older TVs, notebooks and smartphones to make way for the new models.

Leon: Can I just come in on that please?

Norma: Yes, certainly.

Leon: How much will you reduce the old models by for the liquidations?

Norma: We'll reduce them by 50% in the first week and 75% as from the second. They'll end up selling at a quarter of the list price.

Leon: Thanks.

Norma: You're welcome, Leon. Back to you, Peter.

Peter: Thanks. My next point is the total reductions. They come to six thousand euros and if we now deduct the six thousand euros from the total gross turnover of two hundred and ten thousand euros, we get the total net turnover, which comes to two hundred and four thousand euros.

Norma: That sounds pretty realistic, Peter but I'm very interested to hear what margin you're expecting for January.

Peter: According to my calculations, the cost price of the goods that you are expected to sell in January comes to a hundred and twenty thousand euros. I mean by that the cost price of the TVs, notebooks and smartphones. Now some of the goods that you have in stock will also have to be written off. I'm thinking of goods that you just can't shift, such as out-of-date TVs that no one wants, notebooks with an old operating system and smartphones that are outdated. I've allowed five thousand euros for the write-offs.

Norma: Five thousand euros for write-offs. Yes, it's a fast-moving market and you just have to live with that these days.

Peter: So, if we add the write-offs to the cost price of the goods we expect you to sell, meaning if we add five thousand to the hundred and twenty thousand euros, we come to a hundred and twenty-five thousand euros, which is the total cost of the goods. If you now deduct the total cost of the goods from the total net turnover of two hundred and four thousand euros, you get the total margin, which, in this case, is seventy-nine thousand euros.

Norma: So you're expecting a total margin of seventy-nine thousand euros for January. That's a very big profit, Peter.

Peter: Yes, but you can do it, Norma. Your branch has a lot of customers. I've allowed for a total of one thousand seven hundred customers next month.

Norma: One thousand seven hundred customers to generate a total net turnover of two hundred and four thousand euros. That means that the average customer spend is ...

Peter: The average customer spend is a hundred and twenty euros per purchase, which isn't much when you think of how much a smartphone costs these days.

Norma: Yes, that's true ... *(fade)*

Track 77: Unit 15, Part A, 2D

Leon: *(Fade in)* ... Right, so we've looked at Betterwrite's figures for last month and seen that the total number of customers was higher than the budget figure, but average customer spend was lower. And your shop's actual total margin was also lower than expected and that's the problem. We now need to find the reasons for this, so you can write them in your explanation for your boss, but first of all was January the first bad month?

Ciara: No, not really. Business has been bad for more than a year now because the students don't come to us any more. They all go to the QT Paper Shop.

Leon: Oh, I see. Why do they go there instead of to you?

Ciara: It's a new shop that opened in the shopping centre last year. It's very big with four cash desks and it also has self-checkouts, so nobody waits to pay. It's targeting the students that came to us. It has special offers and discounts for students and it's all digital. The location's also good because it's near the snack bars where the students meet.

Leon: But what about your shop? Does it have self-checkouts?

Ciara: No, it doesn't. We have two cash desks but we don't have enough staff to operate both at the same time. I think a self-checkout would be a good idea. Or another member of staff because when the queue at the cash desk is too long, some customers give up and walk out without buying anything.

Leon: Yes, I'd lose patience, too if I had to wait too long in the queue. OK, so you only have enough staff for one checkout and don't have a self-checkout. Now let's look at the figures again for a moment. I see that cartridges made the biggest loss. Why do you think that is?

Ciara: Well, that's because QT had a special offer for printers. They advertised them on social media and they were so cheap that lots of students bought them and didn't need cartridges for their old printers.

Leon: Yes, that would explain the poor figures for cartridges, but you said that QT was all digital. What did you mean by that?

Ciara: QT have an app, a really good app with details of all their goods and services and discounts for students. You can order online with home delivery, and they also have click and collect, which is very popular with the students because they can call by any time and pick up what they need.

Leon: And what about your shop?

Ciara: Betterwrite only has a website, but you can't order on it. We also don't have an app and don't offer click and collect.

Leon: Well, I think that explains why last month's figures were bad, Ciara ... *(fade out)*

Track 78–103: Appendix, A6, Spelling alphabet

A	for Alpha
B	for Bravo
C	for Charlie
D	for Delta
E	for Echo
F	for Foxtrot
G	for Golf
H	for Hotel
I	for India
J	for Juliet
K	for Kilo
L	for Lima
M	for Mike
N	for November
O	for Oscar
P	for Papa
Q	for Quebec
R	for Romeo
S	for Sierra
T	for Tango
U	for Uniform
V	for Victor
W	for Whisky
X	for X-ray
Y	for Yankee
Z	for Zulu

Track 104–107: Appendix, A6, Currencies

<i>francs / centimes</i>	nine francs ninety-five
<i>euros / cents</i>	a hundred euros
<i>pounds / pence</i>	ten pence
<i>dollars / cents</i>	one thousand two hundred and fifty dollars

Track 108–109: Appendix, A6, Dates and time formats

<i>the ninth of August</i>	<i>two thousand and one</i>
<i>eight</i>	A – M
<i>one thirty</i>	P – M
<i>eleven forty-five</i>	P – M