

Unit 1

1.1

- a** The first thing I do when I meet someone is say 'It's very nice to meet you'. Then I usually talk about my job and I ask questions about their job. I think it shows you are interested if you ask a lot of questions. I don't tell jokes or funny stories. I only do that with close friends. And I don't make a lot of eye contact. I'm quite shy so I look at my hands or at the floor a lot of the time.
- b** When I meet someone for the first time, I tell them my name and I always shake their hand. I think that's the polite thing to do. I often feel nervous when I meet new people so I sometimes play with my hair. I wish I didn't do that. What do I usually talk about? The weather and jobs. But I don't talk about money. That's just rude!
- c** I speak four languages – English, French, Arabic and Chinese. So when I meet someone I say 'Hello' or 'Bonjour' or 'Merhaba' or 'Ni hao'. And I sometimes kiss the person, or I shake hands, or sometimes I bow. It depends on what country the person is from, of course. And conversation? Well, I generally meet people through my job so we talk about money.
- d** I think the most important thing to do when you meet someone is to be friendly. So I always smile and I tell a joke or a funny story. I never talk about boring things like the weather. Why does anyone want to talk about that? I like interesting conversations about politics and things like that.

1.2

annoyed
bored
called
danced
jumped
surprised
played
talked

1.3

Danying

I don't have a TV and I don't play video games, but I use my phone a lot. Yesterday, I didn't have my phone and I couldn't send texts to my friends so I felt very lonely.

Marwan

I usually listen to music, text my friends and read the news at the same time. But yesterday I went outside and I walked for two hours. My head felt very clear!

Erica

I love the internet and I spend hours on it every day. During this experiment I didn't know what to do. I didn't leave the house! I just stayed in the kitchen and made cups of tea. I wasn't happy because it was really boring!

Brandon

I live with my friends, but we don't talk very much. Everyone just watches TV. But yesterday we chatted and laughed all day. It was one of the best days of the year!

1.4

I wasn't happy this morning.
I didn't have a job last year.

1.5

wasn't
didn't
doesn't
don't

1.6

- A** So, did you use your phone yesterday?
B Yes, I did. I used it all day.
A Who did you ring?
B I rang my friends Mehmet and Khalid. And I sent a lot of texts and emails. What about you? What did you do?
A I did some research on the internet for my assignment.
B Did you finish it?
A No. The internet connection was really slow.
B Were you at home?
A No, I was in the library. There was a problem with the server.
B Oh, no.

1.7

- Hanif** Hi, Tahsim. How are you doing?
Tahsim Pretty good. And you?
Hanif OK. But lectures are really boring. My lecturer speaks very slowly and he just reads his notes. What about you?
Tahsim Well, you're right basically. Lectures are boring. But I think our Engineering lectures are OK.
Hanif Really? I'm not sure. He never uses slides and his explanations are so long.
Tahsim I see your point, but some lectures are OK.
Hanif Well, anything is better than maths.
Tahsim I completely agree.

1.8

Lectures are boring.
I think our Engineering lectures are OK.
What about you?
What do you think?
You're right.
I completely agree.
I disagree.
I don't think so.
I'm not sure.

1.9

- Chris** Oh, hi, Gemma. Have you got a minute?
Gemma Yes, sure. Why?
Chris Well, it's just about the kitchen. It was a bit of a mess last night. I had to spend half an hour washing the dishes and cleaning up before I could eat.
Gemma Really? I'm so sorry. But actually most of the mess has been there for two or three days.

Transcripts

Chris Right. Yes, I see your point, but some of the mess was yours.
Gemma Yes, OK. Look, let's both try to clean up in future. And we need to talk to Jim. He never washes up.
Chris You're right. Thanks, Gemma.

Unit 2

2.1

Pavel Hi, Tina. Where are you?
Tina I'm standing outside the cinema.
Pavel Yeah, I'm sorry, but I'm a bit late.
Tina Where are you?
Pavel I'm walking past the park.
Tina Past the park? Can you see the bus stop?
Pavel Yes, the bus is coming.
Tina Great.
Pavel Oh, no. The bus is going!
Tina Pavel.
Pavel I'm sorry. I'm going as fast as I can.
Tina OK. I'll see you in the cinema.
Pavel OK.

2.2

- a I'm standing outside the cinema.
- b I'm a bit late.
- c I'm walking past the park.
- d The bus is coming.
- e The bus is going.
- f I'm going as fast as I can.

2.3

Adel So Sam, how do you know Reem?
Sam Oh, we're old friends. We went to school together. How about you?
Adel I work in the same office. Actually, we sit next to each other.
Sam Oh, right. So you're a journalist, too. Are you writing anything interesting at the moment?
Adel Hmm ... Yes, I am actually. I usually do all the boring stories, but at the moment I'm writing an article about problems in primary schools.
Sam Oh, right.
Adel And what do you do, Sam?
Sam I'm a teacher.
Adel Oh! Let's change the subject then. I'm thirsty. Do you want a drink?
Sam Yeah, that would be nice. Thanks.
Adel Reem? Reem? She's not listening.
Sam That's because she's talking to Eman.

2.4

- a **A** What are you doing?
B I'm standing outside my car. I'm looking at some really dark clouds.
A What's happening?

- B** They're coming closer.
A Is it a storm?
B Just a minute. Well, I'm looking at my phone. It says a tornado is two kilometres away.
A Two? You'd better get out of there!
B Yes, it's getting a bit windy!

- b **A** Where are you?
B I don't know.
A What are you doing?
B I'm standing in the road.
A What's the problem?
B My car isn't working.
A What's the weather like?
B It's snowing.
A Oh, dear. That doesn't sound good.

2.5

Reem Hi, Ana. How are you?
Ana I'm fine, thanks.
Reem Listen, are you free on Saturday?
Ana No, I'm afraid I'm busy. I'm meeting a friend.
Reem Oh, OK. How about Sunday?
Ana Yes, I'm free. What shall we do?
Reem Would you like to go to the cinema?
Ana Yes, I'd love to!
Reem Great! Let's meet at the cinema at 7.30.
Ana Good idea. See you then!

Slideshow – A language we all understand

Let's start with a quiz – what language is used most widely, across the world? Can you think?
Chinese? Good guess! Chinese is spoken by more than a billion people! That's 16% of the world's population. But no, that's not the answer we're looking for.
English? Another good guess – this is an English course, after all. English is spoken in more than 60 countries. It's the international language of business and of science, so many people study it as their second language. But no, that's not it. Any more guesses? No? OK, the answer is 'body language'. (Sorry about the trick question!) Some experts claim that up to 90% of communication during a face-to-face conversation is 'non-verbal' – that is, unspoken.
That's why, in written communication like emails or text messages, it can be hard to know if someone is upset or if they are joking. Unless you use emoticons, such as smileys or winking faces.
Or emojis, like these. They help make the tone of the message clearer. And, of course, they're also often used to make jokes. Do you use emoticons or emojis? Which do you find most useful?
Now back to the real world. Body language can be divided into three groups: body postures, gestures and facial expressions. Our body posture is the way we hold our bodies. With it, we convey a lot of important information about how we feel. For example, when we are annoyed with someone, we might cross our arms and lean forward.

Gestures are movements of our bodies – usually our hands – to make a point, emphasize an idea or make something clearer. What does this gesture mean?

And lastly, facial expressions. Did you know – there are 43 muscles in the face. We use our faces – our eyes, eyebrows, lips, noses and cheeks – to show our feelings.

An obvious example is the smile. We usually smile to show we are happy or pleased about something.

But some smiles are easier to read than others. This one is very hard to read! It's Leonardo da Vinci's *Mona Lisa*. It's one of the most famous paintings in the world. All the great painters knew about the power of body language. That's why their works are still so powerful today.

In *The Tragedy*, Picasso shows us what pain looks like. We can see that this family has suffered a terrible loss. All three family members bow their heads, hunch their shoulders and avoid eye contact. Sometimes great art can be heartbreaking.

This painting – *The Return of the Prodigal Son* by Rembrandt – tells a story. A son has come home after many years of wasting his father's money. He kneels in front of his father and bows his head. His father has grown old and tired. But look at his face. We can see that, even after all the bad times, he forgives his son.

This painting is more modern. It was painted in 1942. It's *Nighthawks* by Edward Hopper, the so-called 'painter of American loneliness'. He mastered using light to show mood. But he also understood body language.

Look carefully at the couple at the counter. How do they feel about each other? How can you tell?

Last one – a *Portrait of Pope Innocent X* by Diego Velázquez.

This painting is all about power. The man knows he is important. He sits on his throne in a 'power posture' – shoulders back, head held high. And look in his eyes. So much confidence. But is there something else? What can you see? This is what Francis Bacon saw, 300 years later. Wow! Terrifying!

Anyway ... we can tell a lot about other people from their body language. But we can also use our own body language to our advantage. This is Amy Cuddy. She's a social scientist. Her theory is: 'Our body language shapes who we are'.

Her research shows that, if we change our posture, we can completely change the way other people see us.

But her research has also found something even more interesting. And very useful! She has found that if we strike a positive pose for a few minutes every day, we can actually change the chemistry in our bodies. Would you like to try? Find a quiet corner.

Put your hands on your hips, keep your back straight and hold your head high. Get comfortable. Breathe slowly and deeply. Now, hold the pose for two minutes. Don't laugh! Can you feel your body chemistry changing? Can you feel your confidence growing?

Other people will sense it. They will think of you as a successful, important person. And they'll respect you more. Why not try it before your next presentation?

You'll ace it!

Unit 3

3.1

Photo a

A Have you seen this photo?

B Wow! Who's that?

A His name is Hans Müller. He's climbed some of the most dangerous places in the world without any safety equipment.

B What? Do you mean he doesn't use ropes or anything?

A Exactly! And he takes a photo of himself at the top.

B That sounds very dangerous. Has he ever had an accident?

A No, he hasn't. He must be a very good climber.

B But why does he do it?

A He says he likes the views!

B Well, we all like taking selfies, but have you ever taken a selfie like that?

A No, I haven't!

Photo b

A Have you ever painted something?

B Yes, I have. I painted my bedroom last year. Why?

A Well, there's a good story here. You know those really poor areas of cities in Brazil?

B Yeah, they're called 'favelas', aren't they?

A That's right. Well, these two artists went to Rio de Janeiro in Brazil. They noticed that a lot of the people living in the favelas were very good at painting. So they organized a big painting project.

B What have they painted?

A They've painted the outside of the houses in the favela. You can see in the photo. They've used all sorts of colours and shapes.

B They're amazing. How many buildings have they painted so far?

A They've done one part of the favela. But they've had some problems because the favela is a bit dangerous.

B Really?

A Yeah. But they are planning to carry on.

3.2

a I've met the King of England.

b Amir hasn't driven a car before.

c A Have you ever lived in another country?

B No, I haven't.

3.3

Interviewer

Where have you travelled with your son and what have you done?

Shona Mitchell

Where do I start? We've done so many amazing things together. So far we've been to the Sahara and we've slept in the Amazon Rainforest. We've climbed mountains and we've swum with dolphins. And, of course, we've met some amazing men and women from many different countries.

Interviewer

Have there been any problems?

Transcripts

- Shona Mitchell** Well, he hasn't enjoyed everything. We've stayed in some very basic accommodation. And he's been sick a few times.
- Interviewer** And what about his education? Has he missed a lot of school?
- Shona Mitchell** Honestly, yes, he's missed quite a lot of school. But I think school is less important than travelling and seeing the world. He's learnt more about the world from our travels than at school. I plan to take him on another trip soon.

3.4

- a** The level of noise in the stadium is growing steadily. The two teams are coming out of the players' tunnel. The crowd are clapping and waving. This is a very important match for both teams.
- b** The train now approaching platform six is the 13.26 service for Gatwick Airport, calling at Reigate, Redhill and Gatwick Airport. First-class accommodation is at the front of the train.
- c** ... and now you need to make the sauce. I've used a mix of butter, flour, milk and cheese and I've added a little salt and pepper. Now I'm stirring them together ... I've also added some garlic to increase the flavour. Heat the mix until the sauce is nice and thick. There ... a perfect white sauce.

Unit 4

4.1

- a** scenery
- b** suggest
- c** local
- d** villages
- e** private
- f** waiters
- g** international

4.2

- Interviewer** Thank you for agreeing to do this survey. There are just four questions. So, let's start with the first question. How do you travel when you go on holiday?
- a** Well, I usually fly because it's the quickest and the cheapest way to get somewhere.
- Interviewer** Great.
- b** And I drive because I like to see different places on the way. The journey is like a holiday, too.
- Interviewer** OK.
- c** Me? I go by train because it's better for the environment. And it's quiet and peaceful.
- Interviewer** Thank you. So let's move on to the next question. Where do you usually stay on holiday?
- a** For me, I stay with a local family. You can learn about their lives and they will get some money.
- Interviewer** OK.

- b** And I stay at a five-star hotel. It's expensive, but I want to feel comfortable on my holiday.
- c** Well, I stay at the cheapest hotel I can find. Then I can spend my money on more interesting things.
- Interviewer** Great answers. OK. Next question. Where do you normally eat?
- a** I go to the local markets for fresh food and I eat street food. I learn the names of things in the local language.
- b** I find a restaurant where all the local people are eating and I ask the waiter to choose the food for me.
- Interviewer** I see.
- c** And I go to a restaurant I know like McDonald's. It's probably more expensive, but I don't want to get ill.
- Interviewer** Brilliant. And last question. How do you find your way around?
- a** I use local guides to tell me everything about the culture and I learn some words to speak to local people.
- b** I walk around and look at things, but I don't need a guide.
- c** I'm not interested in visiting places or learning about anything. I'm here to have fun and relax. It's a holiday, not school.

4.3

My name is Daiyu. I was born in 1972 and I am from the city of Shenzhen in Southern China. My city has changed so much in my lifetime, it's incredible. When I was a child it was just a fishing village, but Shenzhen has become a very important world city. In 1980, the Chinese government made it a 'special economic zone' and it began to change very quickly. The population has grown so much! In 1979, it was about 314,000. Now it is more than ten million. In just five years, from 1990 to 1995, the population grew from 1,214,000 to 4,491,000.

Most of the people in Shenzhen have moved from other parts of China and millions of them leave the city at the weekend and go back to see their families.

But, of course, it's not just the population that has grown. Thirty years ago there weren't any tall buildings in Shenzhen, but today there are 23 buildings over 200 metres high. My favourite is the Shun Hing Square. Workers finished building it in 1996 and at that time it was the tallest building in Asia.

It's difficult to say if all these changes have been positive or negative. A lot of things have improved, of course. We have better roads and an international airport, and we even have a metro system. It opened in 2004. And all the development has created a lot of jobs. But not everything has been good. Pollution has got worse and, of course, the city is more crowded now.

4.4

New York had the biggest population in the world in 1950. The population was about 12 million – about one million more than Tokyo. As Tokyo's population doubled, New York's population went from 12 million in 1950 to just 16 million in 1975. Between 1975 and 2000, Mexico City became the second largest city and New York moved to third place. Its population in the year 2000 was nearly 18 million. Between 2000 and 2005, the population grew by about one million, and over the next ten years it went up by another million to over 20 million. So, in 65 years New York's population increased by about eight million and Tokyo's increased by over 24 million.

Slideshow – A sense of adventure

When you are planning a trip abroad, you have lots to think about. Where will you stay? What will you see? How much money are you going to need? And, are you ready for an adventure?

You have to do some research. These days, the first place many people look for travel information is online. Websites like TripAdvisor host millions of up-to-date reviews on hotels, restaurants, places to go and things to do.

Negative reviews can really hurt a business. This means that businesses have to maintain high standards. If a restaurant serves bad food or has rude staff, everyone knows.

So, here's a travel tip. The next time you stay at a hotel, put a TripAdvisor tag on your luggage. Or, when you arrive at a restaurant, make a show of using the app. The customer service will be top class!

Most of the reviews on travel websites are written by travellers, for travellers. Everyone can share their experiences. Great! But remember – all online reviews are based on opinions.

And some opinions are more useful than others. Some people can be a little bit unfair. What did this reviewer expect? Some reviews are obviously biased.

Some people can't use computers very well. This reviewer probably wanted to award more than one out of five. You also have to remember that the internet is full of jokes. Some reviews are quite funny but not very helpful. And some people will complain about anything!

So, we have to decide which reviews are helpful to us and which we can ignore. Assessing information like this is a key 21st century skill.

Guidebooks are another good source of travel information. They usually include useful maps and lists of recommended destinations. They are well researched. And the quality of writing is very high.

Imagine you are planning a city break in Istanbul. Great choice! An amazing experience is waiting for you.

So you buy a guidebook and read all about the city. Naturally, you decide to visit all the must-see attractions.

You walk across the stunning Ataturk Bridge.

You go to see the wonderful Hagia Sophia.

You visit the elegant Blue Mosque, with its blue tiles and six minarets.

You take a trip to the Byzantine Hippodrome.

And you spend a day at the grand Topkapi Palace. Wonderful stuff. What a great holiday! You've seen all there is to see in Istanbul. Home time!

But wait! Have you sampled everything Istanbul has to offer? Really? Remember that travel is about people, as well as places. It's about meeting other travellers. And it's about mixing with local people and absorbing their culture.

You can learn more about a place in a ten-minute chat with a local person than you can in hours of reading or browsing on the internet.

Travel is also about adventure. The most interesting parts of a city are not always the tourist attractions. What about the markets, squares, cafés and restaurants where the locals go? So, how about you? The next time you have a day or two to spare in a new city, will you leave your guidebook in the hotel and your phone in your pocket?

Who knows who you'll meet or what you'll discover? Often, the unplanned parts of a trip turn out to be the highlights. So, next time you're preparing for a trip, don't forget to pack your sense of adventure.

Unit 5

5.1

A So what do you think is useful in a survival situation?

B What do you mean? Like being in the desert?

A Yes, or on a mountain in the snow. That sort of thing.

B Well, in the desert the most important thing is to have enough water. So I think a water bottle is the most useful.

A Yes, I agree.

B What about being lost? You need something to find your way.

A Definitely. The best thing is a GPS.

B What's that?

A GPS is short for Global Positioning System. It's a gadget that tells you where you are. It has a map and you can ask it for directions.

B Sounds good.

A The only problem is when the batteries run out.

B Maybe a map is better. I mean a paper map.

A You need a compass as well, though.

B That's true. And they're really hard to use. What about in the mountains? What do you need when it's really cold?

A I think a lighter is really useful. You can start a fire and keep warm.

B Good idea. You can also cook and boil water.

A How about sleeping?

B Yes. I think a mat is important, too. You can lie down and rest and not get wet.

A You mean like a rubber mat?

B Yes, it rolls up and you can carry it with you.

A Sounds good.

5.2

This week, we are looking at technology and how it will change the way we live. First, we're going to look at robots

Transcripts

and then we'll look at the possibility of living on another planet and the role robots might play.

So first, robots. Robots are basically computers that act like human beings. They are already quite clever, and one man thinks that one day these robots will be cleverer than humans. Raymond Kurzweil is a director at Google, and he says that by 2029, computers will understand language. They will make jokes and tell stories better than we can. They will read all our emails and everything we type. Then they will use this information to learn about us and the way we think. Kurzweil says these computers will know the answer to your question before you've asked it. But will these robots be safe? Some people are frightened about having very clever robots. But Kurzweil isn't worried. He says the robots won't be dangerous. They will be our best friends.

So what about living on another planet, and how will robots help? For many years, humans have dreamed of going to Mars. But it's not been possible, for many reasons. Firstly, it's a very long journey. Experts predict it will take around seven months. And, of course, Mars is a dangerous place. For example: there is no air to breathe; there is a lot of radiation from the sun; and the red sand that covers the planet may be poisonous to humans. However, NASA – the US National Aeronautics and Space Administration – thinks that there are solutions to these problems. NASA plans to send astronauts to Mars in the 2030s, and thinks that maybe, in the future, people will even live there. But how will they survive? First, NASA will send robots to Mars to investigate the planet. One robot, the *Curiosity*, landed in 2012; another, the *Perseverance*, landed in 2021. Other robots will follow. Scientists hope that the robots will bring back soil and information about the weather. The robots will even use special equipment to make oxygen for people to breathe! All of this research will help astronauts travel safely. But the first astronauts will make a very big decision: they will be away from home for at least two years.

5.3

I'll
you'll
he'll
she'll
we'll
they'll
I won't
you won't
he won't
she won't
we won't
they won't

5.4

- a I'm studying French. Unfortunately, going to France is too expensive, so I think it would be better for me to find another way of studying. You can learn a lot from classes and watching French TV.

- b I'm from the Emirates and I lived in Australia for one year. When I wanted something, a coffee or a sandwich, I couldn't ask in Arabic, of course. So I was always speaking English, every day. I had no choice! And that's why my English has improved so much.
- c I lived in Argentina for six months. I went there to learn Spanish, but also to have fun. I made a lot of friends and I had an Argentinian boyfriend. It was so interesting to learn about a different culture. It was the best time of my life!
- d I went to London and tried to improve my English. It wasn't a good experience. I'm quite shy and I found it really difficult to speak to people. I was nervous because they often couldn't understand me. In the end, I came home early.

5.5

I do	I don't
you do	you don't
she does	she doesn't
we do	we don't
they do	they don't

Unit 6

6.1

- Jack** How do you keep fit, Jodie?
- Jodie** I like cycling at the weekend. How about you?
- Jack** I like going to the gym and doing a few weights.
- Jodie** I don't like going to the gym. It's too crowded.
- Jack** I know what you mean. How about your diet?
- Jodie** Well, I want to lose weight, so I'm not eating meat at the moment.
- Jack** Good idea. I want to stop eating so much sugar, but I love eating cakes.
- Jodie** Oh, dear.
- Jack** I know. I want to run a marathon next month, so I really must get fit.

6.2

- 1 Interviewer** So Mrs Carter, how do you like to manage your staff?
- Boss** Rules are important. My staff have to start work very early and work hard. And they have to look smart, too.
- Interviewer** Do they have to wear suits?
- Boss** Yes, the men do. They have to wear trousers, a shirt and a tie. And they can't grow beards. Women have to wear skirts or dresses. They can't wear trousers.
- Interviewer** What about the weekends? Do they ever have to work on Saturdays?
- Boss** Yes, of course they do! And they have to keep their phones switched on 24 hours a day so I can contact them in an emergency. If I send someone an email at 3 a.m., they have to reply immediately.
- Interviewer** Really? That seems a bit unfair.

Boss I'm not interested in being fair. And I'm not interested in people being happy or enjoying the job. I'm interested in making a lot of money. And if my staff work hard and obey the rules, they will make a lot of money here. The average salary is \$100,000! And there are a lot of interesting parts to the job. Employees often have to travel to different countries.

Interviewer Really? That sounds good. Can they bring their partners or children with them?

Boss No, they can't! They are there to work, not for a holiday!

Interviewer Of course. But can your employees take time off work if they're ill?

Boss Yes, they can. But they can't have more than a week off work.

2 Farouk I don't believe in having a lot of rules in the office. I believe happy workers are productive workers. Therefore, I treat my staff like adults and I let them spend time with their families. Staff don't have to work at the weekends or in the evenings, and on Fridays they don't have to come into the office at all! Instead, they can work from home and be with their families. They can also leave their young children at the office nursery. Consequently, they can spend time with their kids in their breaks and at lunchtime. There is also a gym on the top floor of the building and employees can use it between the hours of 7 a.m. and 7 p.m. I believe that a healthy body means a healthy mind. And there aren't any rules about the clothes people wear. So men don't have to wear a shirt and tie. They can wear shorts and a T-shirt if they want to!

6.3

- a **A** Can I work in this room?
B I'm afraid not. It's booked for a meeting.
- b **A** Do we have to finish our reports tonight?
B No, you don't have to hand them in till Monday.
- c **A** What are your working hours?
B We have to start work by 10.00. The core hours are 10.00 to 4.00.
- d **A** Can we buy our tickets on the bus?
B Yes, you can. Just ask the driver.
- e **A** I'm sorry, but you can't park here.
B Oh! Where's the nearest car park?
- f **A** Do you have to work tonight?
B No, I don't. Do you want to go out?
- g **A** My sister has a great job. She doesn't have to work on Mondays.
B She's lucky. Does she only work four days a week?
- h **A** Can I pay in euros?
B Yes. It's five euros fifty.

6.4

- a Can I work in here?
- b Yes, you can./No, you can't.
- c Where can I work?
- d You can work in the library.

6.5

My name is Hitoshi. I live and work in Tokyo. I live in a nice apartment, but I have to commute about 90 minutes every day. I eat healthy food and exercise in the local park.

Japan is a safe country.

It's very hot in the summer – about 40 degrees, and the city can get quite polluted.

Everyone pays health insurance and we have a good health service. The government makes sure that medical fees are cheap, and in Japan, we go for more check-ups than in many other countries. That's why life expectancy is about 84.

Unit 7

7.1

- a You shouldn't drink more than three cups of coffee a day.
- b You should eat five types of fruit and vegetables a day.
- c You should wear a helmet when you cycle.
- d You shouldn't sleep ten hours a night.
- e You shouldn't watch TV for more than two hours a night.
- f You should have a break every 30 minutes when you use a computer.
- g You shouldn't drink fizzy drinks.
- h You should drink a litre of water a day.

7.2

- a You should eat five types of fruit and vegetables a day.
- b You should wear a helmet when you cycle.
- c You should have a break every 30 minutes when you use a computer.
- d You should drink a litre of water a day.

7.3

Let's start with some facts about time off work for illness in the United Kingdom. These facts and figures are from 2020. So, in 2020, there were 118 million days lost to sickness. That might sound like a lot, but it's much less than 25 years ago, when records began.

Now, what do we know about who is taking this time off work? Well, we know that government organizations report the most sick days among staff. Much more than private companies. Perhaps unsurprisingly, people working in healthcare take the most sick days.

We know that women have more time off work than men. And we know that as people get older, there is an increase in the number of sick days they take. We also know that the lowest rates of sickness are among managers.

Transcripts

And what are the main reasons for taking time off work? Well, you might think stress was the biggest problem, but actually it's only the third most common reason. Second is muscular problems like neck aches and backaches. The problem that causes the most time to be taken off work is minor illnesses, things like colds and flu.

Further down the list, we have various other health conditions. Interestingly, around six per cent of sickness absences are for undisclosed reasons. That could mean a very serious illness, of course – or it could mean taking a day off to watch the football!

7.4

Hello and welcome, everyone. Thank you for coming; I know I didn't give you much warning ... So I've asked you here because I want to talk to you about the health of our staff. More specifically, there has been an increase in staff illness over the past 12 months. In fact, there has been a 12% increase in sick days this year compared to last year. Obviously, this causes several problems. Perhaps most importantly, the company loses money. We calculate that staff illness has already cost us more than one million dollars this year. Because, of course, we have to pay the wages of the ill employee but, in addition, we often have to pay for someone to replace them.

So, what are the main problems and how can we try and improve the situation? Well, in terms of physical illness, the most common complaint is bad backs. Clearly, there is a problem in how employees are sitting at their desks. Could you all check the desks and chairs in your offices and make sure every member of staff is sitting properly with the computer screen and keyboard in the correct position?

A lot of time off work is also caused by headaches. Could you please make sure staff are not spending more than an hour in front of a computer screen without a break?

Of course, another reason for headaches could be stress. And this is another big problem with our staff. So it's a good idea to look for signs of stress in all your employees. You should have regular meetings with each member of staff to discuss any problems they're having, or anything they're worried about. And can you also be careful how you speak to employees, please? We've had a couple of complaints recently about managers shouting at staff ... and I will remind you that shouting is never acceptable.

Finally, we have had some staff take days off work because they can't sleep at night. Again, this is often caused by stress, but also by overworking. Can you check your staff are not working long hours? Nobody should be working past 7 p.m.

OK, that's about it, I think. Are there any questions? ...

7.5

Hello. My name's Simon Worthy, and I'm from the Council. Thank you for inviting me here today to talk to you about health at work. Did you know that last year there were 630,000 injuries at work? It's a big problem, isn't it, both for employers

and for employees? I was surprised by that number, and that's why today I'm going to talk about two things. Firstly, how to avoid accidents, and secondly, what to do if there is one. I'm also happy to take any of your questions, but we've got a lot to get through, so let's do that at the end of my talk. OK?

Anyway, starting with avoiding accidents, I'm going to cover accidents with hot water and food, and accidents from furniture. So, I'd like to ask you, how many of you use hot water to make yourself a drink at work? And how often do you carry hot drinks up and down steps, or carry your books, laptops and hot drinks at the same time as trying to open a door between different rooms? These are dangerous things to do. That's why I'm encouraging employers to put safe water heaters on each floor.

Slideshow – What's good for you?

In general, scientists agree: to be healthy we should eat a balanced diet made up of fruit, vegetables, fish and perhaps a little meat. Everyone knows that. Right?

Well, yes. But on many of the smaller details, the scientists can't agree.

For example, one year, we read in the newspapers that eggs are high in cholesterol. That's no good!

Cholesterol is a substance found in our blood, and too much is bad for the heart.

But wait! The next year, the science changes. Cholesterol from our food doesn't end up in our blood. We can eat lots of eggs! It's so hard to keep up. And maybe next year, eggs will be bad for us again. Who knows?

In this way, throughout history, opinions have varied widely about what is good for us, and what is bad. Let's go back into the past and take a look at some 'healthy' diets.

One of the earliest diet books was called *The Art of Living Long*. It was written by Luigi Cornaro, and was published in Italy in 1558. In it, Cornaro recommends eating less than 400 grams of food a day.

And for older people, he suggests only one daily egg. We use the word 'fad' to talk about things that become very popular for a short time.

So, we can say that Cornaro invented the first fad diet. But we can't say that he was wrong – he lived until he was 98. Very impressive!

In the late 19th century, a man called Horace Fletcher had a theory.

He believed that you should chew every mouthful of food at least 32 times. He said we need all that chewing to digest our food properly. That way, we don't get sick. The theory made Fletcher very rich. But science has moved on, and no one follows his advice today.

The 'grapefruit diet' was popular in Hollywood in the 1930s – and it still has fans today.

Followers of the diet believe that if you eat a grapefruit together with fatty foods, you won't put on weight. The acid in the grapefruit breaks down the fat. Nice try! But there is no evidence that this diet makes people healthier.

Celebrities often try fad diets. Beyoncé believes in the 'master cleanse diet'. Followers of the diet stop eating for short periods.

Instead, they drink a mixture of lemon and water, flavoured with syrup and pepper. Delicious, I'm sure. The diet tries to clear all the toxins from our bodies.

'Toxin' is the scientific word for a harmful substance. But most experts think that the diet is dangerous.

Kim Kardashian loves the Atkins diet.

On the Atkins diet you eat lots of meat, fish, cheese and eggs. You can eat some vegetables, but not too many. But you can't have any bread, pasta, potatoes or cereals.

The diet helps people lose weight quickly, and many people say it has changed their life. On the other hand, research shows that most people can't keep their weight down for long.

It's clear, then: what works for one person may not work so well for another. It makes sense, when you think about it. Our bodies – especially our stomachs – are full of millions and millions of different microorganisms.

Microorganisms are tiny living things, like bacteria.

In fact, 90% of the cells in our bodies are not human! How very strange!

Imagine the variety of microorganisms inside your stomach for a moment. It's like a rainforest in there! And, just as every rainforest is different, everyone has a different mix of microorganisms. And, therefore, everyone digests food in a slightly different way.

So, here's some final, 21st century, advice.

Eat sensibly and listen to health advice from reliable sources, but don't go crazy worrying about your diet.

Know your body. Listen to it. Find a diet that makes you feel happy and healthy, and stick to it.

Your health is the most important thing you have.

Unit 8

8.1

Amira So have you thought any more about studying abroad?

Jasmine Yeah, but I don't know.

Amira I think you should do it. You can really improve your English if you speak it every day. It's a great opportunity.

Jasmine Yeah, maybe.

Amira But you'll have to speak to English people, of course. English people are usually very friendly. Everyone says that if you start talking to them, they always want to have a conversation with you.

Jasmine But what will I do if I don't understand my teachers?

Amira Well, it will be difficult when you arrive, but it will get easier.

Jasmine Yeah, I suppose so. But England's expensive, isn't it? If I don't get a job after graduating, I can't travel anywhere. What do people do if they run out of money when they are abroad?

Amira You won't run out of money. You just need to be careful. Don't go out for meals – cook at home. And don't go shopping every week! Your parents will send you money each month.

Jasmine Yeah, my parents. If I'm away from my parents and friends for more than a week or so, I usually feel homesick. It's a long time!

Amira Of course it is. But you'll make new friends quickly.

Jasmine But I'll miss my old friends! Like you!

Amira Don't worry. If you feel homesick, you can video call me!

8.2

- a If people study in England, their English improves quickly.
- b But what do you do if you don't understand your teachers?
- c If I need any career advice, I go to the careers centre at my school.
- d If you want you to do this study abroad programme, you need to send your application in this week.
- e If you ever get lost, call me!

Slideshow – Are you in control?

When we think about the future, we can think either short or long term. Short-term goals are things like 'I'd like to save enough to go on holiday in the summer', or 'I want to get fit'. Long-term goals are things like 'I want to go to a good university', 'I'd like to start a family' or 'I want to qualify as a doctor'.

Research shows that people who can think long term are more successful in achieving their goals. But how can we measure this?

One way is the marshmallow test. A child is put in a room with a marshmallow. She is told: 'Go ahead, eat the marshmallow. But if you can wait for 15 minutes, you can have two.' Can you guess what usually happens? The marshmallow test shows how much self-control someone has. Or doesn't have. Children and adults aren't that different.

Another way to think about your self-control is to ask yourself: 'When do I do the jobs I dislike, like the washing-up?'

'Do I do them straight after dinner? Or do I do other things first? The things I enjoy, like watching TV?' How often do you say, 'I'll just watch this, and then I'll do the washing-up'? Sometimes we ignore tasks or problems altogether. We try our hardest not to think about them. We call this 'sticking your head in the sand'.

Got a deadline coming up? You ask yourself: 'When should I start my assignment?' Often, you answer: 'Well, there's no hurry. The deadline's not till next week. I think I'll go shopping'. But, at the back of your mind, you know it's time to start work. The Pomodoro Technique was invented to overcome this problem. Many successful people find it very helpful. This is how it works. First, set a stopwatch or kitchen timer to 25 minutes.

That's the longest most people can concentrate.

Now, start working on your assignment. If the phone rings, ignore it.

Transcripts

If you feel like checking your emails, don't. Be strict with yourself. For 25 minutes, do nothing but work. But when the alarm rings, it's time for a break. Wherever you are: stop! Take five minutes off. Return that call, or check your emails. Go for a walk, or make a hot drink. When the alarm rings, it's back to business for 25 minutes. And so on, throughout the day. Every four rounds you should take a longer break. The technique can be hard to start with, but most people get there in the end. And you'll be amazed how much you can do in a day! Planning ahead is also an important part of being successful. Generally, animals don't plan ahead much. Squirrels hide food to eat in the winter. But this is instinct more than planning. On the other hand, chimpanzees can think ahead. If you offer a chimp a banana, he will eat it. Obviously. Chimps love bananas. But what if you offered him a choice between one banana and a tool to get lots of bananas? A stick to reach fruit from higher in the trees, for example. Which would he choose? The chimp chooses the stick. The chimp has self-control. He can look into the long-term future and imagine a better result. In this case, lots of bananas. What a clever chimp! How about humans? When we are younger we don't think too far ahead. We are too busy having fun. When we are older we need to look further ahead. One way to do this is to decide on some 'desired outcomes'. Is our desired outcome to be rich, to have a family, a fast car, travel round the world? All of these? Or none? Once we have decided on our desired outcome, we can look into the future and imagine how success feels. Isn't it great? (This idea comes from neuro-linguistic programming.) And then we can decide how we are going to reach our goal. It's not going to be easy. Are we willing to take risks? Are we motivated enough? Are we good enough? What obstacles might come our way? Can we control our fear of failure? Or should we just watch another episode of our favourite TV series?

Unit 9

9.1

- a surveyor
- b advisor
- c dentist
- d developer
- e banker
- f paramedic
- g engineer

9.2

This programme is for young people who are thinking about the future and the kind of business they want to work in. You need to think about lots of things, for example, 'What am I good at?' or 'What do I like doing?'. You also need to think

about money. There are two questions you need to answer. One, is the sector I want to work in successful? And two, will I earn a good salary? Let's look at some of the most popular sectors for graduates at the moment.

First of all, one of the biggest sectors is construction. The construction industry made \$1.7 trillion last year. Graduates can expect a starting salary of about \$33,000.

What about a sector that focuses on people? Well, the human resources sector made \$12.3 billion last year, which is well below construction but is still successful. Starting salaries are around \$28,000.

And talking of money, how about finance? You probably won't be surprised to hear that the financial services industry makes a lot of money – \$1.26 trillion a year to be precise. Salaries depend on which area you work in. To give an example, investment banking offers a very generous \$65,000 a year. A very good start for a career.

Now gas, oil, solar, wind, all the different types of energy, make up the energy business. Last year, it made \$17.5 billion and new recruits get \$36,000.

That's a lot less than was made on computers, though. The IT services industry made \$19.3 billion and graduates earned \$45,000.

But what is the most important thing in the world? What do we care about most? It's our health, of course! And that's why the healthcare industry made an incredible \$21.8 billion last year. But the pay isn't that great; a doctor only gets around \$33,000 in their first year.

9.3

- A How was your graduation?
- B It was great, thanks. My parents came and I think they were really proud.
- A Of course they were! So what are you going to do now?
- B Well, I'm going to sleep for a while!
- A Ha ha! But I mean after the summer. Are you going to apply for some jobs?
- B No, I'm not going to do that yet. I'm going to get some experience first.
- A But how are you going to get experience if you're not working?
- B Oh, I'm going to work. I'm going to do an internship.
- A What's that?
- B It's when a company employs a new graduate for a few months or a year and the graduate gets real work experience.
- A OK. But are they going to pay you?
- B No. They're going to pay for my travel, but they aren't going to pay me a salary.
- A So how are you going to live? Is your father going to help you?
- B Yeah, he's going to give me some money each week.

9.4

- a Why did you choose this company?

Transcripts

- 1 Because it's the leading company in its sector.
- 2 Because it's a nice company.
- b Why are you interested in this position?
 - 1 It sounds interesting.
 - 2 Because it will give me an opportunity to use my experience and qualifications.
- c What do you know about the company?
 - 1 It's a very large company.
 - 2 It has a very strong brand and a unique range of products.
- d What are your main strengths?
 - 1 I'm good at lots of things.
 - 2 I think my greatest strengths are that I'm flexible and I'm a fast learner.
- e What are your career goals?
 - 1 I would like to continue to develop and learn. Finally, I would like to lead my own department.
 - 2 I want a promotion as soon as possible.

9.5

- a Why did you choose this company?
- b Why are you interested in this position?
- c What do you know about the company?
- d What are your main strengths?
- e What are your career goals?

9.6

Hi, I'm Rachel. I'm getting married to John sometime next year. But there's a lot to do before then. We haven't fixed a date yet because we're both so busy. John's job means he travels abroad once or twice a month, and my manager often needs me to work late to write reports. In fact, I have to finish a marketing report by Wednesday. That means we haven't had enough time to start making arrangements. My dad hasn't been well, either, so it's been hard on my mum. I visit my parents every weekend. I want to buy them a nice mini-break, so I'm saving up for that. John and I hope to start a family after we get married, but first we need to make a bit more money. I'm hoping John's going to get promoted soon. He deserves it!

9.7

- a Can you close the door, please?
- b Can you close the door. Please!
- c Can you close the door? Pleeaaase.
- d Can you close the door, please.

Unit 10

10.1

- a I work from home. I just walk into my living room and switch on my laptop. It's nice because I spend a lot of time with my family. But sometimes I don't leave the house all day, and I don't like that. I'm self-employed, so I don't have a boss. I like that, of course!
- b I work in an open-plan office. If I want to speak to a colleague, I just walk to their desk. It's quite a small

company, but there are a lot of us in the office and it can get quite noisy. I'm glad that I only work part-time – from 9 a.m. to 1 p.m.

- c I am a builder so I work outside most of the time. In the summer, it's great getting fresh air every day, but it's not so good in the winter. I'm the boss and I have 12 employees. I work long hours. I start at 8.00 in the morning and finish at about 7.00 in the evening.
- d I work for a multinational company, so I travel a lot. I have my own private office so I work on my own. It's easy for me to do all my work because nobody disturbs me. But I do have a lot of meetings in my office and outside.
- e I work full-time at a small company in my town. It's an easy job. I usually do the day shift, which is 9.00 to 5.00. Because our customers call from around the world, I sometimes work night shifts. It's hard working during the night and sleeping in the day.

10.2

- | | | |
|---|-----------|-------|
| a | open-plan | don't |
| b | boss | long |

10.3

Imagine you are a leader of a team and you are starting a big project. How are you going to lead your team? Well, there are three main styles of leadership.

First, there is the participative style. To 'participate' means to join in or be part of the team, so you want everyone to join in. If you ask people in your team for their opinions when you need to make an important decision, you'll be able to make good decisions that the people in your team trust.

Next, there is the delegative style. 'Delegate' means to give another person responsibility. If you use this style of leadership, you'll find that you'll have less work to do yourself because you can give some tasks to members of your team to do. This gives the team member confidence and they can learn about making decisions and taking responsibility.

Finally, there is the authoritarian style. This is simple. You make all the decisions and you aren't interested in the opinions of anyone who disagrees with you. Everyone listens to you and does what you say. The advantage of this is that everyone knows what's happening. The disadvantage is that your decisions may be unpopular or wrong.

There is something very important to remember. A really good leader will use all three styles. The key to good leadership is knowing when to use each one. However, if you know what the different styles involve and how to use them, you'll be able to do this effectively.

So today I've talked about leadership and leaders. But the leader is just one member of the team. There are several other roles. And all of them are equally important. If you want to find out more about the other roles in a team, I will give a talk about that next Wednesday at 7 p.m. I hope to see some of you then ...

Transcripts

10.4

- A OK. So, exams start in two weeks and we need to get some good grades.
- B Right.
- A Any ideas?
- B Just a moment. Can someone write some notes?
- C OK. I will.
- B And could someone be the facilitator?
- A How about you?
- B Oh, OK. So let's get started.
- C Well, how about studying some past papers?
- B Good idea. How do we get those?
- C They're online and I've got some from last year.
- B Great. Thanks, Francis. Any more ideas?
- D Well, I always write lots in my exams, but I get low marks because I don't answer the question.
- B OK. So, read the question carefully.
- A And make some notes before you start writing. It's a bad idea to start writing without a plan or outline.
- B Thanks, Alana. What do you think, Jamie?
- E Me? Oh, I usually go to bed late, so the night before an exam I go to bed early, like before 12.00.
- B Sounds good. Are you getting all this, Francis?
- C Yup. So far.

10.5

- Any ideas?
- Any more ideas?
- Karen?
- Me?

10.6

One of the problems in shared offices is how warm or cool people want the office to be. Lucy's main problem is that she gets cold in her office. She works from 8 a.m. until 4.30 p.m. She shares a large office with Mark. He sits near the window. During the day, he gets hot and he finds it difficult to concentrate. He likes the window open. His working hours are 10 a.m. to 6 p.m. They both have a lunch break. Lucy takes her lunch from 12 to 1, and Mark takes his lunch break from 1 to 2. There is a shop that sells desk fans 100 metres from the office. The fans cost \$15 each.