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No.145

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USEFUL VOCABULARY


12 useful "summer" expressions.

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Funny Tweets that people send.

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EDITOR'S INTRO

How you learn English with Learn Hot English magazine

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Hi, and welcome to another issue of *Learn Hot English* magazine – the practical magazine for learning English.

In this month's issue, we've got lots of great articles to help you improve your English. Learn 29 really useful telephone expressions, 15 words and expression to use in a street market, and 20 expressions for talking about probability.

Of course, that's not all. We've also got articles on the pronunciation of foreign words, famous toilets, classified ads, food blogs, airline mysteries, silly Tweets, sinkholes, foreign aid, the police, types of anger and unusual work contracts... to mention just a few.

Don't forget to check out the blog on our website: blog.learnhotenglish.com for free lessons and articles on how to learn English. Or like us on Facebook or Twitter (@LearnHotEnglish) so you can keep up with our latest news.

Remember, the printed version of Learn Hot English is bi-monthly. However, our online version (from the App Store and Google Play) comes out 12 months a year!



AUDIO FILES

Download the MP3 audio files for this issue for FREE from our website: www.learnhotenglish.com/mp3s

Enjoy the magazine, learn lots of English and see you all next time,

Yours,

Andy

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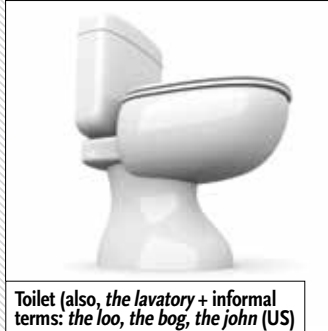
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All material in this publication is strictly copyright, and all rights are reserved. Reproduction without permission is prohibited. The views expressed in Hot English Magazine do not necessarily represent the views of Hot English Publishing SL. However, we do think that Amelia's disappearance is mysterious, zero-hours contracts are not fair and the English pronunciation of the word Magdalene is ridiculous.

THE TOILET

Here are some useful “toilet” words and expressions.



Toilet (also, *the lavatory* + informal terms: *the loo, the bog, the john* (US))



Toilet bowl



Cistern



Toilet paper



Toilet roll



Stall / cubicle



Toilet seat



Toilet lid



Bidet



Sink



Tiles



Hand-dryer / blow dryer



Potty



Toilet brush



Hand towel



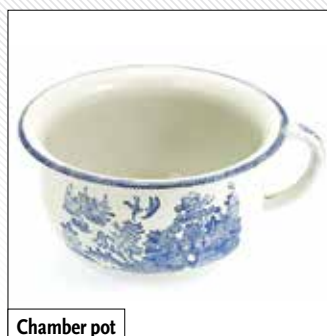
Soap dispenser



Hand gel



Paper towel



Chamber pot

More words

- **The toilets / the restroom (US)** – a general word for the toilets in a restaurant, shopping centre, etc.
- **Public toilet** – a toilet in a public area that anyone can use. Some are coin-operated (you have to put money into them in order to use them).
- **Flush the toilet** – to press a button (or pull a chain) so that water goes into the toilet to clean it.
- **The ladies** – public toilets for women.
- **The gents** – public toilets for men.
- **Go to the toilet** – if you “go to the toilet”, you use the toilet.

Objective To improve your reading and listening skills.

Think about it How would you describe your bathroom? What's the most unusual bathroom you've ever seen? What was unusual about it? Are there any famous toilets in your country? Why are they famous? Have you ever been to the toilet in another country? How were the toilets different?

TRACK 1: ENGLISHMAN & US MAN

IMAGINE ALL THE PEOPLE... WHO HAVE USED THIS!

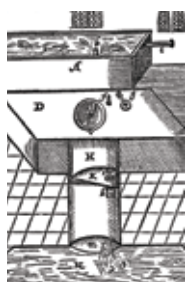
THREE FAMOUS TOILETS!

Just recently, John Lennon's toilet was sold for £9,500. It was used by the Beatle between 1969 and 1972. Here are three more famous toilets.



1 The solid-gold toilet

The solid-gold toilet is made of **24-carat gold**. And everything else in the bathroom is made of gold too, including the tiles and the sink. The toilet is on display at **Hang Fung Gold Technology's showroom** in Hong Kong, and it's worth more than \$29 million. For just \$20 HK you can have a photo taken in the bathroom, although you have to wear plastic covers over your shoes so you don't **damage** the 900-gram **gold bars** on the floor. The bathroom was created in 2001 by **jeweller** Lam Sai-wing. He was inspired by **Lenin's** idea that the best thing for gold was to use it to build public toilets. Meanwhile, the showroom seems to be working as some people who visit the shop buy their own golden bathroom **accessories**.



2 The first flushing toilet

Sir John Harrington (1561 to 1612) was a well-known poet.

However, he was also famous for inventing the first **flushing toilet**. He installed the **contraption**, which he named Ajax, in his house. Harrington was a **godson** of Queen Elizabeth I. One day, the Queen tried it and was so impressed that she ordered one for herself. The toilet had a pan with an opening at the bottom. Water from a cistern was poured into the **pan** through a system of **levers** and **weights**. However, flushing toilets only became available for ordinary people after Scotsman Alexander Cumming **patented** the design for one in 1775.



3 The Toto

The Toto is *the* toilet to have. It's really popular in Japan and can be found in over 70% of households. This exclusive toilet has a **heated seat**, a system for eliminating bad smells and a **jet of water** that cleans you as you're sitting down. It even puts the seat lid down after you've finished. Toto is one of the three largest **plumbing** manufacturers in the world with over 20,000 employees. Net sales in 2006 were \$4.2 billion.

Who ever thought that going to the toilet could be such a pleasure? ☆

WORLD TOILET DAY

World Toilet Day is celebrated on 19th November. It's hosted by the World Toilet Organization, which aims to **raise awareness** for the 2.5 billion people around the world who don't have access to a toilet or proper **sanitation**.



VIDEO

YouTube

Watch a video about the world's most expensive toilet. Search YouTube for "**Hong Kong gold toilet**".

GLOSSARY

24-carat gold *exp*
"carat" is used after a number to indicate how pure gold is. The purest gold is 24-carat gold
Hang Fung Gold Technology *n*
a jewellery manufacturer
a showroom *n*
a shop where you can see goods such as cars or electrical appliances
to damage *vb*
if you "damage" something, you break it
a gold bar *n*
a quantity of gold that is produced by a recognised manufacturer. They are often in a rectangular shape
a jeweller *n*
a person who makes, sells, and repairs jewellery and watches
Lenin *n*
Vladimir Ilyich Lenin (1870-1924) was a Russian communist revolutionary
accessories *n*
bathroom "accessories" are things we use in the bathroom (but not the most important things): mirrors, bath mats, soap dispensers, etc.
a flushing toilet *exp*
a toilet with a button to press or chain to pull. When you press the button, water goes into the toilet and cleans it
a contraption *n*
a machine that looks strange or that does something unusual
a godson *n*
your "godson" is a boy you promise to bring up as a Christian
a pan *n*
part of a toilet where the water is
a lever *n*
a handle (something you hold with your hands) that is attached to a piece of machinery. When you push or pull it, it operates the machine
a weight *n*
metal objects used to operate a machine. They're often heavy
to patent *vb*
a "patent" is an official right to be the only person or company allowed to make or sell a new product. If you "patent" a product, you get a patent for it
heated *adj*
if something is "heated", it is warm or hot
a jet of water *exp*
an amount of water that flows in a particular direction
plumbing *n*
the "plumbing" in a building consists of the water pipes, baths, toilets, etc. in it
to raise awareness *exp*
if you "raise awareness" of something, you tell people about it
sanitation *n*
the process of keeping places clean and healthy, especially by providing clean water

Answers on page 44

1 Pre-reading

Write a short description of your bathroom? What has it got? How big is it? What do you like or dislike about it? What would your ideal toilet and bathroom be like?

2 Reading I

Read or listen to the article once. Which toilet is the most unusual? Why?

3 Reading II

Read the article again. Then, write the name of a toilet next to each statement.

1. It was invented by a famous poet.
2. It's popular in Japan.
3. It's on display in Hong Kong.
4. It comes with a heated seat.
5. It was designed by a jeweller.
6. A queen of England once tried it.

Objective To improve your reading and listening skills.

Think about it Have you ever taken a photo of food? What food was it? Where were you? How often do you take photos? What do you do with the photos you take? Do you ever print the photos off or upload them somewhere? When was the last time you took a photo? What was it of?

Exams This reading and listening activity will help prepare you for English exams such as KET and TOEFL.

Answers on page 44

1 Pre-reading

When was the last time you ate the following food? Where were you? Who were you with?



Chicken



Pizza



Soup



Lentils



A hamburger



Spaghetti



A sandwich

2 Reading I

Why do you think some people like or dislike food photography? Make notes. Then, read the article once to compare your ideas.

3 Reading II

Read the article again. Then, answer the questions.

1. What kind of pictures do people upload to www.saddesknlunch.com?
2. Who created www.saddesknlunch.com?
3. Where is Gilles Goujon's restaurant?
4. Which news website did he talk to?
5. Who is the chef at the "Grenouillere" restaurant?
6. What has he included on his menus?

THIS LOOKS DELICIOUS!



THE GROWING POPULARITY OF FOOD PHOTOGRAPHY!

Taking a photo of your food and **posting** it online is becoming more and more popular. However, not everyone thinks it's such a good idea.

Food photos are popular on **social networking sites**. People often post pictures of their meals on Facebook or photo sites such as **Tumblr** and **Instagram**. Many of the pictures are of delicious looking food from top-class restaurants. Some people even find it **addictive**. "I couldn't get enough of it. I had to IG (Instagram) every single meal," one food poster wrote.

However, not all food photos are so attractive. There are now sites where you can post pictures of horrible-looking food. One such website is saddesknlunch.com. Users **submit** pictures of their depressing meals, which include things such as half-eaten bits of chicken, **leftover** pizza and **dodgy**-looking soup.

Sad Desk Lunch was created by office worker Kira Fisher in 2012. At the time, she was working as a video editor in New York. "I was **staring** at my rather **unappealing** lentil

soup, which I was eating at my desk, and just thought, I can't believe I eat this **gruel**, let alone eat it alone at my desk," she said. Other similar sites include cooksuck.com, foodporndaily.com and dimlylitmealsforone.tumblr.com.

Some chefs are trying to **ban** food photography in their restaurants. Gilles Goujon runs the three-starred "L'Auberge du vieux puits" restaurant in Fontjoncouse in southern France. He told news website France TV Info that every time his creations appear on social networks it "takes away the surprise, and a little bit of my **intellectual property**."

Alexandre Gauthier is the chef at the "Grenouillere" restaurant in the northern French town of La Madelaine-sous-Montreuil. He has included a "no cameras" logo on his **menus**. "Before, people took pictures of their family in the restaurant, now we take pictures of food... We tweet, we **"like"**, we respond to comments, and the dish is cold," he explained.

Will you be taking your camera next time you eat out? 📷

VIDEO

YouTube

Watch this video on how some restaurants are banning food photography. Search YouTube for "Food photography banned from restaurants".

GLOSSARY

to post *vb*
if you "post" a photo on a website, you put it there
a social networking site *n*
a website where people can connect with friends and post messages, photos, videos, etc. to one another
Tumblr *n*
a social network where you can post messages or other content to friends, etc.
Instagram *n*
a social network for posting photos or videos
addictive *adj*
if something is "addictive", it's hard to stop doing it
to submit *vb*
if you "submit" a photo to a website, you send or put it there
leftover *adj*
"leftover" food is food that hasn't been eaten
dodgy *adj inform*
something "dodgy" looks bad or dangerous
to stare *vb*
if you "stare" at something, you look at it continuously and for a long period of time
unappealing *adj*
something (such as food) that is "unappealing" doesn't look nice
gruel *n*
a type of food made with oats (a type of cereal used for making biscuits) with milk or water
to ban *vb*
to prohibit; to say that you cannot do something
intellectual property *n*
music, stories, film scripts, poems that someone has created. The rights to the material belong to that person
a menu *n*
a list of the food you can buy in a restaurant
to "like" *vb*
if you "like" something on Facebook, you press a button (with a symbol of a hand with the thumb pointing upwards) to show that you like it

Objective To improve your reading and listening skills.

Think about it Which words do you find difficult to pronounce in English? Which words are difficult to pronounce in your language? What happens to foreign words in your language? How are they spelt? How are they pronounced?

Exams This reading and listening activity will help prepare you for English exams such as KET and TOEFL.

© TRACK 3: ENGLISHMAN & ENGLISHWOMAN



Answers on page 44

1 Pre-reading

Look at the list of words below. How are they pronounced? Try to say them. Then, compare your version with the ones on the audio file. You can listen to the correct pronunciation of the words at the end of the audio file for the article on this page.

1. susceptible
2. pronunciation
3. miscellaneous
4. deterioration
5. jewellery
6. philosophical
7. thesaurus
8. hospitable
9. onomatopoeia
10. anaesthetist

2 Reading I

What problems are there with English pronunciation in general? What do you think the “rules” are for pronouncing foreign words in English? Make notes. Then, read the article once to compare your ideas.

3 Reading II

Read the article again. Then, answer the questions.

1. What’s the phonetic script for this word: *queue*?
2. How many vowel sounds are there in English?
3. What’s a homograph?
4. What’s a homophone?
5. How is the word “Magdalene” pronounced?
6. What’s the English version of the Spanish city of “Sevilla”?

PRONUNCIATION PROBLEMS WITH FOREIGN WORDS!

The Spanish call it “londres”, the Finnish say “Lontoo” and the Dutch refer to it as “Londen”. England’s capital, London, is different in almost every language, with a wide variety of pronunciations too. But what are the rules for pronouncing foreign words in English?

English pronunciation is never easy. For a start, there doesn’t seem to be a logical connection between the written and spoken forms: *queue* is pronounced /kju:/, *draught* is /draʊft/ and *chaos* is /'keɪɔs/. There are also problems with silent letters: *subtle* is /'sʌtl/, *height* is /haɪt/ and *debt* is /det/.

One of the main problems is that there are so many different vowel sounds in English. From five written vowels (*a, e, i, o, u*) there are 19 sounds. So, for example, the “u” in “lettuce” is an /I/ sound /'letɪs/, but an /ʌ/ sound in the word *cup* /kʌp/.

Then just to further complicate matters, there are homographs – words that have the same spellings but different sounds and different meanings. For example: *lead* (to be in first place) *lead* (a metal); or *wind* (to go around) and *wind* (a strong movement of air)

There are also homophones – words that have the same sounds but different spellings and meanings. For example: “to” = *to, two, too*; and “there” = *there, their, they’re*.

Some words in English are just completely illogical. For example: *Leicester* is pronounced /'lestə/, *Greenwich* is /'ɡrenɪtʃ/ and *Magdalene* (as in Magdalene College, Cambridge) is /'mɑ:dlən/.

So, what happens with foreign words in English? In many cases, the words are Anglicised – they’re changed or adapted to make them

sound more “English”. For example, instead of the German “München” we say “Munich”. The same thing happens with Rome (which is “Roma” in Italian), Naples (Napoli), Milan (Milano), Vienna (which is Wien in German), The Hague (Den Haag in Dutch) and Seville (Sevilla in Spanish).

In other cases, the spelling is the same but the pronunciation is changed. For example, we say “Paris” instead of the French “Paris”. Other examples of this include *paella*, *villa* and *chili con carne* (instead of the Spanish *paella*, *villa* and *chili con carne*), *Volkswagen* (instead of the German Volkswagen) and *Renault* (or even Renault), *Michelin* and *chauffeur* (instead of the French *Renault*, *Michelin* and *chauffeur*).

How are foreign words pronounced in your language? *



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GRAMMAR BOOSTER

HOW TO DESCRIBE SIMPLE FACTS WITH ZERO CONDITIONALS

Affirmative	Negative	Interrogative
If I press this* , it** starts.	If I don't press this, it doesn't start.	If I press this, does it start?
If you press this, it starts.	If you don't press this, it doesn't start.	If you press this, does it start?
If he presses this, it starts.	If he doesn't press this, it doesn't start.	If he presses this, does it start?
If she presses this, it starts.	If she doesn't press this, it doesn't start.	If she presses this, does it start?
If it presses this, it starts.	If it doesn't press this, it doesn't start.	If it presses this, does it start?
If we press this, it starts.	If we don't press this, it doesn't start.	If we press this, does it start?
If they press this, it starts.	If they don't press this, it doesn't start.	If they press this, does it start?

*this = a button / **it = a machine



- a) If **they're trying** to work, don't make too much noise. [the Present Continuous]
- b) When **you've finished** that, let me know. [the Present Perfect]
- c) If I drink too much coffee, I **can't** sleep at night. [Modal verbs]

Nigel: All right.
Bruce: If you need to pause the machine, press this yellow (4) _____. And if you go to the toilet, write down when you went and how long you took in this little (5) _____.

Nigel: OK.
Bruce: Don't touch this red button. If you press it, the (6) _____ stops and it's really hard to re-set. OK?

Nigel: All right.
Bruce: So, remember, press the yellow button if you want to pause it, but don't touch the red button.

Nigel: OK.
Bruce: Right, well, then I'll turn the machine on, and you can get started. I'll be back in a couple of (7) _____ to see how you're getting on. Good luck!

Nigel: OK. Thanks. [The machine starts, the manager leaves and the boxes start coming down the conveyor belt.] Right, toys in: one, two. Close the box. This is easy! Oh, wait a minute, it was supposed to be three. Erm, to stop the (8) _____, press the... the red button. Yes, the red button. OK. Here goes. [He presses the red button. An alarm goes off.] Hello? Hello? Help! ✨

Dialogue: The new employee

Nigel has just started work in a factory. He's talking to his boss, Bruce. **[Listen and complete the text with the correct words.]**

Bruce: You must be the new guy. I'm Bruce Gorkins, the shop floor manager.

Nigel: Hi, I'm Nigel. Pleased to meet you.

Bruce: Pleased to meet you. So, I just need to go over a few things. Basically, your job consists of putting toys into (1) _____.

Nigel: OK.

Bruce: You need to put *three* toys into each box and then close it with tape. It takes about 10 seconds to do, so you've got plenty of (2) _____.

Nigel: All right.

Bruce: If you forget to pack the box, it goes down the *chute* without any (3) _____ in it. So, you've got to concentrate.

We can form the Zero Conditional with *if* + a verb in a present tense, and another clause with a present tense verb. For example:

- a) If you **open** the window, it **gets** cold in here.
- b) If you **leave** chocolate in the hot sun, it **melts**.

We use conditionals to refer to something that will happen if something else happens first. For example:

- a) If I go to bed late, I feel terrible the next day.
- b) If I work on the computer too much, my eyes start to hurt.

We often use the Zero Conditional to talk about simple facts or things that are always true (when the condition is met). You can start with the "if" clause or the other clause. For example:

- a) If I go out in the sun,

I always put on some sun cream.

- b) The machine comes on if you press the green button.

We can also use *when* with Zero Conditionals to mean "every time that" or "whenever". For example:

- a) **When** I go to the cinema, I always buy some popcorn.
- b) **When** I'm sad, I like to go shopping.

We can use imperatives with Zero Conditionals. For example:

- a) If it stops, **press** this button here!
- b) When you're ready, **call** me!

We can use a variety of different tenses and verbs with Zero Conditionals. For example:

12 USEFUL WORDS & EXPRESSIONS FOR THE SUMMER

Here are 12 useful words expressions to use to talk about the summer.

Shade



An area outside that is protected from the sun.
"It was very hot so we sat in the shade."

Nap



A short sleep, often in the afternoon.
"I had a little nap after lunch."

Barefoot



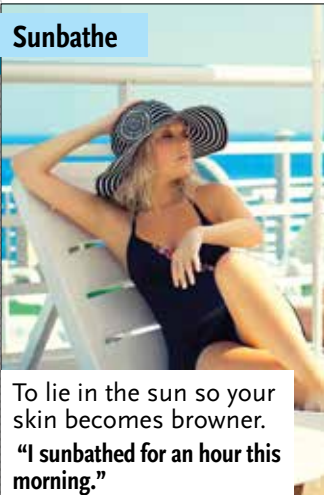
If you "go barefoot", you don't wear any socks or shoes.
"She walked barefoot on the wooden path."

Barbecue



A "barbecue" is a piece of equipment that you can use for cooking food (often meat) outside.
"We had a barbecue in the back garden."

Sunbathe



To lie in the sun so your skin becomes browner.
"I sunbathed for an hour this morning."

Sunburnt



If you get "sunburnt", your skin becomes very red because you've been in the sun too long.
"I got sunburnt because I hadn't put any sun cream on."

Air conditioning (also, "aircon, AC" or "A/C")



If a building or house has "air conditioning", it has a machine (or machines) that provide cold air.
"It's really hot in here. I think we should turn on the air conditioning."

Backpacking



If you "go backpacking", you go travelling with a backpack (a bag that you wear on your back).
"We went backpacking around Southeast Asia."

Book



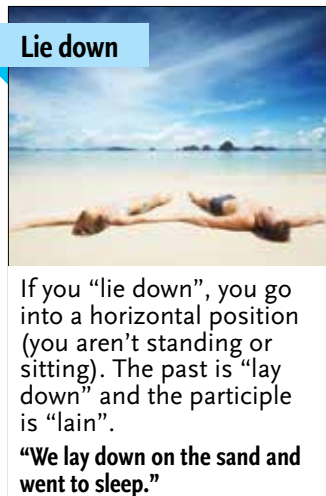
If you "book" a hotel, you telephone or e-mail the hotel and tell them when you would like a room there.
"We booked a room for six nights in the hotel."

Cool off



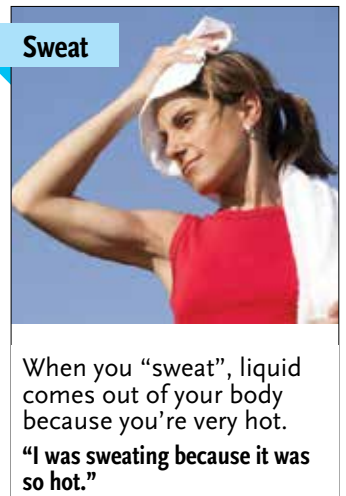
If you "cool off", you become cooler (a bit cold) after being hot.
"I jumped into the pool to cool off after lying in the sun for more than an hour."

Lie down



If you "lie down", you go into a horizontal position (you aren't standing or sitting). The past is "lay down" and the participle is "lain".
"We lay down on the sand and went to sleep."

Sweat



When you "sweat", liquid comes out of your body because you're very hot.
"I was sweating because it was so hot."

Learning expressions

The best way to learn any words or expressions is by seeing or hearing them in context when you're reading or listening to English. Make a note of any words or expressions that you like (or want to learn) and write these down in sentences. Remember, always record language in phrases or sentences – never as individual words. You should also practise using the words or expressions as often as you can: in conversation, on the phone, in e-mails, etc.

Objective To learn some useful words and expressions for talking about places in the city.

Think about it

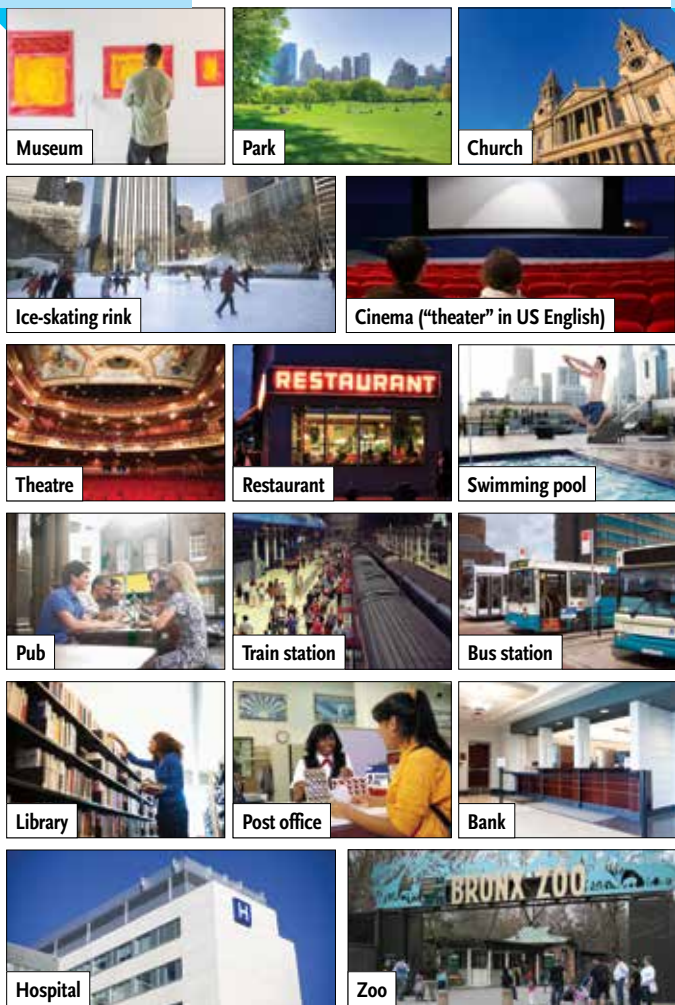
When was the last time you went to a library? Why did you go there? How often do you go to the theatre? What sort of plays do you like to see? When was the last time you went to the cinema? What did you see? How often do you go to the swimming pool?

ENGLISH IN ACTION...

PLACES IN THE CITY

Learn 15 words & expressions for talking about places in the city!

Useful words



More words

- **City centre** – the part of a city (often in the middle) where there are lots of shops and offices.
- **Square** – an open, square space in a city with buildings on all sides.
- **Shopping centre** (“shopping mall” in US English) – a large building with many shops inside it.
- **Sports centre** – a place where you can go swimming, play tennis, play basketball, etc.
- **Cathedral** – a large and important church with a bishop (an important person in the church) in charge of it.
- **Synagogue** – a place where Jewish people go to pray (speak to God) and study religion.
- **Mosque** – a place where Muslims go to pray.
- **Temple** – a building where people (often Hindus or Buddhists) worship (speak to) a god or gods.
- **Quarter** – a part of a town or city where a particular group of people live or work: the French quarter, etc.

Dialogue: At the tourist office



Paul Jenkins and his 13-year-old daughter Tara are visiting a medieval city. They're in the tourist office talking to the information officer. **[Complete the conversation with the correct prepositions.]**
Dialogue: P=Paul O=Officer T=Tara

P: Hi, have you got a map of the city, please?
O: Yes, of course. Here you are.
P: So, erm, could you recommend anything? It's our first time here.
O: Of course. The Museum of Natural History is really interesting. It's got a life-sized replica (1) _____ a blue whale. It's just here (2) _____ Marble Street. *[She shows him on the map.]*
T: Boring!
O: I beg your pardon?
O: Please excuse my teenage daughter. She's (3) _____ a bad mood because I confiscated her iPhone.
O: Oh, I know how you feel. I've got a 15-year-old son. Anyway, the Museum of Modern Art is worth a visit too. *[Tara yawns loudly]* And there's a nice park just (4) _____ the museums. You can rent bikes there. And there's a cathedral just here. And just near the cathedral, there's an ice-skating rink that your daughter might like.

T: Are there any cinemas?
O: There's one (5) _____ the high-street. They show classic films.
T: *[being sarcastic]* How interesting!
O: *[ignoring Tara]* If you're looking (6) _____ somewhere to eat, there are some really nice restaurants in the harbour area.
T: Is there a Starbucks?
O: No, but there are some lovely coffee shops (7) _____ the main square.
T: What a **dump!** Please tell me there's a McDonald's somewhere here!
O: I'm afraid there aren't any fast food restaurants.
T: Dad, I want to go home!
O: Well, you can't. Look, I know, if you come (8) _____ the Museum of Modern Art with me, I'll take you (9) _____ the shopping centre afterwards and you can have whatever you want... plus I'll give you back your iPhone.
T: Oh, all right.
O: *[to the attendant]* So, could you show me where the shopping centre is, please?
O: I'm afraid there aren't any shopping centres, but there are some lovely little shops in the main square, and there's a street market down (10) _____ the harbour!
T: Dad, I really need to go home!

NATURAL ENGLISH

TRACK 6: DANISH WOMAN, AMERICAN MAN, SLOVENIAN WOMAN, ENGLISH WOMAN, SPANISH MAN, LITHUANIAN WOMAN

Where would you like to live in the future?

Photos and interviews by Georgie & Danielle

Cecilia (Denmark, sociologist)

I would like to live in Copenhagen, where I also live now, and that's simply because I think it's the best city in the world.

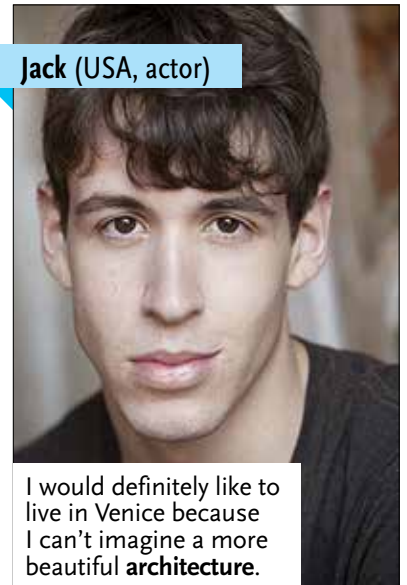


Remember!

When people talk informally, they often use non-standard English.

Jack (USA, actor)

I would definitely like to live in Venice because I can't imagine a more beautiful **architecture**.



Jerneja (Slovenia, occupational therapist)

In my future, I would like to live abroad because erm, I live in Slovenia and nowadays it's really **hard** to find a job, and I **guess**, somewhere where it's not a **crisis** or something. I would love to get job there and live there as well.



Megan (England, fashion sales adviser)

I think in a big city somewhere. I've always lived close to cities, and for me that's what I know and what I enjoy – a big city where there's so much you can do, so much you can see, different people you can go and see. I think living in a big city where everything's so close and everything so together is what I'd love. Of course, the **countryside** would be nice as well. One that's not too far away, but I would prefer to live in a big city.



Jorge (Spain, freelance translator)

I would like to live in Brazil because I think it's a **marvellous** country, it's very big, it's full of nature, it's full of nice people, way of life, it's very nice. The food, the fruits, and of course, Rio de Janeiro really attracts me. Especially their beaches, their music, and all the history involved.



Indre (Lithuania, photographer)

In the future I want to live in my **hometown** in Vilnius because it's very close to my friends, to my family. Er, I love travelling and I love living in different countries but just for short period of time and I still imagine the rest of my life spending in my hometown which is **amazing**.



GLOSSARY

- architecture** ⁿ
this word is often used to refer to buildings and the styles in which they are designed and constructed
- hard** ^{adj}
difficult
- I guess** ^{exp}
I suppose; I imagine
- a crisis** ⁿ
when there's a financial "crisis", the economy is doing badly and there isn't much money or work, etc.
- the countryside** ⁿ
the "countryside" is an area with mountains, hills, forests, etc. that is far away from towns and cities
- marvellous** ^{adj}
wonderful; very good; nice
- a hometown** ⁿ
the town or city where you were born and where you lived as a child
- amazing** ^{adj}
incredible; very good

Objective To improve your listening skills.

Think about it What's the emergency number in your country? Have you ever had to call it? Why? What type of emergencies do they deal with? Is it the same number for all the emergency services? How efficient are the emergency services in your country? What questions do they ask you when you call the emergency number in your country?

Exams This listening activity will help prepare you for English exams such as KET and TOEFL.

© TRACK 7: SEVERAL ENGLISH ACCENTS

Note!

Don't read the audio script until you've completed the exercises and activities.



Answers on page 44

1 Pre-listening

What advice would you give in the following situations?

- a) There's a fire in the house and it's spreading fast.
- b) Someone has fallen off a ladder and hurt themselves.

2 Listening I

You're going to listen to two emergency phone calls. Listen once. Was any of the advice you thought of for the Pre-listening activity mentioned?

3 Listening II

Listen again. Then, complete the table.

Caller I

1	Emergency service required
2	Caller's street address
3	Caller's city / town
4	Problem

Caller II

1	Emergency service required
2	Caller's street address
3	Caller's city / town
4	Problem

4 Listening III

Complete the audio script with the correct words.

Audio script

Two emergency phone calls

Here are two calls to the emergency services.

1 The fire

Emergency: 999. Which emergency service do you require?

Caller I: The fire brigade.

Emergency: OK. I'm just connecting you.

Fire: Fire and rescue. What's the address of the (1) _____?

Caller: 28 Marlborough Avenue in Steepsden.

Fire: OK, what's the problem?

Caller: There's a (2) _____ in the kitchen. I tried to put it out, but it's getting worse.

Fire: Is there anyone else in the (3) _____?

Caller: No, I'm on my own.

Fire: OK, shut the kitchen door and leave the house as soon as you

can. A (4) _____ is on its way right now. Would you like me to stay on the line until it arrives?

Caller: No, I'll be all right, thanks.

Fire: OK. Bye.

2 The fall

Emergency: 999. Which emergency service do you require?

Caller II: The ambulance service, please.

Emergency: OK. I'll just put you through.

Ambulance: The ambulance service. What's the address of the incident?

Caller II: 19 Swixton Road in Noxton.

Ambulance: OK, what's the problem?

Caller II: It's my sister – she was on a ladder cleaning the upstairs (5) _____ when she slipped and fell off. She can't move. I think she's broken a (6) _____ or something.

Ambulance: OK, an ambulance and paramedic (7) _____ is on its way. Make sure she lies perfectly still and don't try to move her.

Caller II: OK. When will they be here?

Ambulance: They should be there in about five (8) _____. Just keep her still and we'll deal with her as soon as we get there.

Caller II: OK. Thanks.

Ambulance: Bye.

Think about it Do you think you'll go to the cinema this week? What do you think you'll see? When do you think you'll have time to read your book? How long do you think you'll have? Where do you think you'll go on holiday next summer? How long do you think you'll stay there? What do you think you're going to do this evening?

PRACTICAL ENGLISH

EXPRESSING PROBABILITY

This month we're looking at expressing probability.

Certainty

- I'm sure they're going to win.
- I'm convinced that they're innocent.
- They're bound to succeed.
- They'll definitely see it.
- I'm 100% certain she'll get here on time.
- I'm totally convinced that she's the right person for the job.
- I definitely won't have time to go.
- It can't be Sam and Beth – it's too early.
- It must be time to leave now, surely.

Probability / possibility

- They'll probably win it.
- They're possibly on their way here right now.
- I expect you're tired.
- She's probably in the library.
- I think they'll buy it.
- Perhaps I should wait a bit.
- He may be able to help you.
- There might be enough time tomorrow.
- There could be a meeting going on right now.
- She should be here very soon.
- He's got a good chance of winning.

Negative probability

- I doubt they'll accept it.
- I can't imagine that they'd want to live here.
- It's unlikely that she'll want it.
- I don't think she got the message.
- They aren't likely to want it.
- They probably won't find out until next week.
- I'd be surprised if they liked it.
- I'm probably not going to buy it.

Probability / certainty in the past

- It must have been them.
- It can't have been Sarah.
- She might have already left.
- They must have left it on the table.
- They probably took the blue one.

I WAS 100% CERTAIN THAT I'D WIN!

Dialogue: Teamwork!

Alan Barker is going to give a talk on teamwork. He's just arrived, but there aren't many people in the room. **[Complete the text with the correct words.]**

Alan: Hi, I'm Alan Jenkins and I'm here to give the talk on Teamwork. *[they're still chatting]* Hello? Hello? I said... Silence! Silence! *[They go silent]* Right, that's better. As I was saying, I'm Alan Jenkins and I'm here to give the talk on Teamwork. Erm, only four people? I was (1) _____ that there would be at least 20. Does anyone know where Ms Saunders, the head of Human Resources, is? *[silence]* Hello? Anyone there? Does anyone (2) _____ where Ms Saunders is? Put your hands up if you know. *[Someone puts up a hand.]* Yes, you at the back.

A: She might be in her office. I (3) _____ her there earlier this morning.

Alan: Right.

A: I could go and (4) _____ her if you want. She might have left – she had a meeting to go to – but I can go and check.

Alan: Oh, yes, please. That would be great. Right, erm, does anyone know where the DVD player is? I was told that there would be a DVD player. Anyone? Remember to (5) _____ your hands up. *[Someone puts up a hand.]* Yes, you in the pink shirt.

B: Mr Jacobs might have taken it – I think he was using it for a meeting upstairs on the 10th floor yesterday. I could go and have a look if you (6) _____.

Alan: Oh, yes, please.

C: Caroline from marketing is probably in the cafeteria. I saw her there this morning. I don't think she (7) _____ the e-mail about the talk. I could go and have a look if you want.

Alan: OK. Great. But don't take too long. And put your hand up next time if you want to speak.

C: OK.

Alan: Right, then, so that leaves just, erm, just two of us... erm, perhaps I should wait a bit until they all (8) _____ back.

D: I could go and find them if you want and tell them to come back.

Alan: Good idea. But don't (9) _____ too long. We've got a lot to get through.

D: OK. *[laughing to herself]* Yeah, right, see you tomorrow!

Alan: What did you say?

D: Nothing – just that I think it's going to... erm, snow...

Alan: Oh, right, yes, then don't be too long.

D: I won't. Bye.

Alan: Now, where did I put my notes, I thought I had them here... *[fades out]*

VIDEO

YouTube

Watch this short video on things you probably shouldn't do on a first date. Search YouTube for "Things You Shouldn't Do On A First Date". Watch it, and then make sentences expressing probability. For example: "You probably shouldn't... on your first date."

Objective To improve your reading and listening skills.

Think about it Have you ever placed a classified ad? What was it for? Have you ever responded to one? Which one was it? What do you do when you want to get rid of old furniture or other unwanted things? Have you ever used eBay? What for?

Exams This reading and listening activity will help prepare you for English exams such as KET and TOEFL.

Answers on page 44

1 Pre-reading

You're going to read an article about two classified ads – small adverts with information about things people are selling: furniture, a car, a house... You can also find jobs advertised in this section. What objects or things would you expect to find in the following areas of the classified ad section of a newspaper: *kitchen appliances, accommodation, pets, clothing, music, film, cars, employment, furniture, job offers, jobs wanted, electronics...*

2 Reading I

Read or listen to the article once. Which ad is the most unusual? Why?

3 Reading II

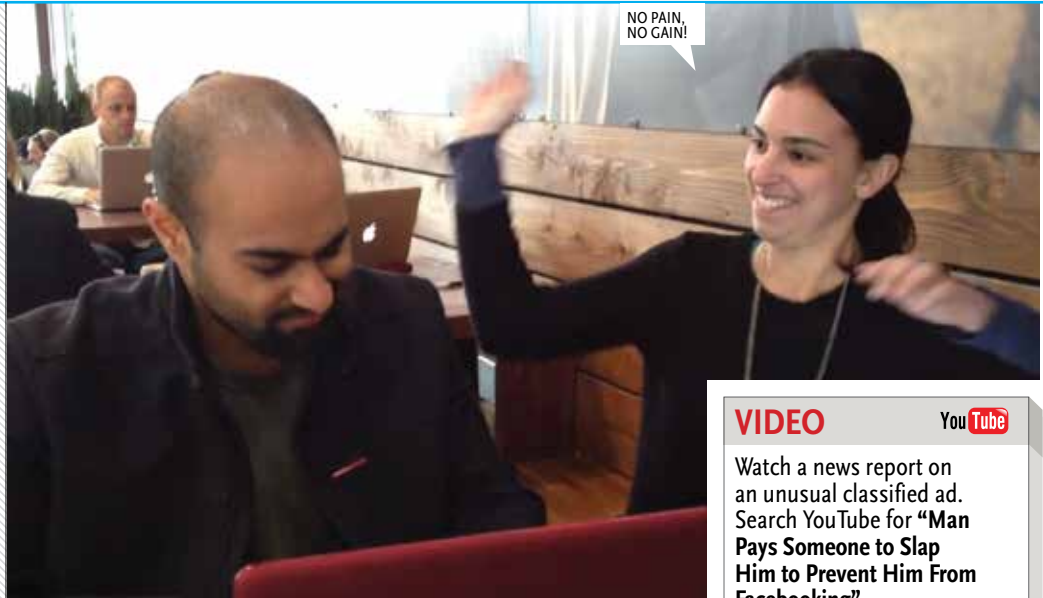
Read the article again. Then, answer the questions.

- When did Maneesh place the job ad?
- How many hours a week was he wasting looking at Facebook?
- What did Kara have to do to Maneesh every time he looked at Facebook?
- Where was the flat that was advertised on Gumtree?
- How big is the ladder you need to get into the room?
- How much does it cost a week to rent?
- Does the writer think that's cheap or expensive?

4 Language focus
The Past Passive

Look at the extract from the article on this page, "... Maneesh was inundated with offers..." The writer has used the past passive ("was inundated"). Complete the following sentences with *was* or *were*.

- They _____ given three hours to do it.
- We _____ not told about it.
- He _____ invited to the party.
- She _____ not paid for the work.



VIDEO YouTube

Watch a news report on an unusual classified ad. Search YouTube for "Man Pays Someone to Slap Him to Prevent Him From Facebooking".

GLOSSARY

- a classified ad** *n* a small advert in a newspaper with information about something you're selling
- Craigslist** *n* a website where you can buy things, find jobs, sell things, etc.
- to slap** *vb* if you "slap" someone, you hit them in the face with an open hand
- to waste** *vb* if you "waste" time, you use the time badly and not for anything positive or constructive
- (to go) off task** *exp* if you go "off task", you stop working and start doing something else
- (to be) inundated with** *exp* if you're "inundated" with offers, you receive many offers
- to hire** *vb* to pay someone to do a job for you
- (to stay) on task** *exp* if you stay "on task", you continue working and concentrating
- productivity** *n* your "productivity" is the amount of work you can produce in a certain time
- to rent** *vb* if you "rent" out a property, you let people stay in it if they pay you an amount of money
- cute** *adj* nice, beautiful, attractive
- a loft** *n* a room at the top of the house just under the roof (the top part outside a house)
- a conversion** *n* if there's been a "conversion", the owners of a house change a room so it can be used as something else. In this case, they converted the loft space into a room
- a storage space** *n* an area in your house where you can keep things: old clothes, old papers, etc.
- to stand upright** *exp* if you're "standing upright", you're in a vertical position (you aren't sitting)
- to suit** *vb* if something "suits" you, it's perfect for you
- ft** *abbr* feet = there are more or less 3 feet in a metre
- in** *abbr* inch = one inch is more or less 2.5cm
- claustrophobia** *n* someone who suffers from "claustrophobia" gets nervous or worried when they're in a small space
- a ladder** *n* a piece of equipment used for going up to a high place. It consists of two long pieces of wood or metal with steps on it

Unusual classified ads!

Have you ever put in a classified ad or responded to one? Here are two very unusual classifieds that appeared in the news just recently.

1 The job

Back in October 2012, computer expert Maneesh Sethi put an unusual classified ad on the website **Craigslist**. He was looking for a work assistant, but this was no ordinary assistant – he wanted someone to **slap** him every time he stopped working. Writing on his blog, Maneesh said he'd calculated that he **wasted** around 19 hours a week looking at Facebook or other social media websites. So, the idea was for his helper to hit him whenever he went **off task**. Maneesh was **inundated with** offers and quickly **hired** a girl called Kara. "The next day, at 9am, I found Kara sitting and waiting for me. Pulling up a seat, I gave her the basic instructions – she would monitor me for the next few hours, and make sure that I stayed **on task**,"

Maneesh explained. Since then, Maneesh has seen his **productivity** go from 35% to around 98% during the working day.

2 The flat

"We are **renting** this cute little **loft conversion** which is a former **storage space**," the owners of a home in Central London wrote in a classified ad on the website Gumtree. However, there's a slight problem: "Please note you cannot **stand upright** in this room. Ideally, it would **suit** someone less than **5ft 4in** tall and with no history of **claustrophobia**," the text read. On top of that, you need to climb a 3-metre **ladder** to get into the room. However, on the plus side, the loft space is available to rent in Paddington (Central London) and it only costs £40 a week. For London, this is extremely cheap as rent prices in the centre have increased by an average of 43.2% over the past six years, according to a study by the Smith Institute.

What a bargain! ✨

Answers on page 44

Pre-reading

Complete the definitions (1 to 9) with the following words:

drinks	ground	float	money
pilot	front	plane	route
air			

- Pilot** – the person who flies a _____.
- Co-pilot** – the person who assists the _____.
- To land** – to bring a plane to the _____ in a controlled manner.
- Take off** – if a plane does this, it leaves the ground and goes up into the _____.
- Hi-jack** – to take control of a plane illegally, and to demand _____ in exchange for the safe return of the passengers.
- Flight attendant** – a person whose job is to help passengers, serve food and _____, etc.
- Parachute** – an object you can use to jump from a plane and _____ in the air.
- Air traffic control** – the organisation that controls planes and tells them which _____ to take.
- Cockpit** – the area at the _____ of a plane where the pilot sits and flies the plane.

Reading I

Read or listen to the stories once. Which one is the most mysterious? Why?

Reading II

Read the article again. Then, answer the questions.

- When did Amelia set off on her round-the-world journey?
- When did she take off from Lae en route to Howland Island?
- When did researchers claim they'd found the remains of her plane?
- When did DB Cooper hijack the plane?
- How much money did he demand?
- What time did the plane eventually land at Reno Airport?

Airline mysteries!

Air travel is one of the safest forms of transport. But when things go wrong, they usually end in tragedy... or mystery, as these two cases clearly show.



Amelia Earhart

Amelia Earhart (born on 24th July 1897) was the first female aviator to **fly solo** across the Atlantic Ocean. In 1937, she set herself a new **challenge**: to be the first person to **circumnavigate** the globe by flying around the **equator**. The round-the-world trip started on 1st June 1937 when Amelia and navigator Fred Noonan **set off** from Miami (USA). After several stops in South America, Africa and Asia, they arrived at Lae (in New Guinea) on 29th June 1937. At this stage, they'd completed about 35,000 km of the journey, with just 11,000 km to do across the Pacific. On 2nd July, Earhart and Noonan took off from Lae **en route** to Howland Island, a small **strip** of land just 2,000 metres long and about 4,000 kilometres away. A radio message was received during the **approach** to the island, but the signal was lost and the plane disappeared. An extensive **search** was carried out that lasted for several weeks, but nothing was ever found.

So, what had happened? There are several theories. Some say that the plane **ran out of fuel** and that Earhart and Noonan **ditched** at sea. Others claim that Amelia was a spy, and that she had been **shot down** and captured by Japanese forces; some believe she faked her

own death; and a few even claimed she was abducted by aliens. In 2013, researchers from the organisation **TIGHAR** claimed they'd discovered the remains of her plane off the coast of Nikumaroro Island. In past expeditions, they'd found some unusual artefacts there, including some sun cream from the 1930s and buttons from a flight jacket. Has the mystery been solved? We'll have to wait and see.



DB Cooper

In 1971, an unidentified man hijacked a Boeing 727 and escaped by parachuting out of the back. The incident began on 24th November 1971 at Portland International Airport in Portland, Oregon (USA). A man who identified himself as "Dan Cooper" bought a one-way ticket to Seattle (Washington) – a 30-minute flight. Cooper boarded the aircraft and took his seat. Shortly after takeoff, he passed a note to a flight attendant. It said he had a bomb in his briefcase and that he was prepared to use it. His demands were simple: \$200,000, four parachutes, and a fuel truck to refuel the aircraft. The pilot was informed and he contacted Seattle-Tacoma Airport traffic control, who informed the local police and the FBI.

FBI agents got the money and handed it over, along with the parachutes. At approximately 7:40 pm, the plane took off again with just five people on board: the pilot, a co-pilot, a flight engineer, a flight attendant and Cooper. About half-an-

hour into the flight, and with everyone in the cockpit, Cooper lowered the rear **airstair** and parachuted out. The aircraft eventually landed at 10:15 pm at Reno Airport (in Nevada). Police and FBI agents **surrounded** the jet and searched it carefully, but Cooper was nowhere to be found. Over the years, police have followed hundreds of **leads**, but haven't been able to identify the mysterious Cooper. ✪

VIDEO



Watch a video on the supposed discovery of Amelia Earhart's plane. Search YouTube for "Amelia Earhart Plane Found" 76 Year Old Mystery Solved"

GLOSSARY

- to fly solo** *exp*
to fly alone (without anyone else in the plane helping you)
- a challenge** *n*
something new and difficult for you
- to circumnavigate** *vb*
to go all around something
- the equator** *n*
an imaginary line around the middle of the earth at an equal distance from the North Pole and the South Pole
- to set off** *phr vb*
the time you "set off" on a trip is the time you leave
- en route** *exp*
if you're "en route to" a place, you're travelling to that place
- a strip** *n*
a "strip" of land (for example) is a thin piece of land
- an approach** *n*
if a plane is making an "approach" to an area, it's travelling towards that area
- a search** *n*
if there's a "search" for someone, people are looking for that person
- to run out of** *exp*
if you "run out of" fuel (for example), you have no more of fuel
- fuel** *n*
a type of liquid that planes need in order to be flown
- to ditch** *vb*
if a pilot "ditches" a plane, he/she lands the plane in an emergency landing
- to shoot down** *phr vb*
if enemy forces "shoot down" a plane, they fire at it and make it crash
- TIGHAR** *abbr*
The International Group for Historic Aircraft Recovery
- an airstair** *n*
steps that go into a plane that you can use to go in or out of it
- to surround** *vb*
if the police "surround" a plane (for example), they go all around it
- a lead** *n*
a piece of information that helps you discover the truth about something

Objective To improve your reading and listening skills.

Think about it How often do you cook? What are some of your favourite dishes to prepare? How do you prepare them? What's the most expensive meal you've ever had? If you had just 10 euros to prepare a dish, what would you make? How would you make it?

Exams This reading and listening activity will help prepare you for English exams such as PET and TOEFL.

TRACK 11: ENGLISHMEN

Answers on page 44

1 Pre-reading

What would you cook with the following ingredients?



Courgette



Broccoli



Spaghetti



Sausage



Rice



Onion



Oil

2 Reading I

Read or listen to the article once. In what ways are Tony and Jack similar? In what ways are they different?

3 Reading II

Read the article again. Then, write Tony or Jack next to each statement. He/She...

- ...once had a job that paid £130,000 a year.
- ...once had just £6 to buy food.
- ...has a young child.
- ...has a recipe on his/her blog that consists of risotto with sausage.
- ...once had a job that paid £27,000 a year.
- ...had an alcohol addiction.



TWO INSPIRING FOOD BLOGS!

Food bloggers Tony and Jack both experienced drastic changes. They went from living fairly comfortable lives to having practically nothing. Now they're trying to help other people by showing them how they can eat well with very little money. [See our Recipe section for Jack's vegetarian burgers recipe.]

1 Tony

"If you have a passion for good food, but very little money, what do you eat? How do you organise your kitchen? Where do you shop? Well that's the situation I'm in, and that's what this site is about," explains Tony, otherwise known as the **Skint Foodie**. Tony's website and blog (www.theskintfoodie.com) is full of recipes and ideas on how to create delicious, **nutritional** food with very little money. Some of his recipes include spaghetti with broccoli, courgette and parmesan soup, and risotto with sausage. So, how does he do it? "Being a skint foodie is about how you plan your weekly **menu**. It's about investing time and effort into shopping. Above all, it's eating as well as you can on the **budget** you can **afford**," he adds. So, what had happened to Tony? He once had a family, a nice home

and a well-paid job that paid £130,000 a year, but lost it all because of an alcohol **addiction**. Now that he's **back on his feet** he wants to help others.

2 Jack

Jack is another food blogger. Like Tony, Jack (a girl) also lost her job, and found herself with practically no money and a young child to **feed**. After the initial shock, she became determined to cook as well as she could on the money she had. "I started to cook for myself and my three-year-old son on an extremely low budget because the £6 in change I **scraped** from corners of **drawers**, coat pockets and my son's **money box** was all I had to work with," she explains. Later, she started writing about her experiences, and including recipes on her blog www.agirlcalledjack.com. Since then, the blog has become extremely popular and her life has **turned around**. But has it changed her? "People ask if I will still live on such a **tight budget** now that I have a **cookbook deal** and a job. Yes, I will. Because two years ago, I had a £27,000-a-year job and a beautiful home, and I could never have imagined life **falling apart** as much as it did – and **I'll be damned** if I

ever go through that again."

What an inspiration! 🌱

VIDEO

YouTube

Watch Jack talking about using cheap ingredients. Search YouTube for "**Jack Monroe's cheap substitutes for fancy pants ingredients**".

GLOSSARY

a blogger *n* someone who writes regularly on a blog
- a website where people write articles on special topics or give their opinions
skint *adj informal* if you're "skint", you haven't got any money
nutritional *adj* "nutritional" food has nutrients, which make you healthy and strong
a menu *n* a weekly "menu" is a list of the food you're going to eat in a week
a budget *n* an amount of money you have to spend on something
to afford *vb* if you can "afford" something, you have enough money for it
an addiction *n* if you have an "addiction" to alcohol (for example), you can't stop drinking it
back on your feet *exp* if you're "back on your feet", you're all right again after being ill, desperate, etc.
to feed *vb* if you "feed" someone, you give them food
to scrape *vb* if you "scrape" an amount of money, you find that money, but with difficulty
a drawer *n* a little box in a table where you can put things
a money box *n* a little object with a hole in it for putting in money. Children use it for saving money
to turn around *phr vb* if your life has "turned around", it has changed, often in a positive way
a tight budget *exp* if you've got a "tight budget", you haven't got much money to spend on things
a cookbook deal *exp* an agreement with a publishing company to write a book about cooking
to fall apart *phr vb* if someone's life "falls apart", it changes and becomes really bad: they lose their job, etc.
I'll be damned if I (do that again) *exp informal* "damned" is used for emphasis. It's like saying, "I will never, ever do that again..."

Objective To improve your reading and listening skills.

Think about it When did you learn how to drive? Who taught you? How did you learn how to use basic tools such as a hammer, screwdriver, etc.? Did anyone teach you? Who? When did you learn how to cook? Who showed you how to cook?

Exams This reading and listening activity will help prepare you for English exams such as PET and TOEFL.

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WHAT CAN YOU TEACH ME?



“LET’S TRY TEACHING KIDS HOW TO THINK, NOT WHAT TO THINK.”

WHAT SHOULD CHILDREN KNOW BEFORE THEY LEAVE SCHOOL?

What did you know by the time you’d finished school? What life skills did you have? Did you know how to read a map? Could you sew on a button? Did you know how to cook? Here are some things that children should know before they leave home. What would you add to the list?

By the age of 18, children should know how to...

Health & happiness

...look after their body, understand the benefits of healthy eating, stay clean and smell nice, look after their teeth, eat well and in moderation, understand the importance of doing exercise, control what they eat or drink...

Practical skills

...ski, ride a bike, speak a foreign language, swim, play a musical instrument, put on a tie, drive a car, use basic tools (a **hammer**, **screwdriver**, **drill**, etc.), ride a motorbike, avoid getting robbed, defend themselves from a physical attack, fight, cook a range of basic dishes, sew, **touch type**, program a computer with code...

Social Skills

...make conversation, resist **peer pressure**, deal with aggressive people, avoid danger, stay safe, be **polite**, be agreeable, treat other people with respect, resolve conflict, avoid conflict,

apologise, work in a team, be a **good sport**, eat with proper table manners, greet someone appropriately, get on with people, learn from others...

Psychology

... be **assertive**, learn from their mistakes, put things in perspective, laugh at themselves, **spot** a lie, understand their strengths and weaknesses...

Work

...understand the basics of business, negotiate, give a presentation, contribute to a meeting, fill in a form, give instructions, **prioritise**, manage time, maintain an address book and a personal appointment calendar...

Money & finance

...ask for a discount, **shop around**, make a complaint, identify a **money scam**, use a cashpoint machine, keep their accounts **balanced**, understand the importance of **saving for a rainy day**, avoid **ID theft**, create a **budget**...

Outdoor adventure

...use a map, protect themselves from insects, the sun, the cold and the heat, use a compass, put up a tent, cook outdoors, start a fire, **forage** for food, **purify** water, build a **shelter**, give **CPR**, plan a journey, tie a **knot**...

There’s so much to learn and so little time! ☺

VIDEO

YouTube

Watch a video on why kids should learn to program computer code. Search YouTube for “**Why Our Kids Must Learn to Code**”.

GLOSSARY

a hammer *n*

a tool used for hitting a nail into the wall, etc.

a screwdriver *n*

a tool used for taking out or putting in a screw (a little metal object that is used to hold two pieces of wood together, etc.)

a drill *n*

a tool for making holes in the wall

to touch type *n*

if you can “touch type”, you can type on a computer without looking at the keyboard

peer pressure *n*

a “peer” is someone your age. If you resist “peer pressure”, you don’t do what other people your age are telling you to do

to be polite *adj*

someone who is “polite” has good manners and treats other people with respect

a good sport *n*

a person who accepts it when their team loses, they lose, they don’t win, etc.

assertive *adj*

someone who is “assertive” explains clearly what they want or need

to spot *vb*

to notice or see

to prioritise *vb*

if you “prioritise” the things you have to do, you decide which ones are the most important and do them first

to shop around *n*

to look at different shops to find the best price

a money scam *n*

a trick that is designed to steal money from you

to balance *vb*

if you “balance” your accounts, you make sure you spend less than you receive

to save for a rainy day *exp*

to save money for an emergency or a time when you really need it

ID theft *n*

ID = identity; “ID theft” consists of using someone’s personal information (their name, age, etc.) to create a new identity

a budget *n*

an amount of money you have decided that you can spend on something

to forage *vb*

if you “forage” for food, you try to find it outside in a forest, in a mountain, etc.

to purify *vb*

if you “purify” water, you make it clean so you can drink it

a shelter *n*

a place where you can be warm and dry when it’s raining, etc.

CPR *abbr*

cardiopulmonary resuscitation. An emergency procedure in which you push down on someone’s heart to make them breathe again

a knot *n*

if you tie a “knot” in a piece of string, you put one end through the other and pull on the string so it can hold something

Answers on page 44

1 Pre-reading

Make a list of 6 practical things that you think children should learn how to do before they leave school: read a map, cook food...

2 Reading I

Read or listen to the article once. Were any of your ideas mentioned?

3 Reading II

Read the article again. Then, answer the questions. *What does the writer say about children and what they should know about...*

1. ...eating?
2. ...physical attacks?
3. ...peer pressure?
4. ...mistakes?
5. ...saving money?
6. ...insects, the sun, the cold and the heat?

Objective To improve your listening skills.

Think about it What are some of the most adventurous things you've ever done? Have you ever been in danger? What happened? Which outdoor activities do you enjoy doing or have you done? Which ones would you like to do? Why? Are you an "outdoors" type of person, or do you prefer to be inside? Give examples.

Exams This listening activity will help prepare you for English exams such as PET and TOEFL.

Answers on page 44

1 Pre-listening

You're going to listen to two people talking about some adventurous things they've done. Look at the words below that come from the two stories. What do you think happened in each story?

Story I: *snowstorm, wind, mountain, snow, rain, storm, hiking...*

Story II: *parachuting, plane, pilot, parachute, parachute instructor...*

2 Listening I

Listen once and compare your ideas from the Pre-listening task.

3 Listening II

Listen again. Then, choose the correct answers.

- In Story I, the incident took place in the middle of *summer / winter*.
- They were on a *50-kilometre / 100-kilometre* trip.
- There was a storm on the evening of the *third / fourth* day.
- It took place at about *three / four* in the morning.
- In Story II, the speaker was in the north of *Sweden / Norway*.
- They went on a *one-day / two-day* preparation course.
- There were *two / three* of them in the back of the plane.
- The pilot took the plane up to about *700 / 800* metres.
- Sandra was the *first / second* person to jump out.

4 Language focus Prepositions

Complete the phrases from the audio recording on this page with the correct prepositions.

- a trip _____ the mountains
- walk _____ four days
- _____ about three in the morning
- the side _____ the mountain
- _____ the north of Norway

5 Listening III

Complete the audio script with the correct words.

Note!

Don't read the audio script until you've completed the exercises and activities.

Audio script

Talking about your adventures!

We asked two people about some of the adventurous things they'd done in their lives.

1 The snowstorm

I once went hiking in the middle of winter and got caught up in a snowstorm. I was with a friend and we were on a 100-kilometre trip in the mountains. The idea was to (1) _____ for four days, covering about 25 kilometres a day. For the first couple of days, everything (2) _____ to be fine, but late in the evening of the third day, there was a really heavy snowstorm. The worst bit was the wind – it was so strong that it ripped our tent to pieces. So, at about three in the morning, we had to (3) _____ up everything and leave as quickly as we could. The problem was that it was really hard to see, and I was worried that we were going to (4) _____ down the side of the mountain. In the end, we just dug a hole in the snow and waited for the storm to die down. It was freezing and probably the worst night I've ever (5) _____ outdoors. As soon as it was light, we walked down the valley to a little village where we got a bus back home.

2 Parachuting

The most adventurous thing I've ever done? It was probably when I (6) _____ parachuting in the north of Norway. After a two-day preparation course, they (7) _____

us out for our first jump. There were three of us in the back of the plane: Sandra (another beginner), me and the parachute instructor. The pilot (8) _____ up to about 700 metres, and then the instructor opened a little door at the side of the plane. Sandra was first out, so she hooked up her parachute and then (9) _____ in the doorway. When the green light came on, the instructor tapped her on the shoulder and she jumped out. Now it was my turn. By then, my heart was thumping really hard. The red light was on again and the plane was (10) _____ round to the same spot so I could jump out. Waiting was definitely the worst part of it. Then, all of a sudden, I felt a tap on my shoulder and I (11) _____. There was a cold rush of air, then a sudden jerk as the parachute opened out. I remember floating there, looking up and down and thinking how small everything looked below and how quiet it was, apart from the distant buzz of the plane. But after a minute or so, the ground suddenly (12) _____ coming up towards me really fast, so I got ready to land, and within a few seconds I was down. I just lay there taking it all in – not believing what I'd just done. It was incredible.

I'M JUST SO ADVENTUROUS!



Objective To improve your range of business English vocabulary.

Think about it

Who are some of the most famous singers in your country? How popular are they in other countries? Are there any music festivals in your country? Which ones? Do they attract many overseas visitors? Who are they popular with? How many people does the music industry employ in your country? How big a sector is it? How much does it contribute to the economy?

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BUSINESS NEWS

HOW MUSIC HELPS THE ECONOMY!



Answers on page 44

1 Pre-reading

What do these people do in the music industry?

- musician
- songwriter
- singer-songwriter
- bassist
- music tourist
- lead vocalist
- keyboard player
- drummer
- music promoter

2 Reading I

In what ways can music contribute to the economy? Make notes. Then, read or listen to the article once to compare your ideas.

3 Reading II

Read the article again. Then, answer the questions.

1. How much do musicians, composers, songwriters and lyricists contribute to the economy?
2. How much does live music contribute?
3. By how much does music boost the UK's international brand?
4. What percentage of GDP does the arts and culture sector represent?
5. By how much does music tourism boost the UK economy a year?
6. Who contributes more: overseas tourists or domestic tourists?

How important is the music industry?

According to a report by UK Music, it's worth a lot more to the British economy than previously thought.

UK Music found that musicians, composers, songwriters and lyricists contribute the most to the economy (£1.6bn) and also employ seven out of every 10 people who work in the sector. Live music contributes £662m, followed by recorded music (£634m), music publishing (£402m), music representatives (£151m), and music producers and recording studios (£80m). Music businesses also generate £1.4bn every year from exports, while British musicians such as Emeli Sande, Adele and Ed Sheeran (whose albums dominated the 2012 sales charts) boost the UK's international brand by an estimated £72m.

Another report by Arts Council England (ACE) had some interesting findings. They showed that the arts and culture sector (book publishing, sound recording, performing arts, etc.) accounts for 0.4% of GDP, with £5.9 billion worth of gross value added (GVA) to the UK economy in 2011. The results form part of an investigation by the Centre for Economics and Business (the CEBR). ACE chief executive Alan Davey said, "The contribution culture

makes to our quality of life as a society and as individuals, will always be our primary concern. But at a time when public finances are under such pressure, it's also right to examine all the benefits that investment in arts and culture can bring – and to consider how we can make the most effective use of that contribution."

Another report by VisitBritain focused on music tourism. It showed that this type of tourism boosts the UK's economy by £2.2bn a year. VisitBritain says nearly half of the average live music audience is made up of tourists, with visitors from abroad spending an average of £910 while attending festivals, and £602 going to concerts. Domestic music tourists spend, on average, £396 while attending festivals, and £87 going to concerts. The report also says that overseas tourists account for 6% of music tourism visits, and 20% of music tourism spending. London attracts 28% of all music tourists in the UK, with 1.8 million people visiting the capital. "It's clear our music industry is doing a great job for the British economy, encouraging 6.5 million tourists to visit the country, generating £2.2 billion last year," said Jo Dipple, the chief executive of UK Music, which helped prepare the report.

Music is so much more than a form of entertainment! ✨

VIDEO

YouTube

Watch this video on the UK music industry. Search YouTube for "The Economic Value of the Music Industry".

WINSTON CHURCHILL

Winston Churchill was once asked for his opinion on cutting arts funding during World War II to help with the war effort. He famously replied, "Then what are we fighting for?"

GLOSSARY

- UK Music** *n* an organisation that represents people who work in the music industry
- bn** *abbr* a billion: 1,000,000,000,000 (1 million X 1 million)
- live music** *exp* music that is played in front of an audience
- m** *abbr* a million: 1,000,000
- a music representative** *n* a person who works with bands and helps them make records, do concerts, etc.
- to boost** *vb* to increase
- (a country's) international brand** *n* a country's "international brand" is the image it has and the way other people see it and what it represents
- the arts and culture sector** *n* art, literature, music, theatre, film, dance, etc.
- performing arts** *n* forms of art that an audience can watch: drama, music, dance, etc.
- GDP** *abbr* gross domestic product: the total value of goods and services produced within a country in a year, not including its income from investments in other countries
- gross value added** *exp* the value of goods and services produced in a sector (the music industry, in this case) and how this contributes to the economy in general
- a primary concern** *n* something important that is worrying people
- music tourism** *n* a "music tourist" is someone from another country who travels somewhere to see a band or go to a music festival
- an audience** *n* the people who watch a concert, etc.
- a domestic music tourist** *n* someone from the country you're referring to who travels within that country to see a concert, go to a music festival, etc.
- to encourage** *vb* if you "encourage" someone to do something, you persuade them to do it

Objective To improve your listening skills.

Think about it How do you generally communicate with friends? What about work colleagues? Have you got a Twitter account? What do you use it for? What other social networks do you use? Have there been any famous Tweets in your country? What were they? Do you think people should be charged for sending offensive Tweets? Why?

Exams This listening activity will help prepare you for English exams such as PET and TOEFL.

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NICE BURGER!



I'M SERIOUS ABOUT THIS!



Think before you Tweet!

Twitter is quick and easy to use. Just write a short message of up to 140 characters and press “send”. But there are a few hidden dangers, as these Tweets clearly show.

Ed Balls

On 28th April 2011, shadow chancellor Ed Balls accidentally tweeted his own name... and nothing else. As a result, the date has become known as Ed Balls Day. People mark the event by tweeting just “Ed Balls”.



“Ed Balls.”

Aiden Burley

Conservative MP Aiden Burley sent the following tweet just after the London 2012 Olympic opening ceremony. Unfortunately for Aiden, not many people agreed with him, and Prime Minister David Cameron described the tweet as “idiotic”.



“The most leftie opening ceremony I have ever seen – more than Beijing, the capital of a communist state!”

David Cameron

In 2014, British Prime Minister David Cameron tweeted a picture of himself

looking extremely serious on the phone to Barack Obama. Within minutes, versions of the photo started appearing all over the internet, including one of British actor Sir Patrick Stewart (the star of *Star Trek* films) holding a tube of wet wipes to his ear.



“I’ve been speaking to @BarackObama about the situation in Ukraine. We are united in condemnation of Russia’s actions.”

George Osborne

In June 2013, British chancellor George Osborne tweeted a picture of himself eating a hamburger the day before giving the budget speech. Osborne is one of several government ministers who are often accused of being “posh” because they went to England’s exclusive private school Eton. So, many saw this Tweet as an attempt by Osborne to show that he was a “man of the people”. However, it backfired as the *Sun* newspaper found out that the burger was from an expensive upmarket chain called Byron and that it cost £6.75 – far more than the 99p you’d pay for the lowest-priced burgers in McDonald’s. The story even got onto the front page of the *Sun*.



“Putting final touches to the speech”

Be careful with those Twitter messages! ✪

VIDEO

YouTube

Watch prime Minister David Cameron commenting on Aiden Burley’s “idiotic” tweet. Search YouTube for “David Cameron - Aiden Burley Tweet Idiotic”.

GLOSSARY

a character *n*
any letter (ABC, etc.), punctuation mark or space. In a Twitter message, you can only use 140 characters in each message

a Tweet *n*
a message you send by the social network Twitter

the shadow chancellor *n*
the “Chancellor” (of the Exchequer) is the minister in the British government who is in charge of finance. The “shadow” chancellor, is the chancellor of the political party in opposition (the party not in power)

to mark an event *exp*
to do something special to celebrate an event

the opening ceremony *n*
the big event at the start of the Olympics when there’s dancing, parades, etc.

idiotic *adj*
stupid

leftie *adj informal*
a left-wing person: someone who supports socialist ideas

a tube of *n*
a long, thin container for something

wet wipes *n*
little tissues (thin pieces of paper) that are wet and that you can use to clean a baby, etc.

a budget speech *n*
an official speech (talk) by the chancellor in which he/she explains how much the government will spend, which taxes will go up or down, etc.

a man of the people *exp*
someone who understands ordinary people; someone who represents ordinary people

to backfire *vb*
if something “backfires”, it has the opposite effect to the one you intended it to have

upmarket *adj*
“upmarket” products are expensive and of good quality

a chain *n*
a “chain” of restaurants is a number of them owned by the same company

Answers on page 44

1 Pre-reading

What are some of the most embarrassing or stupid things you’ve ever said or heard other people say?

2 Reading I

Read or listen to the article once. Which Tweet is the funniest? Why?

3 Reading II

Read the article again. Then, write the name of a person next to each statement.

1. He was ridiculed by a famous actor.
2. He tweeted his own name and nothing else.
3. News of his tweet appeared on the front page of a newspaper.
4. His tweet was sent on 28th April 2011.
5. He included a photo of himself on the phone to someone.
6. His tweet was described as “idiotic”.

Mod music

Mod music was popular in the UK in the early to mid-1960s. And there was a mod revival in the late 1970s and early 1980s. Mod music was a mixture of soul, ska and R&B. People who listened to this type of music were known as Mods. They wore expensive suits and rode Italian motor scooters such as Lambrettas or Vespas. Here are four songs by famous mod groups.



My Generation (by The Who)

The Who are an English rock band. Formed in 1964, their most famous line-up

consisted of lead singer Roger Daltrey, guitarist Pete Townshend, bassist John Entwistle and drummer Keith Moon. Before becoming the Who, they were known as the High Numbers.

Song extract

People try to put us d-down, (talkin' 'bout my generation),
Just because we get around, (talkin' 'bout my generation),
Things they do look awful c-c-cold, (talkin' 'bout my generation),
I hope I die before I get old, (talkin' 'bout my generation).



Going Underground (by The Jam)

The Jam were an English punk rock and mod revival band from the late 1970s and early 1980s. The band members were Paul Weller (vocals and guitar), Bruce Foxton (bass guitar) and Rick Buckler (drums). They had 18 consecutive Top 40 singles in the UK, including four number-one hits.

Song extract

I'm going underground, (going underground),
Well the brass bands play and feet start to pound,
Going underground, (going underground),
Well, let the boys all sing and the boys all shout
for tomorrow.



What'cha gonna do about it (by the Small Faces)

The Small Faces were an English band from London. The group was formed in 1965 by members Steve Marriott, Ronnie Lane, Kenney Jones and Jimmy Winston. They became one of the UK's most successful psychedelic groups before disbanding in 1969.

Song extract

I want you to know that I love you, baby, want you to know that I care,
I'm so happy when you're 'round me, but I'm sad when you're not there,
What'cha gonna do about it (repeat).



Poison Ivy (The Lambrettas)

The Lambrettas were an English mod revival band from the late 1970s and early 1980s. Their original line-up consisted of Jez Bird (singer/guitarist), Doug Sanders (guitarist/vocalist), Mark Ellis (bassist) and Paul Wincer (drummer).

Song extract

She comes on like a rose, and everybody knows,
She'll get you in Dutch,
But you can look but you'd better not touch,
Poison ivy, poison ivy,
Late at night while you're sleeping,
Poison ivy comes a creeping around. ♻️

Objective

To improve your English by reading about music and listening to song lyrics.

Think about it

Have you heard any of the songs by the groups mentioned in this article? Have you heard any other songs by them? What did you think of them? Did the mod movement exist in your country? When? How did mods in your country dress? What music did they listen to?

VIDEO



Watch a video of The Who playing My Generation. Search YouTube for "The Who - My Generation".

GLOSSARY

Mod (music) ¹¹
the word "mod" comes from "modernist": someone who is modern

a revival ¹¹

if there's a "revival" of a type of music, it becomes popular again

ska ¹¹

music that originated in Jamaica in the late 1950s. It was a type of reggae music

R&B ¹¹

music from the early 1950s that was a mixture of jazz, blues and rock 'n' roll

a suit ¹¹

clothing that consists of a jacket and trousers of the same colour and material

a line-up ¹¹

the names of the people in a band

to get around *phr vb*

if you "get around", you visit a lot of different places and people

consecutive *adj*

if a band has two "consecutive" hits, it has two successful songs one after the other

a single ¹¹

a song from an album; a CD with one or two songs on it. You can also refer to the main song on a CD as a single

to pound *vb*

if someone's feet start to "pound", they go up and down as if they're marching (walking in a military style)

psychedelic *adj*

"psychedelic" music is music that tries to affect your mind, just as some drugs do

to disband *vb*

if a band "disbands", the members of the band stop singing and playing together

what'cha gonna do about it *exp informal*

what are you going to do about it?

come on like a rose *exp*

if someone "comes on like a rose", they act innocently and sweet as they're talking to you, even though they aren't really like that

get you in Dutch *exp informal*

an idiomatic expression that means to "get you in trouble"

poison ivy ¹¹

a plant with leaves that make you itchy if you touch them

a creeping around *exp*

if something comes "a creeping around", it comes to you secretly. The use of "a" is just for emphasis

Learn over 500 useful words and expressions for travelling abroad.
 40 topic areas covering a wide range of typical situations.
 Over 400 images to help you learn the words and expressions.
 More than 30 dialogues so you can hear the language in action.
 For more information, visit: www.learnhotenglish.com/shop

AT THE STREET MARKET

Learn over 20 useful words for visiting a street market!

Useful words



Words to describe

- **Street market** – a place outside where you can buy food, clothes, toys, etc.
- **Stall holder** – a person who sells things from a table in a market.
- **Market square** – a large, open space in a town or city with buildings on all sides and a market in the middle.
- **Flea market** – a market where you can buy cheap goods, second-hand things, old furniture, etc.
- **Street food** – food (hot dogs, hamburgers, etc.) you can buy from a market or a stall in the street
- **Knick-nacks** – small toys or ornaments you can buy in markets: Russian dolls, little plastic animals, teddy bears...
- **Handicrafts** – objects made by people using their hands: little wooden boxes, baskets...



Dialogue: The street market

Jenny is at a street market. She's interested in buying some souvenirs. She's talking to a stall holder called Frank. [Listen once and complete the text with the correct verbs.]



Trader: Can I help?
Jenny: I'm just (1) _____, thanks. How much are the records?
Trader: A fiver each.
Jenny: This one's a bit scratched. Could you (2) _____ me a bit of a discount?
Trader: All right, £4.
Jenny: What about the scarves? How much are they?
Trader: £4 each or £7 for two.
Jenny: And what about these earrings?
Trader: £3 each – they're solid silver.
Jenny: I'll (3) _____ this pair, please. How much is the vase?
Trader: £25.
Jenny: It's a bit chipped. Could you knock a bit off?
Trader: All right, £20.
Jenny: OK, but as long as you throw in the earrings and these two scarves.
Trader: You're (4) _____! I tell you what: you can have the vase, the earrings, the two scarves and the record all for £30.
Jenny: Erm... all right. Sounds good. So, this vase, where was it made... Whoops! [She drops it.]
Trader: You'll have to (5) _____ for that.
Jenny: You knocked it out of my hand.
Trader: No, I didn't.
Jenny: Yes, you did.
Trader: Look, give me £35 for the lot and I'll (6) _____ you another vase.
Jenny: Erm... all right. Here you are. Sorry, but I haven't got any change. [She gives him a 50-pound note]
Trader: That's all right. Here you go. [He gives her 5 pounds change]
Jenny: Cheers.
Trader: Thanks, bye.
Jenny: [talking to herself as she walks away] Erm, (7) _____ a minute, I gave him a 50-pound note and he gave me 5 pounds... that isn't right... [She goes back to speak to the stall holder.] Hey, you only (8) _____ me 5-pounds' change.
Trader: No, I didn't.
Jenny: Yes, you did.
Trader: No, I didn't. [fades out]

GLOSSARY

a fiver *n* *inform*
 five pounds
scratched *adj*
 if a record (for example) is "scratched", it has small cuts in it
a discount *n*
 a reduction in the price of something so it's cheaper
chipped *adj*
 if a cup (for example) is "chipped", it is broken a bit
to knock off *phr* *vb*
 if you "knock off" 5 euros from the price, you reduce the price by 5 euros
to throw in *phr* *vb*
 if you "throw in" an object during a sales negotiation, you include that object in the sale
for the lot *exp*
 for everything

15 TOP TIPS FOR INCREASING YOUR RANGE OF VOCABULARY!

Vocabulary is a **key** part of learning a new language. But what's the best way to **pick up** new words and remember them? Here are our top tips for building up your vocabulary.

1 Read & listen!

The best way to learn new words is to do it the natural way: by reading and listening to lots of English. And if you read and listen to things that you're really interested in, you'll improve your range of vocabulary without even realising it as you **absorb** language within interesting content.

2 Guess!

Interestingly, studies have shown that the more effort you put into **working out** what a word means, the easier it is to remember. So, instead of **reaching for** the dictionary, try to **guess** the meaning of any difficult words.

3 Focus!

There are thousands of words and expressions in English. But which ones do you need to learn? The answer is simple: **high-frequency** words. You can find high-frequency words in dialogues or conversations. Interestingly, a study by Oxford Online has found that the top 3,000 words in English make up 70% of the words we use.

4 Think context!

Make a note of any words you want to learn in sentences – never as individual words. When language is **in context**, you can see how the words **fit together** and how they're used. Also, try **grouping** words into categories or themes: *food words, marketing terms...* Studies have shown that we group words in our brains according to themes or topics. So, if you do this with the words you want to learn, they'll be easier to remember.

Once you've identified the words you want to learn, you'll find that some are easier to remember than others. Here are our top tips for learning the difficult ones.

5 Write them out!

Studies have shown that when we write out words, we form a visual representation of them in our heads, and this helps with memory.

6 Break them down!

Break down any long or complicated words. For example, by taking away the prefix (*un*) and the suffix (*able*) from the word *uncomfortable*, you're left with *comfort*, which is probably a word you already know.

7 Use them!

Use any new words as often as you can. Studies have shown that after you've used a new word three times, you'll never forget it.

8 Read & listen... again!

Keep reading and listening as much as possible. The more you read and listen the greater the possibility of finding your **target** word in different contexts, which will help you learn more about it.

9 See them!

Try to find a picture of the word you want to learn. Seeing an image of it is often a really quick and easy way to learn it.

10 Say them!

Repeating words out loud will help you remember them. Studies have shown that **verbalising** language helps you **internalise** it.

11 Compare them!

Find as many examples as

you can of your target word in sentences. Then, you'll see it in lots of different contexts. Simply type your target word into Google and write "+ in a sentence". Then, **print off** the results.

12 Record them!

Use a voice recorder to record yourself saying the target words in sentences. Then, use an MP3 player to listen to the sentences while you're waiting for a bus, relaxing on the sofa or walking along the street. Tests have shown that the more ways language enters your head (through sight, hearing, etc.) the easier it is to remember.

13 Check them!

Use flashcards to review your progress. Write your target word in a sentence on one side of a flashcard and a definition on the other side. Then, test yourself during the day. If you've got a smartphone or tablet computer, you could use flashcard apps such as Anki or Quizlet.

14 Translate them!

Translate a sentence with the key word in it. Then, test yourself by covering up the English version and trying to translate the sentence from your language into English.

15 Get creative!

Use mnemonics for really difficult words. Mnemonics (pronounced "nemonics") are memory **aids** such as pictures, poems, rhymes and stories, that you can use to help you remember things. For example, a Spanish student was having difficulty with the word "hill" (a small mountain). So, he drew a picture of Jesus Gil (a famous

politician) on a hill (the surname "Gil" has a similar pronunciation to the word "hill"). After that, she never forgot the word. Try making connections between English words and words in your own language.

Have fun learning new words! 🌟

LEARN HOT ENGLISH MAGAZINE

Learn Hot English magazine is great for increasing your range of vocabulary. Articles in the magazine are full of useful, high-frequency words and expressions. There are also glossary boxes to help you understand the language, and lots of dialogues and conversations so you get the language you need for instant communication.

GLOSSARY

key *adj*
very important
to pick up *phr vb*
to learn
to absorb *vb*
if you "absorb" information, you learn and understand it
to work out *phr vb*
if you "work out" the meaning of something, you understand it
to guess *vb*
if you "guess" the meaning of something, you imagine what the meaning is even though you don't really know
to reach for *exp*
if you "reach for" something close to you, you move your arm so you can take it in your hands
high-frequency *adj*
a "high-frequency" word is very common and appears many times in texts, dialogues, etc.
in context *exp*
if a word is "in context", it appears with other words in a sentence, dialogue, etc.
to fit together *exp*
the way words "fit together" is the way they go together and are combined
to group *vb*
if you "group" words, you put them into categories: animal words, food words (for example)
target *adj*
a "target" word (for example) is the one you're trying to understand or remember
to verbalise *vb*
if you verbalise ideas, you say them
to internalise *vb*
if you "internalise" something, you learn it very well and it becomes fixed in your mind/brain/head
to print off *phr vb*
if you "print off" a document, you produce a paper copy of it by using a printer or photocopier
an aid *n*
something that helps you do a job

29 USEFUL EXPRESSIONS FOR THE TELEPHONE



Answering the phone

- Amstan Incorporated. How may I help you? (business / formal)
- Hello? (informal / private calls)

Identifying yourself – the caller [notice the use of “this”]

- Hello. This is Nick Saunders.
- Hi, this is Sally Fields.

Asking for identification

- Who’s calling, please?
- Which company are you calling from, please?

Asking to speak with someone

- Could I speak to Bob Mitchell, please?
- Is Nancy Smith there, please?

Giving details of a call

- It’s about the job advert in the paper.
- I’m calling to confirm the meeting for tomorrow.

Connecting someone

- I’ll just put you through.
- I’m just connecting you.

Problems

- I’m sorry but the line is engaged at the moment. Would you like to call back later?
- She isn’t here right now. Shall I tell her you called?

Inviting someone to leave a message

- Can I take a message?
- Would you like to leave a message?

Leaving a message

- Can you tell her that Jane called, please?
- Could you tell her to call me as soon as possible, please?

Special requests

- Could you repeat that, please?
- Would you mind spelling that for me, please?
- Could you speak up a little bit, please?
- Can you speak a little more slowly, please?
- Could I call you back later, please? The line’s really bad.
- How do you spell that, please?
- Could I have your e-mail address, please?

Closing the conversation

- I look forward to seeing you next week.
- OK. Thanks for that.

Saying goodbye

- Thanks. Bye.
- Bye. Talk later.

Telephone conversations

Complete the phone conversations with the correct words.

The Hotel Room

- A: The Shaef Hotel. How may I help you?
 B: Oh, hi, I’m flying into Chicago (1) _____ and I was wondering if you had any vacancies.
 A: Would that be a single or a double room?
 B: A (2) _____ room, please.
 A: Yes, we do have a room available. Could I take your name, please?
 B: Yes, it’s Sally (3) _____.
 A: Was it just the one night you wanted?
 B: Yes, that’s it, thanks. I’ll be in about (4) _____.
 A: OK, have a nice flight.

Leaving a Message

- A: Finance department. How can I help you?
 B: Yes, can I speak to Mrs (5) _____, please?
 A: She’s on another line right now. Would you like to hold?
 B: No, thanks. That’s all right.
 A: Can I take a message?
 B: Yes, could you ask her to call me back, please? I’m calling from (6) _____, and my number is 00 46 2453 8519.
 A: I’ll just repeat that back to you: 00 46 2453 8519.
 B: Yes, that’s right.
 A: OK, I’ll give her your (7) _____ right away.
 B: Thanks. It’s really (8) _____ by the way.
 A: Don’t worry. Thank you for calling. Goodbye.
 B: Goodbye.



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Opinion form questions

All comments are welcome – even negative ones, which are often more useful as they help us improve. Thanks for your collaboration!

- 1 What 3 things do you like about *Learn Hot English* magazine?
- 2 What 3 things do you dislike about *Learn Hot English* magazine?
- 3 What are your 3 favourite sections in *Learn Hot English* magazine? Why do you like them?
- 4 Which 3 articles or pages from the June 2014 issue of *Learn Hot English* magazine (Hot English 145) did you like? Why did you like them?
- 5 Any other comments? Any ideas for improving the magazine? Be as honest as you like.

Thanks very much for your opinions and ideas. We really appreciate them!



Offer lasts until 15th July 2014 only. Any opinion forms received after this date will not be processed. Only the first 100 forms will be processed.



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CARLOS SLIM

From 2012 to 2013, Mexican **magnate** Carlos Slim was **ranked** the world's richest person, with *Forbes* listing his **net worth** at \$74 billion. Here are a few of his top tips for succeeding in the world of business.

1 Start early!

Right from an early age, Carlos was taught the basics of business by his father. And when he was only 12, Carlos bought shares in a Mexican bank. He went on to study civil engineering at the National Autonomous University of Mexico, and became a **trader** after graduating. In 1966, at the age of 26, he was already worth US\$40 million.

2 Choose your moment!

Carlos likes to **invest** as others are getting out of the market. "When there's a crisis, that's when we're interested in getting in," Carlos once said. In 1982, the Mexican economy **slumped**. But instead of **playing it safe**, Carlos invested in a **host of** companies in a wide variety of industries including telecommunications, financial services, **mining** and **retail**.

3 Act fast!

Carlos is famous for **buying up** companies **on the cheap**, then re-organising them, forming **conglomerates** and **driving out** the competition. "When we decide to do something, we do it quickly," he once said. In 1990, Carlos worked with France Télécom and Southwestern Bell to buy up the state-owned telephone company Telmex from the Mexican government. These days, the company, which is run by Carlos, operates the majority of Mexican landlines (over 90%). Another one of his companies, América Movil, is Latin America's largest mobile phone provider, serving more than 150 million customers in 11 countries, and operating almost 80% of all the mobile phones in Mexico. Both companies are virtual **monopolies**,

which wouldn't be permitted in countries such as the US under **antitrust regulations**.

4 Diversify!

With control of more than 200 companies, Carlos is the master of **diversification**. "It's hard to spend a day in Mexico and not put money in his pocket," a journalist for the *Wall Street Journal*

wrote in a **business profile**. Carlos has invested in a wide range of sectors in both Mexico and the USA. In 2008, he **made headlines** when he bought a 6.4% **stake** in **The New York Times Company**, and recently acquired more, **upping** his stake to 7.5%. Additionally, he also owns 1% of **Citigroup**, and 16% of the shares in **Saks Fifth Avenue**.

5 Watch your costs!

Carlos is very careful about his costs, and he likes to **streamline** any new businesses. "It's not a question of arriving and putting in a whole new administration, but instead, arriving and **compacting** things as much as possible, reducing management layers. We want as few management layers as possible, so that executives are very close to the operations," he once explained. On a personal level, Carlos is famously **frugal**. He has lived in the same six-bedroom house for the past 30 years, wears clothes from his own **modest** stores, doesn't own a single home outside Mexico, and drives himself to work.

6 Have vision!

Although Carlos is a **technophobe**, he recognises the power of technology. "Technology is going to transform people's lives and society everywhere in the world. I spend most of my time studying new technologies. My main task is to understand what's going on and try to see where we can fit in," he once explained.

7 Be generous!

In May 2011, Carlos appeared on *Forbes'* list of the World's Biggest Givers after donating millions to his anti-poverty foundation. However, he doesn't believe in simply **throwing money at problems**. He once told *USA Today* that education and jobs can fight poverty better than charity. "It's not a question of giving money away, it's a question of going somewhere and doing

something and making sure the basic costs are paid... I'm **channelling resources** to try to solve problems as quickly as possible.... Our concept is more to accomplish and solve things, rather than giving – that is, not going around like Santa Claus. Poverty isn't solved with donations."

It's nice to know he's doing his bit! 🍀

Bio - Carlos Slim Helú

Carlos Slim Helú is a Mexican businessman. He was born in Mexico City on 28th January 1940. He's the owner of several companies in the fields of communications, technology, retailing and finance. His parents (Julián Slim Haddad and Linda Helú) were originally from Lebanon. Carlos married Soumaya Domit in 1967. They have six children.

Objective

To learn some business tips from world-famous entrepreneurs.

Think about it

Who are some of the richest people in your country? How did they get rich? Had you heard of Carlos Slim before? What else do you know about him? Are there any businesspeople who dominate any markets in your country?

GLOSSARY

- a magnate** *n*
a very rich and powerful businessperson
- to rank** *vb*
if someone is "ranked" first (for example) on a list, they are at the top of that list
- a net worth** *exp*
all the money and property a person has, minus any liabilities or debts (money they owe to others, etc.)
- a trader** *n*
a person whose job is to buy or sell shares in companies, etc.
- to invest** *vb*
to buy some property or shares in a company with the hope that you'll make a profit in the future
- to slump** *vb*
if an economy "slumps", it does very badly and there's very little money or work
- to play it safe** *exp*
if you "play it safe", you act carefully and you don't take any risks
- a host of** *exp*
a number of
- mining** *n*
the industry connected with taking minerals (coal, gold, etc.) from the ground
- retail** *n*
selling goods directly to the public (in shops, etc.)
- to buy up** *phr vb*
if company A "buys up" company B, company A buys all the shares (or most of them) in B and becomes the owner of company B
- on the cheap** *exp*
very cheap; at a low price
- a conglomerate** *n*
a large business consisting of several different companies
- to drive out** *phr vb*
if you "drive out" a company from a particular market, you force that company to leave the market and stop selling
- a monopoly** *n*
a company which is the only one providing a particular product or service
- antitrust regulations** *n*
laws that stop big companies from dominating a market, fixing prices, interfering with free competition, etc.
- diversification** *n*
the process of increasing the variety of things you have or do
- to make headlines** *exp*
if you "make headlines", you appear on the front page of a newspaper or in an article
- a stake** *n*
if you have a "stake" in something, you own part of it
- The New York Times Company** *n*
an American media company with newspapers, radio stations, film companies...
- to up** *vb*
to increase
- Citigroup** *n*
an American multinational financial services corporation
- Saks Fifth Avenue** *n*
an American luxury department store chain
- to streamline** *vb*
to make an organisation more efficient by taking away unnecessary parts of it
- to compact** *vb*
to make smaller
- frugal** *adj*
someone who is "frugal" doesn't spend much money on themselves
- modest** *adj*
a "modest" shop (for example) isn't large or expensive
- a technophobe** *n*
someone who doesn't like technology
- to throw money at a problem** *exp*
to spend money trying to solve a problem, without being careful about how much you spend, etc.
- to channel resources** *exp*
if you "channel resources" (money, etc.) into something, you put that money into that thing

VEGETARIAN BURGERS

Learn how to make some vegetarian burgers. Based on a recipe by food blogger Jack Monroe (www.agirlcalledjack.com).



Ingredients

- 1 1 carrot
- 2 Kidney beans (one pot)
- 3 1 onion
- Cumin
- 4 Olive oil
- 5 Flour
- 6 6 burger buns
- 7 Lettuce
- 8 Tomatoes



Method

1. Cut up the onion and **grate** the carrot. Place in a **frying pan** and cook gently with a little olive oil. Add some cumin to the mixture.
2. Open the pot of kidney beans and **rinse** the beans in cold water. Then, boil them until they're **soft**. **Drain** the water, then **mash up** the cooked beans into a thick **paste**.
3. Add the onion, carrot and cumin mixture to the kidney bean paste and mix it all together. If it isn't **sticky** enough, you can add some flour.
4. Take a bit of the mixture and roll it into a ball. Then, **flatten** it to make a **patty**. Do the same with the rest of the mixture until you've got about six patties.
5. Fry the burgers in a little oil. Then, serve them in a **bun** with some lettuce and tomato, as well as some ketchup or mustard if you want. 🌱

VIDEO



Watch how to make the burgers. Search YouTube for "A Girl Called Jack: cooking on the breadline"

GLOSSARY

cumin *n*
a sweet-smelling spice that's popular in Indian cooking

to grate *vb*
if you "grate" food, you move it many times over a "grater" (a metal object with little holes that cuts food into very small pieces)

a frying pan *n*
a metal object you use for cooking food in hot oil

to rinse *vb*
when you "rinse" food, you wash it in clean water

soft *adj*
something that is "soft" changes shape easily when you press it

to drain *vb*
if you "drain" food (spaghetti, for example), you put it in a sieve (a round object with little holes) so the water goes out

to mash up *phr vb*
if you "mash up" food, you put pressure on it so it becomes a soft substance

a paste *n*
a soft, wet substance

sticky *adj*
a "sticky" substance is soft and has a bit of liquid in it. It can be made into a shape

to flatten *vb*
if you "flatten" something, you put pressure on it and make it flat (smooth and even with no high areas)

a patty *n*
an amount of meat (for example) formed into a flat, round shape

a bun *n*
small pieces of bread that are usually round in shape

ALONG CAME POLLY



Along Came Polly is a 2004 American romantic comedy that's directed by John Hamburg. It stars Ben Stiller and Jennifer Aniston. While on his honeymoon, Reuben Feffer (Ben Stiller) discovers that his wife is having an affair. Back in New York, Reuben **runs into** former high school classmate Polly Prince (Jennifer Aniston), and they soon start dating. In this scene, Reuben is at home with Polly. He's taking some **throw pillows** off his bed.

The script

R=Reuben P=Polly

- R: OK, so throw pillows go in this **cabinet** here.
- P: Oh, you don't, you don't sleep on these?
- R: No, no, they're **decorative**.
- P: For who?
- R: What do you mean?
- P: I mean you're the only one who sees them, but you don't sleep on them, then you take them off the bed every night, put them in the box, take them out of the box, put them out... I just don't understand **the point**.
- R: I don't know. I mean, Lisa thought they looked nice.
- P: Oh, I see.
- R: Yeah.
- P: Yeah.
- R: [*to himself*] Don't see what the **big deal** is. Make the bed look nice. [*Polly leaves then comes back with a large knife. She starts stabbing one of the pillows.*] Hey! What are you doing? That's **goose down!**
- P: I'm **liberating** you. Try it!
- R: No, I'm not going to...
- P: Just one stab. Come on, see how you feel. Come on!
- R: This is ridiculous.
- P: It's not that ridiculous.
- R: It's not like driving a knife into a pillow is suddenly going to make me feel... [*He stabs the pillow.*] Wow, that feels really good.
- P: Ah huh! Right!
- R: Yeah!
- P: What did I tell you?
- R: You know what, you're right!
- P: Come on, bigger one.
- R: What is the point of these things, really, right?
- P: No point. [*They're both stabbing pillows.*] Stupid!
- R: I mean, what am I, **running**
- a bed and breakfast?
- P: Not anymore.
- R: Do you know how many minutes a day I spend throwing pillows on and off the bed?
- P: How many?
- R: Four minutes in the morning and four minutes at night. That's eight minutes of my life, I figure that's 56 minutes a week. That's nearly two days of my life a year I spend putting pillows on and off this stupid bed.
- P: **Whoa, whoa, you hit mattress!**
- R: Oh, yeah.

VIDEO



Watch the scene from the film. Search YouTube for "Along Came Polly - Stabbing the Pillows".

GLOSSARY

to run into *phr vb* if you "run into" someone, you meet them accidentally

a throw pillow *n*
a small pillow (an object you put your head on in bed) that is used to decorate a bed

a cabinet *n*
a piece of furniture for storing (keeping) things

decorative *adj*
something that is "decorative" is for decoration only (to make something look nice) and doesn't really do anything useful

the point *n*
if you don't understand the "point" of something, you don't understand why that thing is important or useful

a big deal *exp*
something that isn't a "big deal" isn't important

to stab *vb*
to push a knife into something or someone

goose down *n*
"down" refers to the feathers from birds. A "goose" is a bird that looks like a big duck

to liberate *vb*
if you "liberate" someone, you free them or help them escape

to run *vb*
if you "run" a hotel, you're the manager of it

whoa *exp*
stop!

a mattress *n*
the large, flat object on a bed that makes a bed comfortable and soft to sleep on

Objective To improve your reading and listening skills.

Think about it When was the last time you laughed uncontrollably? Where were you? What were you laughing at? Have you ever been in denial about something? What was it? How do you react when you're stressed or angry? What do you do?

Exams This reading and listening activity will help prepare you for English exams such as FCE, IELTS and TOEFL.

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EXCUSE ME,
BUT I JUST
REGRESSED!

8 PSYCHOLOGICAL TRICKS!

When we're angry, frightened, nervous or stressed, we often try to protect ourselves from these unpleasant feelings by acting in "unusual" ways. Here are eight typical psychological defence mechanisms we use, often without even realising it.

Laughter

Definition: laughing during a stressful situation in order to reduce the tension.

Example: giggling uncontrollably during a serious meeting.

Denial

Definition: refusing to accept reality or facts. A typical expression with this word is, "He's in denial about his problem."

Example: someone with a serious gambling problem who says they win more than they lose.

Projection

Definition: attributing your own thoughts, feelings or motives to another person.

Example: A accuses B of stealing, when A is the one who's been taking things. Or, A is in a relationship with B and accuses B of being unfaithful. However, it's really A who's been unfaithful.

Regression

Definition: behaving immaturely.

Example: someone who slams a door, cries and shouts uncontrollably when they don't get what they want.

Rationalisation

Definition: trying to justify an action.

Example: not telling the cashier when he/she gives you the wrong change, then trying to convince yourself that it's all right because it's a big shop and they can afford to lose the money.

Displacement

Definition: taking your anger out on someone who isn't the true cause of your rage. In some cases, the anger can even come from mistreatment as a child.

Example: shouting at a subordinate at work for no apparent reason.

Repression

Definition: keeping distressing thoughts and feelings buried in the subconscious.

Example: blocking out the memory of a violent act that someone witnessed as a child.

Compensation

Definition: exaggerating a certain type of behaviour in an attempt to prove you

aren't what other people say you are.

Example: someone who buys a large car to compensate for feelings of inferiority; or someone who spends a lot of money to prove that he/she is really generous.

Do you recognise any of these? ☺

VIDEO

YouTube

Watch a scene from the movie *Midnight Run* in which they talk about living in denial. Search YouTube for "Midnight Run (3/9) Movie CLIP - Living in Denial".

GLOSSARY

to giggle *vb*

if someone "giggles", they laugh like a child and can't control themselves

gambling *n*

playing games for money: poker, roulette...

to attribute *vb*

if you "attribute" event A to B, you're saying that event A caused B to happen

unfaithful *adj*

if A is "unfaithful", A has a relationship with someone who isn't A's partner

to slam *vb*

if you "slam" a door, you close it violently and aggressively, making a lot of noise

a cashier *n*

a person who works in a shop. They take your money when you buy something

to take out *phr vb*

if A "takes out" his/her anger on B, A shouts at B even though A is angry about something else that has nothing to do with B

to bury *vb*

if you "bury" a feeling, you hide it and don't show it

the subconscious *n*

your "subconscious" is the part of your mind that can influence you even though you aren't aware of it

to witness *vb*

if you "witness" a crime (for example), you see it

Answers on page 44

Pre-reading

The 8 paragraph titles in the article refer to psychological defence mechanisms that we use. What do you think they involve? Make notes. Then, read the article once to compare your ideas.

Reading I

Read the article again. Then, write one of the paragraph titles next to each statement.

1. Someone starts crying because they don't get what they want.
2. A buys B an enormous bunch of flowers and a diamond ring after B accuses A of not loving her.
3. Someone can't keep a straight face as they're being told off.
4. Your boss tells you off at work for being careless, when he's the one who's been making the mistakes.
5. Someone shouts at you even though you haven't done anything wrong.
6. Someone is drinking excessively but won't recognise they've got a problem.

Objective To improve your reading and listening skills.

Think about it What type of natural disasters occur in your country? Have you ever been affected by a natural disaster? What happened? Have there been any stories of sinkholes in your country in the news lately?

Exams This reading and listening activity will help prepare you for English exams such as FCE, IELTS and TOEFL.

TRACK 20: ENGLISHMAN & US MAN

I NEEDED THIS LIKE A HOLE IN THE HEAD!

WATCH OUT FOR THE SINKHOLES!

A sinkhole is a hole that suddenly appears in the ground. They can be a few metres deep or large enough to **swallow** whole buildings. Over the years, there have been several incidents.

On 15th February 2014, 17 homes were evacuated in Hemel Hempstead (England) after a sinkhole 10 metres across and 6 metres deep opened up in a residential street.

On 12th February 2014, a 4.5 metre sinkhole opened up on the M2 in Kent, causing the road to be closed between junctions 5 and 6.

On 3rd February 2014, a 9-metre **crater** swallowed a car in High Wycombe, after appearing in the **driveway** of Phil and Liz Conran's house in High Wycombe (England).

In July 2013, Pheobe Garlick from Buckland St Mary (in England) was woken up by the sound of her horses **neighing** in the field. **Rushing down**, she found one of the animals in a 2-metre sinkhole. The horse was eventually rescued.

In April 2010, Ben Luck was at home in Grays (Essex, England) when there was a **rumbling** sound "like an earthquake". "I ran out to look and there, just a couple of steps away, there was this **monstrous** hole over seven metres deep," he said.

One of the most devastating sinkholes in recent times occurred in Guatemala

City in 2010. An area approximately 20 metres wide and 30 metres deep collapsed, swallowing a three-storey factory and killing 15 people.

So, what causes sinkholes? Sinkholes mainly appear in "karst terrain". This is an area of land with **soluble bedrock** (such as limestone or gypsum), which can be **dissolved** by water. About 10% of the earth is made up of karst terrain. Over time, the rock is gradually **worn down**. As this happens, the **soil** on top becomes weaker. Eventually, it can't support its own weight and **collapses**.

A sudden collapse can be caused in two ways.

1. During long periods of drought, groundwater levels will fall, meaning **cavities** that were once supported by the water they were filled with may become weaker. 2. On the other hand, a lot of rain after a heavy **downpour** can add dramatically to the weight of the surface layer of soil, making it too heavy for the cave beneath to support.

So, what can we do about sinkholes? Not much, unfortunately, but you can watch out for them. People in a sinkhole zone should look around at the land and buildings. Signs that a sinkhole may be about to appear include **sagging** trees, doors that no longer close properly and rainwater collecting in unlikely places. Some developing sinkholes can be filled in. Anthony Randazzo, a former University of

Florida professor, runs a company that injects **grout** to fill **cracks** that develop underground. "It's like a dentist filling a **cavity**," he explained to *USA Today*.

You might want to find out whether you're in an area with sinkholes. 📺

VIDEO

YouTube

Watch this video about sinkholes. Search YouTube for "How Scary Sinkholes Are Formed".

GLOSSARY

to swallow *vb*
if a hole "swallows" a car (for example), the car disappears in the hole
a crater *n*
a very large hole in the ground
a driveway *n*
a piece of hard ground that leads from the road to the front of a house or other building
to neigh *vb*
when horses "neigh", they make a loud sound through their mouth
to rush down *phr vb*
if you "rush down" somewhere, you go there quickly
rumbling *adj*
a "rumbling" sound is a low, continuous noise
monstrous *adj*
a "monstrous" hole is a very big one
a storey *n*
a level in a building: a "three-storey" building has three floors
soluble *adj*
something that is "soluble" will dissolve (disappear) in liquid
bedrock *n*
the solid rock in the ground. Soil (see entry further down) is on top of it
to dissolve *vb*
if a substance "dissolves" in liquid, it mixes with the liquid and disappears
to wear down *phr vb*
if rock is "worn down", it becomes weaker or smaller over time
soil *n*
the substance on the surface of the earth. Plants grow in it
to collapse *vb*
if a building (for example) "collapses", it falls down suddenly
a cavity *n*
a hole in the ground or rock
a downpour *n*
when there's a "downpour", it rains a lot in a short period of time
sagging *adj*
a "sagging" tree (for example) appears to be falling to one side
grout *n*
a mixture of sand, water and cement or lime, which is used to fill in holes in a wall
a crack *n*
a line that appears on the surface of a table, the ground, etc. when it's a bit broken
a cavity *n*
a hole in a tooth. It is often caused by decay (destruction through natural processes)

Answers on page 44

1 Pre-reading

Write the name of a natural disaster from below next to each definition (1 to 6): **landslide, bush fire, drought, flood, avalanche, earthquake**

1. The earth moves a lot and buildings fall down =
2. There's no water =
3. A mass of earth slides down a mountain or hill =
4. A mass of snow comes crashing down a mountain =
5. A large area of land is on fire =
6. There's a lot of water on the ground =

2 Reading I

You're going to read an article about sinkholes – holes that suddenly appear in the ground. What do you think causes them? Make notes. Then, read or listen to the article once to compare your ideas.

3 Reading II

Read the article again. Then, answer the questions.

1. How big was the sinkhole that appeared on 15th February 2014?
2. What was Phoebe woken up by in July 2013?
3. What did Ben think was happening in April 2010?
4. Where do sinkholes occur?
5. What are some of the signs that a sinkhole might be forming?
6. What did Mr Randazzo compare filling cracks in the ground to?

Objective To improve your reading and listening skills.

Think about it Do you ever give any money to charity? Which one/s? Why? How much does your country donate to developing nations? How effective is foreign aid for developing countries? What's the best thing that can be done to help developing or poor countries?

Exams This reading and listening activity will help prepare you for English exams such as FCE, IELTS and TOEFL.



WHY DOES BRITAIN SPEND SO MUCH ON FOREIGN AID?

Britain spends over £10 billion a year on aid to poor and developing countries, making it the second most generous donor in the world (after the USA). But just how effective is it?

Some say that Britain is giving aid to the wrong countries. Incredibly, Brazil (which is now officially richer than the UK) receives money from both Britain and the European Union, as does Russia – a country with more than 100 billionaires. Oil-rich Nigeria is set to receive £305m of British aid in 2014-15, even though it's got its own space programme and plans to send its first astronauts to outer space within two years.

India is now the world's fourth largest economy, with a £6 billion space programme and its own nuclear weapons but it also receives a substantial amount of aid from the UK. It has even started its own foreign aid programme, giving out to other countries more or less the same as it receives from western donors. British-financed projects have included fitting buses in the city of Bhopal with GPS satellite tracking systems – something that buses back in the UK didn't even have at the time!

The situation has even become somewhat comical. Back in 2012, India's Finance Minister said that his country didn't require

British aid, describing it as "peanuts". India even tried to terminate the aid programme – but reluctantly agreed to accept it after the British begged them to keep taking the money, *The Sunday Telegraph* revealed. Apparently, officials at DFID (Britain's "Department for International Development") told Indian officials that cancelling the programme would cause "grave political embarrassment" to Britain.

Many say that the UK simply can't afford to give aid. With many in Britain now living on the breadline, the money is needed at home, especially as spending on the military, the police and care homes is being cut. Others say the money is wasted as it goes to corrupt officials to pay for their luxury yachts, Swiss bank accounts, Rolex watches or property portfolios. And an investigation by the *Sunday Telegraph* showed that a lot of aid money is used to pay expensive British consultants, some of whom earn seven-figure salaries.

So, why does the UK donate so much? Prime minister, David Cameron, told world leaders at a UN conference that it was "the right thing to do". However, others point to a less altruistic motive: by helping other countries develop, the UK can export more goods to those countries. "You only have to look at the business generated by China and India to see the

potential they provide for UK companies as their export markets continue to develop," explained Justine Greening, Britain's international development secretary. So, aid is seen as a valuable investment in Britain's future.

Finally, giving aid is also a way of preserving Britain's position as a leading figure in international affairs. Donating is, in effect, a way of maintaining the UK's global influence, and creating opportunities to push for reforms or interfere in the internal affairs of other countries.

It isn't all about helping the poor! ☺

VIDEO 

Watch this debate about foreign aid. Search YouTube for "QT: Why should UK give foreign aid".

GLOSSARY

aid *n*
money, equipment, services, etc. for people in poor countries

a donor *n*
someone (or a country) who gives money to help poor people

peanuts *n inform*
a very small amount of money

to beg *vb*
if you "beg" for something, you ask for it desperately because you really need it

grave *adj*
a "grave" situation is very serious

an embarrassment *n*
if something is an "embarrassment", it makes you feel bad and ashamed

to live on the breadline *exp*
someone who is "living on the breadline" is very poor and has very little money for food

a consultant *n*
a person who gives advice or help to an organisation

a seven-figure salary *n*
an amount of money you receive for your job that has seven figures (seven numbers): 1,330,000 (for example)

altruistic *adj*
someone who is "altruistic" is concerned about other people and likes to help the poor, etc.

Answers on page 44

1 Pre-reading

What do you know about the following countries? Try to write down at least two facts for each country.

Britain the USA Nigeria

Brazil Russia India

Switzerland

2 Reading I

Before reading the article, try to answer these questions. What are the arguments in favour of or against giving aid to developing countries? What type of aid is the most effective? Make notes. Then, read or listen to the article to compare your answers.

3 Reading II

Read the article again. Then, answer the questions.

- How many billionaires does Russia have?
- What is Nigeria planning to do within two years?
- How much is India's space programme worth?
- What did one Indian minister describe British aid as?
- Why did the British beg the Indians to keep receiving aid?
- What did an investigation by the *Sunday Telegraph* find?
- What reasons does the writer give at the end for Britain's aid programme?

MONEY

Come into money



If you “come into money”, you win it or inherit it (you receive it after someone dies).
“He came into a lot of money after his grandfather passed away.”

Be out of your price range



If something is “out of your price range”, it’s too expensive for you.
“We wanted to buy the house but it was out of our price range.”

Be in the red



If you’re “in the red”, you’ve spent more money than you have in the bank.
“I’m in the red after buying all those expensive clothes.”

Splash out



If you “splash out”, you spend a lot of money on something.
“We really splashed out on the party and it ended up costing us more than \$20,000.”

Hard-up



Someone who is “hard-up” is poor or hasn’t got a lot of money.
“He’s a bit hard-up now after his tenants moved out and he’s no longer receiving any money from the property.”

Rolling in it / stinking rich



If someone is “rolling in it”, they’re very rich.
“He’s rolling in it now he’s got that job in the financial services company.”

Peanuts / chicken feed



If someone is paid “peanuts”, they aren’t paid a lot of money.
“Mistakes happen and quality is affected when you pay people peanuts.”

A spendthrift



A “spendthrift” is someone who spends a lot of money in an extravagant and irresponsible way.
“Even though she hasn’t got a lot of money, she’s a real spendthrift.”

A skinflint



A “skinflint” is someone who doesn’t like to spend money. Adjectives to describe someone like this include “mean, tight, tight-fisted” and “stingy”.
“I’ve never known him to buy anyone a drink – he’s such a skinflint.”

A nest egg



A sum of money that someone has saved for a special purpose, often for when they retire.
“He’s got a nice little nest egg tucked away for his retirement.”

Broke



If someone is “broke”, they haven’t got any money.
“I’m completely broke after spending all my money on the holiday.”

Worth a fortune



If something is “worth a fortune”, it’s worth a lot of money.
“That piece of furniture may not look like much but it’s worth a fortune.”

Rip-off



Something that’s a “rip-off” is too expensive for what it’s worth.
“They’re asking \$50,000 for it, which is a rip-off – it’s only worth about half that amount.”

QUIRKY NEWS

Unusual news stories from around the world.

CLOWNS – IT'S NO LAUGHING MATTER!

DO YOU THINK
I'M FUNNY?

Clowns International (CI), a professional clown organisation, has seen its membership **fall** from almost 1,000 in the 1980s to little over 100 in recent years. And numbers at the World Clown Association have dropped from 3,500 in 2004 to 2,500 in 2014.

To make matters worse, few new clowns are coming into the profession. "Most clowns **get into** it because their mum or dad is involved," Blue Brattle, the former chairman of CI, explained in an interview with The Daily Telegraph. "There are still clowns coming through, but not in the numbers they once were," he added.

So, what's the reason for this **decline** in popularity? Many **blame** the **media**. "There's a very negative view from Hollywood, with films like *It*, and characters like Krusty the Clown from the *Simpsons*. These clowns are so negative. They don't look at the positive," Brattle added.

Others say that it's down to an increase in clown phobia (otherwise known as "coulrophobia"), with clowns having now become an object of fear. This has been **fuelled** by cases of real-life "killer clowns", such as the **serial murderer**

John Wayne Gacy who worked as a clown in his spare time. He once admitted that he liked dressing up as a clown because "a clown can **get away with murder**."

Others are more **sceptical**. "Ten years ago, I'd never heard of clown phobia. It's **rubbish**," Brattle said. "Children might be nervous, but they get scared of Santas and mascots too," he added.

Whatever the reason, it's clear that there's less work for clowns now. "It used to be **cool** to have a clown at a party, but now it is all **DJs, paintball** and **themed-parties**," another clown explained. "A few years ago, I would have provided entertainment at 10-, 11- and 12-year-olds' parties, but now, when I do **get bookings**, it's for 3-, 4- or 5-year-olds. It's the way of the world. Children are growing up quicker," he added.

The depressed state of the economy isn't helping things either. These days, fewer **shopping malls** **hire** clowns as a form of entertainment. Instead, they use community **choirs**, which are often cheaper or even free.

It seems that beneath the smiles, there isn't much to laugh about! ☺

NASTY CLOWNS

The Killer Klowns from Outer Space
This film is a 1988 American sci-fi horror comedy about a race of clown aliens who come to Earth to catch humans.

Pennywise the Dancing Clown
"Pennywise the Dancing Clown" appears in Stephen King's horror novel *It*. He's an evil creature who takes the form of a sadistic clown. The book was made into a TV mini-series that was shown in 1990.

Krusty the Clown
Krusty the Clown is a cynical, miserable cartoon character from the animated television series *The Simpsons*. He's the host of Bart and Lisa's favourite TV show, *The Itchy & Scratchy Show*.

John Wayne Gacy
John Wayne Gacy was a serial killer who murdered more than 30 people. He often performed as Pogo the Clown, appearing at parades, parties and charitable events.

VIDEO

YouTube

Watch this trailer for a "scary" clown film. Search YouTube for "**Killer Klowns from Outer Space (1988) Old & Classic Movie Trailer**".

GLOSSARY

to fall *vb*
if numbers "fall", they decrease or go down

to get into *exp*
if you "get into" a profession (for example), you start working in that profession

a decline *n*
if numbers "decline", they go down or decrease

to blame *vb*
if you "blame" someone for a bad situation, you say that they're responsible for that bad situation

the media *n*
you can refer to television, radio, newspapers and magazines as "the media"

to fuel *vb*
if something "fuels" a situation, it makes it worse

a serial murderer *n*
someone who kills several different people at different times. They often kill for pleasure

to get away with murder *exp*
to do something bad and not to suffer any negative consequences

sceptical *adj*
if you're "sceptical" about something, you don't really believe it

it's rubbish *exp informal*
it's a lie / it isn't true

cool *adj*
fashionable

paintball *n*
a game you play with two teams. Each player has a gun that shoots little balls that are filled with paint

a themed-party *n*
a party in which everyone has to dress the same way: a wild west party, a pyjama party etc.

a booking *n*
if someone has a "booking", they're paid to do a job at a certain time

a shopping mall *n*
a large building with many shops in it

to hire *vb*
if you "hire" someone, you pay them to do a job for you

a choir *n*
a group of people who sing together

Answers on page 44

1 Pre-reading

Use the following words (or any others) to describe what a clown looks like and what they do: **big shoes, painted face, red nose, red hair...**

2 Reading I

You're going to read an article on the decline in popularity of clowns. Why do you think this is happening? Make notes. Then, read or listen to the article once to compare your ideas.

3 Reading II

Read the article again. Then, answer the questions.

1. What does CI stand for?
2. By how much did numbers at the World Clown Association fall by between 2004 and 2014?
3. What does "coulrophobia" mean?
4. Why does Blue Brattle mention Santa?
5. How old are the children that clowns entertain at parties these days?
6. Why are more and more choirs providing entertainment in shopping malls?



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but its ability to transmit the
enjoyment of learning.”*

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Objective To improve your reading and listening skills.

Think about it When was the last time you went to a wedding, meeting or conference? What was it like? Did anything funny, strange or annoying happen while you were there? What types of events do you like going to? Why? Which ones don't you like attending? Why?

Exams This reading and listening activity will help prepare you for English exams such as FCE, IELTS and TOEFL.

I WASN'T SUPPOSED TO SAY ANYTHING BUT I WILL.

Note!

Don't read the audio script until you've completed the exercises and activities.

Answers on page 44

1 Pre-listening

What can go wrong during the following events: a wedding, a meeting, a conference?

2 Listening I

You're going to listen to three people reporting back on events they attended? Listen once and compare your ideas from the Pre-listening activity.

3 Listening II

Listen again. Then, answer the questions.

1. Why was the bride late?
2. What did the priest get wrong?
3. What couldn't the best man find?
4. In the second extract, how much was the other party demanding?
5. What helped to settle everyone down again?
6. In the third extract, how far away was the hotel from the conference centre?
7. How did he get into the conference centre?
8. Why couldn't he do anything for the first day?

4 Language focus
Reported speech

Look at the extract from the audio script on this page, "they said that they wouldn't hand over the final files until they received the payment". What would the direct speech version of this reported speech sentence be?

5 Listening III

Complete the audio script with the correct words.



Describing an event!

Three people report back on events they attended.

1 The wedding

My cousin's wedding? It was great, although there were a few hiccups. For a start the bride was late because her dad (1) _____ as he was driving her to the church. About two minutes before the ceremony, she still hadn't turned up so Mike was getting pretty nervous. She eventually arrived with about (2) _____. Then, during the ceremony, the priest got Mike's name wrong while they were exchanging vows. He said, "Do you, Mike Long, take this woman to be your lawful wedded wife..." but his surname is actually "Smart". Oh, and then the best man couldn't find the rings when he was supposed to (3) _____. It was a bit like something out of *Four Weddings and a Funeral!*

2 The meeting

The meeting? A complete disaster. I mean, it started off all right, but then we got onto the topic of payment. As far as we were concerned, we were all up-to-date on the payments, but the other party was insisting there was still an outstanding bill of £20,000 for some extra work (4) _____ that wasn't in the original spec. This was all completely new to us and wasn't anything that we'd calculated for. To make matters worse, they

said that they wouldn't hand over the final files until they received the payment. Margaret, my boss just hit the roof, and at one stage, both sides were (5) _____, and Margaret nearly stormed out but I managed to calm her down. In the end, someone suggested (6) _____. We met up again after about half-an-hour and both sides seemed to have settled down by then, luckily.

3 The conference

The conference? Not too bad. I mean, I met a lot of people, made some good contacts and even managed to secure a few deals. The only thing was that I was booked into a hotel that was about 10km away (7) _____, so I had to drive in every day. There was a train, but it was really slow and there were only three a day, so it was easier (8) _____, although parking in the city centre was a nightmare... and really expensive. Then, for the first day I couldn't really do anything because they hadn't delivered (9) _____. They'd said they'd have it there for us when we arrived, but they sent it (10) _____ and it took another 48 hours to sort that out. Anyway, it turned up eventually and everything was fine after that.

THE WEATHER

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Come rain or shine



Whatever happens or whatever the weather.
 "I'll be at the theatre tomorrow, come rain or shine – I wouldn't miss your debut performance for the world."

Save up for a rainy day



To save money for a time that you might need it (during an emergency, for example).
 "I try to save about 10% of my salary for a rainy day. You never know when you might need it."

Snowed under



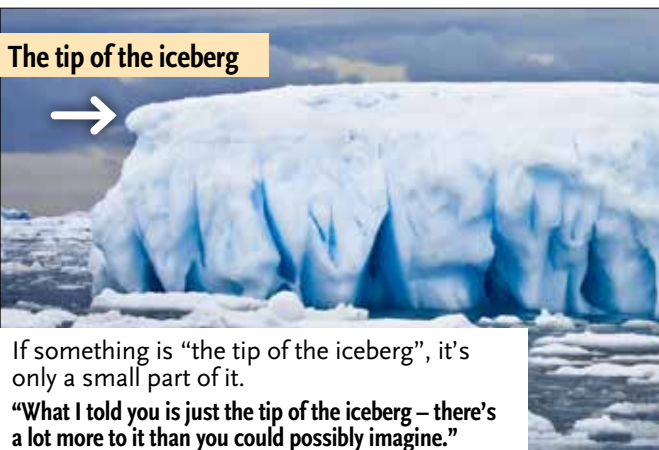
If you're "snowed under", you've got too much work to do and not enough time.
 "I'm completely snowed under at work this week. Can we meet up sometime next week?"

Put something on ice



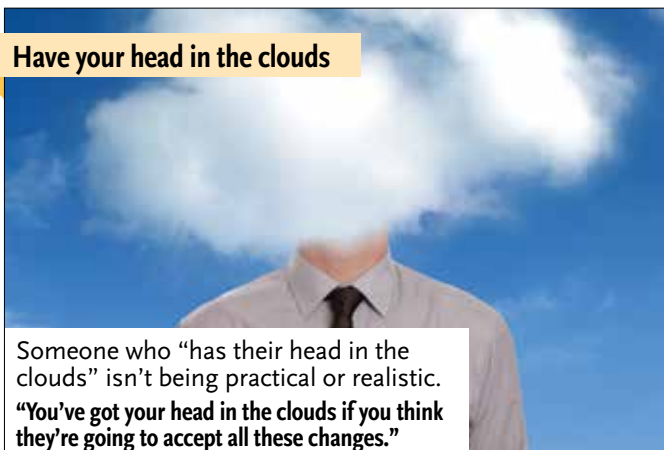
If you "put something on ice", you delay or postpone it.
 "We've put the project on ice until we've spoken to the bank about getting the loan."

The tip of the iceberg



If something is "the tip of the iceberg", it's only a small part of it.
 "What I told you is just the tip of the iceberg – there's a lot more to it than you could possibly imagine."

Have your head in the clouds



Someone who "has their head in the clouds" isn't being practical or realistic.
 "You've got your head in the clouds if you think they're going to accept all these changes."

A cloud on the horizon



A "cloud on the horizon" is a problem or something that is worrying you and that will happen in the future.
 "Things are going well. The only cloud on the horizon is that dental appointment I've got next week. I'm dreading it!"

The calm before the storm



A quiet or peaceful period just before an argument or fight.
 "She got in early to work and sat down to have a relaxing cup of coffee before the meeting so she could enjoy the calm before the storm."

Objective To improve your advanced listening skills by listening to several speakers chatting in an informal setting.

Think about it

How often do you watch TV? What do you generally watch? What are your favourite programmes? Why do you like them? What do you like or dislike about television? What do you do instead of watching TV? Do you think you watch too much?

TRACK 24: SEVERAL ENGLISH ACCENTS

SHALL WE SEE WHAT'S ON TV?



GROUP TALK

CHATTING ABOUT TV!

Audio script

Melanie: So, I... I've just found I'm just getting a bit **fed up with** TV recently. I haven't... I haven't found as many shows that I've enjoyed. I've started to sort of look on the internet to find **documentaries**, and... and things like that.

Tyler: Like, on YouTube, or where? I mean, where do you find this **stuff** on the internet?

Melanie: Yeah, usually on YouTube. I mean, you can find... erm... videos that people have **uploaded** of... I don't know... just documentaries from around the world.

Tyler: That's true. Because now YouTube has, like, one hour...like, it's not 10 minutes... 10-minute limit, you know, there's, like, longer shows, so you can actually treat it as a TV channel. [You can!] And obviously, you have a lot more choice, [Yeah] you don't have to wait around for your show to come on.

Eli: Exactly. It's much better than having to reload 10 minutes and then 10 minutes [Exactly] and then 10 minutes.

Now you can watch an entire documentary or an entire series [Yeah] when you sit down.

Tyler: What series are you guys watching though? What are you... what are you into?

Eli: At the moment, I'm watching Big Bang Theory. It's...

Tyler: Ah, is that those guys?
Eli: Yeah. It's about four guys who live in San Francisco that are **nerds**.

They're physicists, and they have a lot of problems meeting girls. They have a lot of social issues. [Yeah] But they're very, very funny. Generally, when I watch TV, I want to watch something that doesn't make me think. [Oh really?...] and I can enjoy myself.

Tyler: I'm totally the opposite. I want, like, **challenging** drama. I like... I like **Mad Men**, not that **Mad Men** is **challenging** drama, but yeah... it's kind of... you know. I mean, I don't know... have you guys... have you guys seen that show, **Mad Men**?

Melanie: I have. I've seen... I think it's amazing,

the... the detail and the... the look of it. [Yeah] And it's... erm... I've had... I've... I've spoken to people who were sort of... young in... during that time, [Yeah] and they said it's very authentic and very... very well done.

Tyler: Really?

Melanie: Yeah.

Tyler: I mean, I love the characters and the... the writing. I think that **what's-his-name**, Don Draper, he's an interesting guy. I kind of want to be him, I think, but... ❌

GLOSSARY

fed up with *exp*
if you're "fed up with" something, you're tired of it and a bit angry about it. Also, "fed up of"
a documentary *n*
a television programme or film about real events or about a particular subject
stuff *n*
a general word that means "things". In this case, it's referring to "documentaries" in general
to upload *vb*
to put something from your computer (or another device) onto a website
a nerd *n*
an insulting/offensive term to refer to someone (often a young person) who is very interested in computers or science and who doesn't wear fashionable clothes
challenging *adj*
something that is "challenging" is difficult to understand and it makes you think
a drama *n*
a play, film or TV programme about a serious subject, and with no comedy in it
what's-his-name *exp*
this expression is used to refer to a man or boy when you can't remember his name

Note!

Don't read the audio script until you've completed the exercises. Also, please note that when people chat informally, they often use non-standard English and rarely speak in full sentences.

Answers on page 44

1 Listening I

What do you like or dislike about television and television shows these days? Make notes. Then, listen to the conversation once. Were any of your ideas mentioned?

2 Listening II

Listen again. Then, answer the questions.

1. Where has the woman found the documentaries she's watching?
2. According to the speakers, how has YouTube changed?
3. Which TV shows are mentioned in the conversation?
4. What's the TV show based in San Francisco about?
5. What does the woman think about the other TV show?
6. What does one of the men say about Don Draper?

Top tip: how to listen

The most important thing to remember when listening to a conversation is that you won't understand every word. So, you should only listen out for the key words – the most important words in the conversation: the nouns, verbs, adjectives, etc. Then, you can use your intuition to fill in the gaps – just as you do in your own language. Knowing the context and topic of the conversation will help with this.

Objective To teach you some slang words and expressions.

Think about it How often do you go to the pub? What do you do there? When did you last go to the pub? Who did you go with? What are some of your favourite pubs? Why do you like them? What do you like or dislike about pubs? What are the pubs like in your country?

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SLANG CONVERSATION AT THE PUB!

Warning
Many of the words and expressions from this section are used in informal situations. So, be careful how you use them yourself!

Pete and Bob are in the pub. Bob wants to go home, but Pete, who's a bit drunk, wants to stay. Listen once and answer these questions:

1. What happens to Pete in the end?
 2. How does Bob manage to avoid getting kicked out?
- Then, listen again and try to guess the meaning of the following slang expressions (also marked in bold in the text). Write out a version of them in Standard English:

	Slang expression	Standard version
1	IT'S YOUR SHOUT	
2	TIGHT	
3	CALL IT A DAY	
4	RUBBISH!	
5	WASTED	
6	KIP	
7	PULL A SICKIE	
8	THERE'S NO WAY	
9	A STICK-IN-THE-MUD	
10	ONE MORE FOR THE ROAD	
11	A CAB	
12	IN WITH A CHANCE	
13	EYE UP	
14	PISS OFF (OFFENSIVE)	
15	YOU TWAT (OFFENSIVE)	
16	DODGY	
17	THE LOO	
18	GROSS!	
19	BLOODY	

Dialogue P=Pete B=Bob L=Landlord G=Girl

P: Come on, **it's your shout**. Mine's a whisky.
B: I think you've had enough.
P: You're so **tight**. [*He gets up.*] I'll go.
B: No, really, I think you should **call it a day**.
P: **Rubbish!** I'm fine. [*He falls off his chair.*] Stupid chair!
B: You're completely **wasted**. You need to go home and get some **kip** or you're gonna have to **pull a sickie** tomorrow. **There's no way** you're gonna get up for work if you drink any more.
P: Oh, stop being such a **stick-in-the-mud**. Come on, **one more for the road!**
B: No, I'm calling for a **cab**.
P: Hey, I think I'm **in with a chance**. That girl over there's been **eyeing me up** all night.
B: What are you talking about?
P: [*to the girl*] Hello, darling. What's your name?
G: **Piss off, you twat!**
P: [*to his friend*] See! She said she liked my hat.



B: No, she didn't. [*standing up*] Come on, we're going home.
P: Actually, I'm feeling a bit **dodgy**. Where's **the loo**?
B: Just over there – on the left. [*He stumbles across the bar.*] No, the other left. That's it!
P: Oh, no. I think I'm going to puke! [*He throws up.*]
G: **Gross!**
P: [*to the girl*] May I have the pleasure of the next dance?
G: You're revolting!
L: Look at this **bloody mess**.
P: Don't worry! I'll clean it up.
L: No, you won't. Get out! [*The landlord throws him out of the pub.*] [*to Bob*] Is he with you?
B: No, no. I've never seen him before.

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Objective To improve your reading and listening skills.

Think about it When was the last time you hurt yourself? What happened? Do you know anyone who has sued their employer? Why? Have you read any stories about people suing companies or others? What had happened? Did they get any compensation? Do you think the police should be able to sue over personal injury claims? Why? Why not?

Exams This activity will help prepare you for English exams such as CAE, IELTS and TOEFL.

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OW! IT REALLY HURTS!



Ridiculous injury claims by the police!

Police officers often find themselves in dangerous situations: face-to-face with an armed robber, a **knife-wielding** drunk or a crazed killer. And if they're ever injured **on duty**, they're **entitled to** compensation. But some police claims for **personal injury** are completely ridiculous, as these examples clearly show.

PC Whinge claimed £600 after he injured his back while reaching across a desk to switch on a computer.

WPC McDeftly sued for £500,000 after claiming she'd developed a fear of **sirens** following a **riot**-training exercise.

PC Sore won £108,000 after he was injured by handcuffs on a safety course.

PC Jones injured his foot after being "run over by an out-of-control office chair". He put in a claim for £500.

PC Slipston suffered "**stinging eyes**" after accidentally **squirting** hand gel into his face. He was **awarded** £750.

WPC Wiggins put in a claim for £500 after a **heavy-duty** stapler fell from a desk onto

her **ankle**, causing minor damage.

PC Flopston was awarded £10,600 after receiving burns to the right knee after **tripping** over a cable.

WPC Brakely sued the force for £400,000 after hurting her back lifting boxes of **stationery**.

WPC Woolly sued for £900 after banging her head on a hand drier in the toilets after **bending down** to "collect paperwork from the floor".

PC Sturdy was left with **orn ligaments** in his foot during flinch training (an exercise to teach officers not to **flinch** during a **confrontation**) after the instructor accidentally **stamped** on his foot.

WPC Carryon sued the force for £700 after she made three cups of tea and dropped them as she tried to carry them all at once "without a **tray**".

A police dog trainer sued the force for £900 after he was bitten on the mouth by a police dog that jumped at him in order to "retrieve a ball".

You'd expect a bit more from the men and women who have chosen to serve us! ❄️

VIDEO

YouTube

Watch a news report on a police officer who made a personal injury claim. Search YouTube for "BBC News - Police officer sues garage over fall".

GLOSSARY

knife-wielding *exp*
a "knife-wielding" person has a knife in their hands and they're moving it around in an aggressive way, etc.

on duty *exp*
if a police officer is "on duty", he/she is working

entitled to *exp*
if you're "entitled to" something, it's your right to have it

personal injury *exp*
damage or injury to a person (not a building, car, etc.)

PC / WPC *abbr*
PC = police constable – the lowest rank for a male police officer; WPC = woman police constable

to sue *vb*
if you "sue" someone, you start a legal process against them in order to get compensation (money)

a siren *n*
a device on a car, ambulance, fire engine, etc. that makes a loud sound like an alarm

a riot *n*
when there's a "riot", a group of people act violently in a public place and break things, etc.

to sting *vb*
if a liquid "stings" your eyes, it hurts your eyes and you feel a sharp pain there

to squirt *vb*
when you "squirt" a liquid out of a container, you press the container and the liquid comes out

to award *vb*
if you're "awarded" money, you're given that money to help you pay for hospital bills, etc.

heavy-duty *adj*
a "heavy-duty" object, is very strong

an ankle *n*
the joint in your body between your foot and your leg

to trip *vb*
if you "trip", you hit something with your foot and fall over

stationery *n*
equipment used in the office: paper, envelopes, paper clips, etc.

to bend down *phr vb*
when you "bend down", you move the top part of your body downwards and forwards

a torn ligament *n*
a "ligament" is an area of strong tissue that connects bones in your body. If you "tear a ligament", you break the tissue

to flinch *vb*
if you "flinch", you make a small sudden movement, often when you're frightened or surprised

a confrontation *n*
an argument, fight or battle between two people or groups of people

to stamp *vb*
if you "stamp" on someone's foot, you push your foot down on their foot

a tray *n*
a flat, plastic or metal object for carrying drinks or plates of food

Answers on page 44

1 Pre-reading

What accidents could you have with the following things?

a computer handcuffs

hand gel a stapler

a floor cable a hand drier

a box of documents

a tray of drinks

a dog an office chair

2 Reading I

Read or listen to the article once. Which personal injury claim is the most ridiculous? Why?

3 Reading II

Read the article again. Then, answer the questions. Try to do it without referring back to the article.

1. Why was PC Whinge claiming £600?
2. What caused PC Sore's injuries?
3. What was PC Jones run over by?
4. What did WPC Wiggins drop on herself?
5. How did PC Flopston get the burns to his knee?
6. Where was WPC Woolly when she banged her head?
7. Why did the dog bite the police trainer in the mouth?

Objective To improve your listening and reading skills.

Think about it Have you ever experienced road rage? What happened? Have you tried to open a package lately? How easy or hard was it to open? How did you open it? Have you ever lost any money in a vending machine? What did you do about it? Have you ever been upset over a sporting defeat? Which one? What did you do?

Exams This activity will help prepare you for English exams such as CAE, IELTS and TOEFL.

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OH, NO. NOT ANOTHER CAR PARK!

6 different types of anger!

When was the last time you got angry? Here are six types of rage that you might have experienced.

Road rage

Definition: violent aggressive behaviour while driving.

Example: In 2010, 27-year-old Dwayne Derks was arrested in Little Rock (Arkansas) after shooting at another driver with a **crossbow**.

Derks had chased the driver for over 10 kilometres after being **cut up** in heavy traffic. The arrow went through the rear window and fortunately missed the driver.

Car park rage

Definition: extreme anger caused by the stress of looking for a parking space.

Example: In 2011, Don Sharp was arrested after **stabbing** a driver in a fight over a parking space.

The argument **escalated** after Colin Jackson (32) threatened Sharp with a **firearm**. Following that, Sharp (61), **grabbed** a knife and stabbed Jackson.

Wrap rage

Definition: extreme anger caused by an inability to open a package.

Example: In 2009, the ambulance services were called out to deal with a 32-year-old man who had **severed an artery** with a large knife while he was trying to remove a light bulb from its **molded plastic** packaging.

Vending machine rage

Definition: extreme anger directed at a vending machine.

Example: In 2004, Colin Snoop was arrested after smashing up a vending machine with a baseball bat. "I'd put in the money for a bar of chocolate but it just wouldn't drop, and no amount of shaking would make it come down. I hadn't eaten all day so I was really hungry," he told reporters as he was being led away by police.

Sports rage

Definition: extreme anger caused while watching a sports game.

Example: On 15th June 2011, Canadian sports fans **went on the rampage** in downtown Vancouver after the **Vancouver Canucks** lost to the Boston Bruins during the 2011 Stanley Cup finals. In total, 140 people were injured, four people were stabbed, nine police officers were hurt and 101 people were arrested, with 16 further arrests following the event.

Air rage

Definition: violent behaviour on a plane.

Example: In January 2014, Jenny Lauren (the niece of designer Ralph Lauren) was arrested in a drunken air rage incident on a plane on route to New York City from Barcelona (Spain). As a result of the incident, the plane was forced to

divert to Ireland, eventually landing in Shannon Airport. Lauren, 41, was arrested and later appeared in court charged with being drunk and abusive on a plane. During the incident, Lauren apparently told a female cabin crew member that she was "ugly"; when the pilot intervened, Lauren **turned on** him too. Jenny Lauren denies the charges.

Stay calm... if you can! ✨

VIDEO

YouTube

Watch Larry David (star of the comedy show *Curb Your Enthusiasm*) experiencing wrap rage. Search YouTube for "**Larry David Packaging Rage**".

GLOSSARY

a crossbow *n*
a type of gun that shoots arrows (long, thin sticks with sharp points at the end)

to cut up *phr vb*
if someone "cuts you up" while you're driving, they drive right in front of you, often changing from one lane to another. "Cut off" in US English

to stab *vb*
to push a knife into someone

to escalate *vb*
if a bad situation "escalates", it becomes more serious or worse

a firearm *n*
guns, rifles, pistols

to grab *vb*
if you "grab" something, you take it quickly and with force or violence

to sever *vb*
if you "sever" an artery, you cut it

an artery *n*
a tube in your body that carries blood from your heart to the rest of your body

molded plastic *n*
a very hard form of plastic that's often used as packaging to protect goods

to go on the rampage *exp*
when people "go on the rampage", they act violently, break things, cause damage, etc.

the Vancouver Canucks *n*
an ice hockey team from Vancouver, Canada

to divert *vb*
if a plane is "diverted", it goes a different way to the one planned

to turn on *phr vb*
if A "turns on" B, A starts to attack B

Answers on page 44

Pre-reading

When was the last time you got angry? Why did you get angry? Where were you? Who were you with? What happened in the end?

Reading I

Read or listen to the article once. Which types of rage have you experienced?

Reading II

Read the article again. Then, write a type of rage next to each statement. Try to do it without referring back to the article.

1. It involved a 32-year-old man.
2. Several police officers were hurt.
3. A crossbow was fired at someone.
4. A relative of a famous person appeared in court.
5. Someone was threatened with a firearm.
6. Something was destroyed with a baseball bat.

Objective To improve your reading and listening skills.

Think about it When was the last time you had to read over a work contract? What type of information was there in the contract? Did you ask to change anything? What? Do zero-hours contracts exist in your country? What do you think of them?

Exams This reading and listening activity will help prepare you for English exams such as CAE, IELTS and TOEFL.



WORK CONTRACTS TO WATCH OUT FOR!

When was the last time you had to read over a work contract? Most consist of basic information on your timetable, salary, holiday entitlement, sickness pay and other benefits. However, not all contracts are that straightforward.

In 2013, a copy of a contract for employees at Amy's Baking Company was leaked to the website RadarOnline.com. Amy's Baking Company is an Italian pizzeria and bakery in Scottsdale, Arizona (USA). The owners of the restaurant, Samy and Amy Bouzaglo, once appeared on an episode of **Gordon Ramsay's Kitchen Nightmares***, and became famous after a series of **confrontations** with the British chef. The four-page contract had a number of "interesting" clauses, including a \$250 penalty for not **showing up** to work on holidays and weekends, a rule against "unnecessary talking", and a **threat** to deduct a charge from salary payments for breaking things or burning food.

Other conditions in the contract included a ban on mobile phones while working, immediate **dismissal** for any type of "attitude", and "the legal right... to inspect any and all packages that you may have brought with you". There were also non-compete clauses, such as the one saying that employees can't work for any competitor within a 70-kilometre radius of the restaurant one year after leaving the company.

But that's nothing compared to the contract for the reality TV show **The Voice****. Details of the 32-page

contract, which were also leaked to the press, say that broadcasting company **NBC** can **sue** contestants for \$1 million for revealing details of the show. Potential contestants must also agree to being shown in a "disparaging, defamatory and embarrassing" light.

These days, **zero-hours contracts** are becoming more and more popular. Zero-hours contracts (ZHC) are literally contracts with no guarantee of how many hours you'll work. A typical clause in the contract might read, "The company is **under no obligation** to provide work to you at any time, and you are under no obligation to accept any work offered by the company at any time." This means your salary will depend on when you work and how many hours you do, if you do any work at all.

Zero-hours contracts are common in the restaurant and building industries. There are clear advantages to employers: when they need extra staff, they can have them without having to hire them officially. And when there isn't so much work, they don't have to keep paying a salary. Obviously, zero-hours contracts aren't very popular with employees. "Zero-hours contracts form a **one-way street**, whereby employers **bear no risk**, avoiding sickness and holiday pay and **overtime**," said Len McCluskey, the General Secretary of the **trade union** UNITE. The union estimates up to 5.5 million people in the UK are on zero-hours contracts.

Before starting a new job, make sure you read over the contract carefully. *

REALITY TV SHOWS

***Gordon Ramsay's Kitchen Nightmares**
A reality TV show starring British chef Gordon Ramsay. Gordon visits failing restaurants and tries to help sort out the problems.

****The Voice**
A reality TV show in which contestants sing a song in front of a live audience. If they do well, they're chosen to participate in a singing competition in teams with famous singers.

VIDEO

YouTube

Watch an Al Jazeera news report about zero-hours contracts. Search YouTube for "Britons rally against 'Zero Hour' contracts".

GLOSSARY

- entitlement** *n*
if you have an "entitlement" to something, it's your right to have that thing
- straightforward** *adj*
something that is "straightforward" is simple, basic and easy to understand
- to leak** *vb*
if a secret document is "leaked", people learn about it or a journalist is informed about it
- a confrontation** *n*
an argument, fight or battle between two people or groups of people
- to show up** *phr vb*
to arrive
- a threat** *n*
a promise to do something bad to you
- dismissal** *n*
when there's a "dismissal", someone loses their job.
- attitude** *n*
someone with "attitude" acts aggressively and doesn't show respect to others
- NBC** *abbr*
The National Broadcasting Company – an American television and radio network
- to sue** *vb*
if you "sue" someone, you start a legal process against them in order to get compensation (money)
- disparaging** *adj*
if someone says something "disparaging" about A, they say bad things about A
- defamatory** *adj*
"defamatory" comments about A are bad things that people say about A
- a light** *n*
the "light" that you're shown in is the way that you appear. For example, if you're shown in a "bad light" on television, you look bad
- zero-hours contracts** *n*
work contracts that do not say how many hours you will work – you only work if there's something for you to do
- under no obligation** *exp*
if a company (for example) is "under no obligation" to do something, they don't have to do that thing
- a one-way street** *n*
if you describe a relationship as a "one-way street", you mean that only one of the sides in the relationship benefits or receives anything good
- to bear no risk** *exp*
if you "bear no risk" in a situation, there's no danger for you
- overtime** *n*
"overtime" is time that you spend working outside your normal working hours
- a trade union** *n*
an organisation that defends workers and tries to improve their conditions

Answers on page 44

1 Reading I

What would you expect to find in a typical work contract? Make notes. Then, read the article once. Which work contract is the worst or most unusual? Why?

2 Reading II

Read the article again. Then, write Pizzeria, Voice or Zero next to each statement.

1. You can get fired for being supposedly disrespectful.
2. You might not get any work at all.
3. A four-page copy of the contract was leaked to the press.
4. Millions of people have this type of contract.
5. There's a \$250 penalty for not showing up on certain days.
6. A 32-page copy of the contract was leaked to the press.
7. You can get sued for talking to the press.

4 Language focus Preposition review

Complete the phrases or expressions from the article with the correct prepositions.

1. ...was leaked _____ the website...
2. ...a series of confrontations _____ her boss...
3. ...conditions _____ the contract included...
4. ...a ban _____ mobile phones...
5. ...instant dismissal _____ any type of...
6. ...can't work _____ any competitor...

Objective To improve your listening skills.

Think about it When was the last time you received a telemarketing call? What was it for? What were they trying to sell you? How do you usually respond to telemarketers? Have you ever bought anything as a result of a telemarketing call? What? Have you ever made a sales call? Who to? What were you trying to sell? Did you make any sales?

Exams This reading and listening activity will help prepare you for English exams such as CAE, IELTS and TOEFL.

© TRACK 29: SEVERAL ENGLISH ACCENTS

HELLO! CAN I SELL YOU SOMETHING?

Note!

Don't read the audio script until you've completed the exercises and activities.

Answers on page 44

1 Pre-listening

What would a telemarketer typically say or offer in order to try to sell one of the following services?

• a mobile phone connection • internet service access • home cleaning • gym membership • stocks and shares • water, gas, electricity • pay-per-view television

2 Listening I

You're going to listen to two calls by telemarketers. Listen once. Which telemarketer is the most successful? Why?

3 Listening II

Listen again. Then, answer the questions.

1. What is the first caller offering?
2. What does the caller guarantee?
3. What will the customer get in addition for signing up to the exclusive offer?
4. Why doesn't the customer want to book an appointment?
5. How does the second caller describe First Guard Computer Systems?
6. What is she offering?
7. What will the customer get in return?
8. What's on offer if her company signs up within the next 10 days?
9. What's the customer's e-mail address?

4 Listening III

Complete the audio script with the correct words.

DEALING WITH TELEMARKETING CALLS!

Audio script J=John T=Telemarketer B=Bob G=Girl

Carpet cleaning

- J: Hello?
T: Oh, hi, this is Jeff Masters. Who am I speaking to, please?
J: John.
T: Well, hi John! How's it going?
J: All right.
T: Well, I'm just calling to offer you 20% off our environmentally-friendly carpet-cleaning service. Our super-deep professional clean will leave your carpet bacteria-free and just like new.
J: All right, but...
T: Plus, if you sign up to our exclusive offer (1) _____, you'll also get 10% off your next cleaning bill.
J: Erm, I don't think...
T: And in case you didn't know, we've got more than 15 years' experience cleaning carpets (2) _____ that will remove all harmful dirt and dust mites, along with any grease, bacteria or stains.
J: Erm, that sounds very good but...
T: So, when would you like to book your appointment with us?
J: Erm...
T: Is there any day in particular (3) _____?
J: Well, there wouldn't be much point.
T: I... I... Sorry, what did you say?
J: We've got wooden floors. So, there wouldn't be much point.
T: Oh, well, erm, have you got any rugs?
J: No.
T: Any carpets at all... anywhere in the house?
J: Nope.
T: Oh, OK then, well, (4) _____, John, and have a nice day.
J: Thanks. [the phone goes dead]

Website security

B: Winchester Web Marketing Services. How may I

help you?

- T: Oh, hi, this is Amy Spokes, the managing director of First Guard Computer Systems. Is there somebody I could speak to (5) _____?
B: Erm, I guess that would be me.
T: Oh, great, and your name is...?
B: Bob.
T: Well, hi, Bob. I hope you're having a nice day.
B: I am, thanks.
T: Great, well, in case you didn't know, First Guard is a professional provider of online security systems. We offer cloud computing and (6) _____ all over the world.
B: Ah-huh.
T: Well, the reason for my call is to offer you an exclusive opportunity to join our affiliate scheme. (7) _____, we'd just like you to offer our services to your customers, and in return you'll make 30% from any of your customers who sign up for our special offer. Is that something that (8) _____?
B: Erm, maybe, could you send me the details by e-mail?
T: Of course. And just so you know, (9) _____ within the next 10 days, we're offering an exclusive 35% revenue deal instead of the usual 30%.
B: OK.
T: So, could you give me your e-mail address, please?
B: Yes, it's b.marsham@winchestermarketing.com
T: So, that's b.marsham@winchestermarketing.com
B: That's correct.
T: Great. Well, then, (10) _____ this afternoon and get back in touch sometime later this week to discuss it and see what you think of it.
B: OK. Great.
T: Thank you, bye.
B: Bye. ☺

LIKES & DISLIKES

This month we are looking at some phrasal verbs you can use to describe likes and dislikes.

Complete the sentences (1 to 8) with the words from below.

first met party keen song famous together surfing

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1



Grow on
If something "grows on" you, you start to like it.
"I didn't like that _____ at first, but it's starting to grow on me."

2



Get on with
If you "get on with someone", you have a good relationship with them.
"Ben and Samantha get on really well and often go out _____."

3




Take to someone
If you "take to" someone, you start to like them – usually just as a friend, and not in the "romantic" sense.
"I took to her from the moment I _____ her."

4



Be into something
If you "are into" something, you like that thing.
"He's really into skateboarding, snowboarding and _____."

5



Go off something
If you "go off" something, you stop liking it.
"I used to quite like the group when they were relatively unknown, but I've gone off them now they're rich and _____."

6



Look forward to something
If you're "looking forward to" something, you're excited about it and can't wait for it to happen.
"I'm really looking forward to your _____ next week."

7



Get into something
If you "get into" something, you start to like it.
"I didn't like it at _____ but I'm really starting to get into it."

8



End up
If you "end up" liking something, you like it eventually.
"I wasn't that _____ on seeing the film, but I ended up quite liking it."

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ANSWERS

IN THE NEWS (PAGE 5)

- 1** Pre-reading
 1. The first flushing toilet; 2. The Toto; 3. The solid-gold toilet; 4. The Toto; 5. The solid-gold toilet; 6. The first flushing toilet

PHOTOGRAPHY (PAGE 6)

- 1** Reading II
 1. pictures of bad food or depressing meals;
 2. Kira Fisher; 3. in Fontjoncouse (southern France);
 4. France TV Info; 5. Alexandre Gauthier;
 6. a "no cameras" logo

PRONUNCIATION (PAGE 7)

- 1** Reading II
 1. /kju:/; 2. 19; 3. a word that has the same spelling as another word, but a different pronunciation and meaning; 4. a word that has the same sound as another word, but a different spelling and meaning; 5. /'mɔ:dlən/; 6. Seville

GRAMMAR BOOSTER (PAGE 8)

1. boxes; 2. time; 3. toys; 4. button; 5. book;
 6. machine; 7. hours; 8. machine

ENGLISH IN ACTION (PAGE 10)

1. of; 2. on; 3. in; 4. near; 5. on; 6. for; 7. in; 8. to; 9. to;
 10. by

EMERGENCY CALLS (PAGE 12)

1 Listening II

	Caller I	Caller II
1. Emergency service required	Fire brigade	Ambulance
2. Caller's street address	28 Marlborough Avenue	19 Swinton Road
3. Caller's city / town	Steepsden	Noxton
4. Problem	Fire in the kitchen	Sister fell off ladder

4 Listening III

1. incident; 2. fire; 3. house; 4. fire engine; 5. windows;
 6. leg; 7. team; 8. minutes

PRACTICAL ENGLISH (PAGE 13)

1. told; 2. know; 3. saw; 4. get; 5. put; 6. want; 7. got;
 8. come; 9. take

CLASSIFIED ADS (PAGE 14)

- 1** Reading II
 1. in October 2012; 2. 19; 3. slap him; 4. in Central London; 5. 3 metres tall; 6. £40; 7. cheap
4 Language focus
 1. were; 2. were; 3. was; 4. was

AIRLINE MYSTERIES (PAGE 15)

- 1** Pre-reading
 1. plane; 2. pilot; 3. ground; 4. air; 5. money; 6. drinks;
 7. float; 8. route; 9. front
1 Reading II
 1. 1st July 1937; 2. 2nd July 1937; 3. in 2013;
 4. On 24th November 1971; 5. \$200,000; 6. 10:15pm

FOOD BLOGGERS (PAGE 16)

- 1** Reading II
 1. Tony; 2. Jack; 3. Jack; 4. Tony; 5. Jack; 6. Tony

WHAT CHILDREN SHOULD LEARN (PAGE 17)

- 1** Reading II
 Children should learn...
 1. ...about the benefits of healthy eating.
 2. ...about defending themselves against physical attacks.
 3. ...how to resist peer pressure.
 4. ...how to learn from their mistakes.
 5. ...about the importance of saving for a rainy day.
 6. ...how to protect themselves from these things.

OUTDOOR ADVENTURE (PAGE 18)

- 1** Listening II
 1. winter; 2. 100-kilometre; 3. third; 4. three; 5. Norway;
 6. two-day; 7. three; 8. 700; 9. first
4 Language focus
 1. in; 2. for; 3. at; 4. of; 5. in
1 Listening III
 1. walk; 2. seemed; 3. pack; 4. fall; 5. spent; 6. went;
 7. took; 8. climbed; 9. stood; 10. circling; 11. jumped;
 12. started

BUSINESS NEWS (PAGE 19)

- 1** Reading II
 1. £1.6 billion; 2. £662m; 3. £72m; 4. 0.4%;
 5. By £2.2bn; 6. overseas tourists

TWEETS (PAGE 20)

- 1** Reading II
 1. David; 2. Ed; 3. George; 4. Ed; 5. David; 6. Aiden

TRAVEL ENGLISH (PAGE 22)

1. looking; 2. give; 3. have; 4. joking; 5. pay; 6. give;
 7. wait; 8. gave

TELEPHONE CONVERSATIONS (PAGE 25)

1. tonight; 2. single; 3. Burns; 4. 9pm; 5. Notes;
 6. Norway; 7. message; 8. urgent

PSYCHOLOGY (PAGE 28)

- 1** Reading II
 1. Regression; 2. Compensation; 3. Laughter;
 4. Projection; 5. Displacement; 6. Denial

SINKHOLES (PAGE 29)

- 1** Pre-reading
 1. earthquake; 2. drought; 3. landslide; 4. avalanche;
 5. bush fire; 6. flood
1 Reading II
 1. 10 metres across and 6 metres deep; 2. her horses neighing; 3. he thought there was an earthquake;
 4. in karst terrain; 5. sagging trees, doors that no longer close, rainwater collecting in unlikely places;
 6. a dentist filling cavities

FOREIGN AID (PAGE 30)

- 1** Reading II
 1. more than 100; 2. send astronauts to space;
 3. £6 billion; 4. peanuts; 5. because to have stopped accepting it would have caused Britain grave embarrassment; 6. that a lot of aid money is used to pay expensive British consultants; 7. it's a way of preserving Britain's position as a leading figure in international affairs

QUIRKY NEWS (PAGE 32)

- 1** Reading II
 1. Clowns International; 2. by 1,000; 3. a fear of clowns; 4. he said that children are frightened of him too; 5. three, four or five years old; 6. because they're cheaper than clowns or even free

REPORTING BACK ON EVENTS (PAGE 34)

- 1** Listening II
 1. because her dad got lost; 2. Mike's surname;
 3. the rings; 4. £20,000; 5. having a break; 6. about 10 kilometres; 7. by car; 8. because the material for the stand hadn't arrived yet
4 Language focus
 "We won't hand over the final files until we receive payment."
1 Listening III
 1. got a bit lost
 2. 30 seconds to spare
 3. hand them over
 4. they'd had to do on it
 5. screaming at one another
 6. taking a break
 7. from the conference centre
 8. to go by car
 9. the material for our stand
 10. to the wrong place

GROUP TALK (PAGE 36)

- 2** Listening II
 1. on the internet / on YouTube; 2. They have longer clips and more choice; 3. *Big Bang Theory* and *Mad Men*; 4. Four guys have social issues who have problems meeting girls; 5. She thinks it's amazing and she likes the detail and look of it; 6. That he wants to be like Don Draper

SLANG CONVERSATION (PAGE 37)

(other answers may be possible)

	Slang expression	Standard version
1	It's your shout	It's your turn to buy the drinks
2	Tight	Someone who is "tight" doesn't like to spend money
3	Call it a day	If you "call it a day", you stop what you're doing and go home
4	Rubbish!	Lies! / That isn't true! / That's a lie!
5	Wasted	Very drunk
6	Kip	Sleep
7	Pull a sickie	To inform someone at work (often by telephone) that you're ill or sick and you can't go to work
8	There's no way	It would be impossible... / It's impossible that...
9	A stick-in-the-mud	Someone who is boring and not fun
10	One more for the road	One more drink before we go

11	A cab	A taxi
12	In with a chance	If you think you're "in with a chance", you think you could be lucky or successful
13	Eye up	If someone is "eyeing you up", they're looking at you a lot because they like you
14	Piss off (<i>offensive</i>)	Go away!
15	You twat (<i>offensive</i>)	You idiot!
16	Dodgy	If you're feeling "dodgy", you don't feel very well
17	The loo	The toilets
18	Gross!	Disgusting!
19	Bloody (<i>offensive</i>)	This offensive word is used for emphasis and to show that you're angry

PERSONAL INJURY CLAIMS (PAGE 38)

- 1** Reading II
 1. because he'd injured his back;
 2. some handcuffs; 3. an office chair; 4. a stapler;
 5. by tripping over a cable; 6. in the toilets;
 7. because he was trying to retrieve his ball

TYPES OF ANGER (PAGE 39)

- 1** Reading II
 1. Wrap rage; 2. Sports rage; 3. Road rage;
 4. Air rage; 5. Car park rage; 6. Vending machine rage

WORK CONTRACTS (PAGE 40)

- 2** Reading II
 1. Pizzeria; 2. Zero; 3. Pizzeria; 4. Zero;
 5. Pizzeria; 6. Voice; 7. Voice
4 Language focus
 1. to; 2. with; 3. in; 4. on; 5. for; 6. for

TELEMARKETING CALLS (PAGE 41)

- 1** Listening II
 1. 20% off their environmentally-friendly carpet cleaning service.
 2. To leave the customer's carpet bacteria-free and just like new.
 3. Ten percent off the next cleaning bill.
 4. Because he hasn't got any carpets or rugs at home.
 5. As a professional provider of online security systems and cloud computing.
 6. An opportunity to join their affiliate scheme.
 7. Thirty percent of the amount they receive from customers who sign up for the offer.
 8. Thirty-five percent, instead of the usual 30%.
 9. b.marsham@winchestermarketing.com
4 Listening III
 1. to get your carpets cleaned
 2. with our revolutionary steam-clean system
 3. when we could come round
 4. thank you for your time
 5. about your website security
 6. online safety services for major companies
 7. There's no cost to you
 8. you'd be interested in
 9. if you agree to join the scheme
 10. I'll send the information over to you

PHRASAL VERBS (PAGE 42)

1. song; 2. together; 3. met; 4. surfing;
 5. famous; 6. party; 7. first; 8. keen

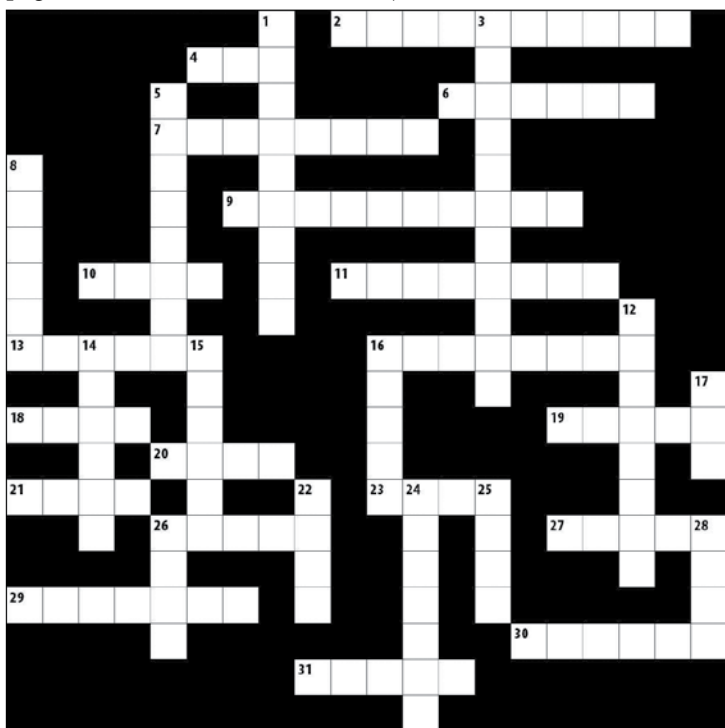
HOT CROSSWORD (PAGE 45)



HOT CROSSWORD

Answers on page 44

See if you can complete this crossword. It's based on words and expressions from the magazine. So, the best thing is to do it after reading all the magazine. Having problems? Refer back to the pages in brackets. How much can you remember?



Across

2. person who gives advice or help to an organisation. (page 30)
4. Money, equipment, services, etc. for people in poor countries. (page 30)
6. A piece of equipment for going up to a high place. It has steps on it. (page 14)
7. The people who watch a concert, theatre play, etc. (page 19)
9. Equipment used in the office: paper, pencils, pens, envelopes, etc. (page 38)
10. The substance on the surface of the earth that plants grow in. (page 29)
11. A person who makes, sells and repairs watches, necklaces, rings, etc. (page 5)
13. If something is like this, it is warm or hot. (page 5)
16. A period of heavy rain. (page 29)
18. Nice and attractive. (page 14)
19. If you do this to time, you use it badly and for nothing positive or creative. (page 14)
20. A piece of information that helps you discover the truth about something. (page 15)
21. To give someone a job. (page 14)
23. A situation with people acting violently in the street, breaking things, etc. (page 38)
26. To look at something continuously and without looking away. (page 6)
27. To increase. (page 19)
29. A rifle, gun, pistol. (page 39)
30. One of the levels in a building. (page 29)
31. A number of shops, restaurants, etc. all owned by the same company. (page 20)

Down

1. If something is like this, it's difficult to stop using it. (page 6)
3. Not nice, horrible. (page 6)
5. If something does this, it has the opposite effect to the one you intended. (page 20)
8. If one of these is carried out, people are looking for something or someone. (page 15)
12. A type of weapon that shoots arrows. (page 39)
14. A tube that carries blood from your heart to the rest of your body. (page 39)
15. If the pilot does this to a plane, the pilot flies the plane in a different direction. (page 39)
16. A country or person who gives money to poor people, etc. (page 30)
17. To ask for something desperately because you really need it. (page 30)
22. A list of the food served in a restaurant. (page 6)
24. Stupid; silly. (page 20)
25. If you do this, you hit your foot against something and fall. (page 38)
26. To hit someone in the face with an open hand. (page 14)
28. A flat, plastic or metal object for carrying food. (page 38)

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STORY TIME

Jokes, anecdotes and stories as told by native English speakers.



ONE MAN'S FISH IS ANOTHER MAN'S POISON!

Day joke

A: I say, I say, I say. Why are Saturday and Sunday strong days?

B: I don't know. Why are Saturday and Sunday strong days?

A: Because they aren't weekdays!

A really bad day

Frank is in a bar, **staring** at his drink. He's been like that for about half an hour when this really big guy walks in, **grabs** Frank's glass, **downs** the contents **in one**, then **slams** the empty glass down on the bar. At first, Frank is too shocked to say anything, but after a couple of seconds, he **breaks down in tears**. Surprised, the big guy says, "Oh, come on, I was

only joking. Here, I'll buy you a nother drink. I can't stan<d to see a grown-man cry." "No, don't worry," says Frank. "It isn't you. It's just that today has been *the worst of my life*. This morning, I **slept through** the alarm clock and got to work about an hour late so my boss **fired** me. Then, when I went to **pick up** my car, I found out that it'd been **towed away**. So, I got a **cab** home, but when I arrived, I found my wife in the arms of Jim, my neighbour and supposed 'best friend'. So, I left home and came to this bar, and just as I was about to put an end to it all, you showed up and drank my **poison**." ✨

GLOSSARY

- a weekday** *n*
any day of the week except Saturday or Sunday. "Week" has the same pronunciation as "weak", which means "not strong"
- to stare** *vb*
if you "stare" at something, you look at that thing continuously and without stopping
- to grab** *vb*
if you "grab" something, you take it with force or violence
- to down (a drink) in one** *exp*
if you "down a drink in one", you drink it all quickly and without stopping
- to slam** *vb*
if you "slam" something down, you put it on a table (for example) quickly and with a lot of force
- to break down in tears** *exp*
to start crying
- to sleep through** *exp*
if you "sleep through" the alarm clock, you continue sleeping even though the alarm clock is ringing
- to fire** *vb*
if someone is "fired" at work, they lose their job
- to pick up** *phr vb*
if you "pick up" a car (for example), you collect it from the place where you left it
- to tow away** *phr vb*
if your car is "towed away", a tow truck (a vehicle) pulls your car away. This often happens when you park in a restricted zone, etc.
- a cab** *n informal*
a taxi
- poison** *n*
a liquid that can kill you if you drink it

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ISSN 1577-7898
Depósito Legal M.14277.2001
June 2014

Published by Hot English Publishing, S.L.
Paseo de Extremadura, 21, Oficina 1A,
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