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No.148

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EDITOR'S INTRO

How you learn English with Learn Hot English magazine

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7 Want to learn even more? Get a Skills Booklet! You'll learn extra vocabulary, grammar, social English and business English. The Skills Booklets are linked to the topics in Hot English magazine. They're sold separately – see page 25 for more information.



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

In this month's issue, we're looking at English accents from around the world. Listen to the information, and learn how to identify 11 popular English accents. On the topic of language,

we're also looking at Grammar Pedants – amateur linguists who correct other people's language mistakes... even though in some cases, no one is sure whether they're mistakes in the first place.

Of course, that's not all. We've also got articles on survival in the wild, unusual museums, revenge, how to argue, the toy industry, euphemisms, garden gnomes, air pollution, lobbyists and how learning English can get you a better job... 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.



AUDIO FILES

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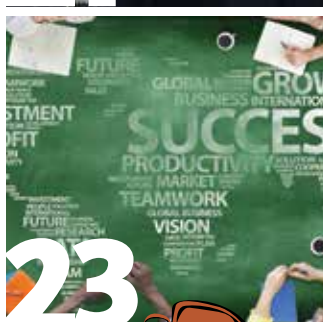
Enjoy the magazine, learn lots of English and see you all next time,

Yours,

Andy

Remember to download the Hot English app for iPad, iPhone, iPod Touch and Android. It's fantastic!

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SNACKS

Here are some useful words
and expressions to describe snacks.
Which ones exist in your country?



Cheese



Sandwich



Brownie



Peanuts



Mixed nuts



Popcorn



Nachos



Olives



Chocolate



Biscuits ("cookies" in US English)



Doughnut



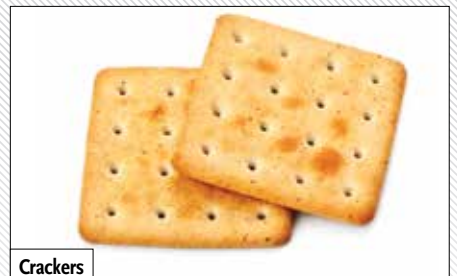
Popsicles



Crisps ("potato chips" in US English)



Cake



Crackers



Sweets ("candy" in US English)



Sausage rolls



Fizzy drinks / soft drinks / soda (US English)

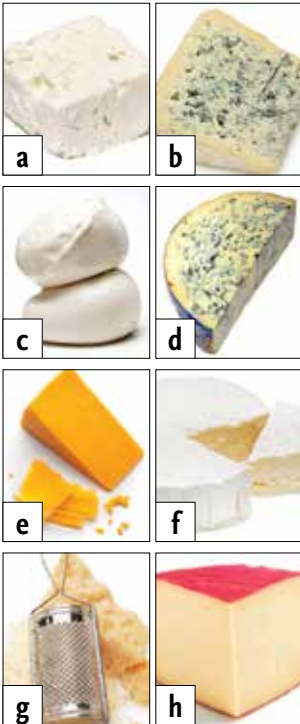
Think about it What's your favourite type of cheese? How often do you eat cheese? What types of cheese are popular in your country? Does your country produce any famous cheeses? What are they called? What do they taste like? What foreign cheeses do you like? Why do you like them?

Answers on page 44

1 Pre-reading

Match the types of cheese (1 to 8) to the pictures (a-h).

1. Blue cheese
2. Mozzarella
3. Parmesan
4. Edam
5. Feta
6. Gorgonzola
7. Camembert
8. Cheddar



2 Reading I

Read or listen to the article once. What types of cheese are mentioned?

3 Reading II

Read the article again. Then, answer the questions.

1. How many tonnes of cheese do the British consume a year?
2. How much are sales of mild cheeses down by?
3. How much have sales of blue cheese risen by?
4. How long is mature cheddar aged for?
5. What is the Ludlow Food Centre famous for?
6. How long is Joseph Heler's mild cheddar aged for?

A CHANGING TASTE FOR CHEESE!

The British consume around 700,000 tonnes of cheese per year – equivalent to about 10 kilos per person, according to information from the British Cheese Board. But their taste for this popular dairy product is changing.

Some of the latest figures from market research group Mintel show that sales of mild cheeses are down by 6%, with purchases of just £161m of mild cheddar, for example. However, sales of extra mature cheddar have risen by 12%, those of blue cheese are up by 14%, and Continental cheeses have increased by almost 10%.

This is good news for many smaller cheese manufacturers. John Spencer is the owner of the Cheddar Gorge Cheese Company. They make mature cheddar, which has aged for between 12 and 20 months. "The longer you mature it, the more the flavours are able to come out," John said in an interview with the Guardian. "Tastes have changed and people don't seem to be after mild flavour now. People want less quantity, but more quality and taste. It's not about filling bellies, it's about enjoying what they eat. There is also an interest in traditional, artisanal cheese, which we welcome."

The Ludlow Food Centre is famous for its handmade blue cheese. It takes four days to make before it's matured for three months on beech racks. It's pierced halfway through the process to allow air to penetrate and react with the bacteria, giving it a web of blue veins. Marketing manager Tom Hunt says that things have changed over the past 20 years. "People

realise blue can be sweet and subtle." Tom explained. "We're making more blue cheese than ever before and still selling out most weeks," he added.

So, is this the beginning of the end for mild cheese? Certainly not, says mild cheddar producer Joseph Heler, who is based near Nantwich in Cheshire. Their mild cheddar is aged for about three months and has a clean, mellow flavour. "Lots of people like it for things like grating on a baked potato, where it creates a lovely creamy texture," he says. "There will always be a demand for mild cheeses too."

A bit of cheese, anyone?

CHEESE TRIVIA

- The most popular cheese in the UK is cheddar.
- Some British cheeses have a PDO (Protected Designation of Origin). For example, Stilton (a type of blue cheese) can only be produced in Nottinghamshire, Derbyshire and Leicestershire.
- Although the US produces the most cheese, Greece and France eat the most (in terms of consumption per capita).
- The holes in Swiss cheese are formed by the expansion of gas in the cheese during the ripening period.

THE TOP FIVE CHEESE PRODUCERS (1,000 METRIC TONS):

- The United States (4,275)
- Germany (1,927)
- France (1,884)
- Italy (1,149)
- Netherlands (732)

THE TOP FIVE CHEESE CONSUMERS (KILOS PER CAPITA):

- Greece (34)
- France (28)
- Iceland (27)
- Germany (25)
- Switzerland (24)



VIDEO

Watch this video on how to make cheese. Search YouTube for "How cheese is made at Gunns Hill Artisan Cheese".

GLOSSARY

- cheese** *n* a concentrated form of milk. It takes 10 litres of milk to make a kilo of cheese
- dairy** *n* a word used to refer to food made from milk: butter, cheese, cream, etc.
- market research** *n* the activity of collecting information about what people want, need and buy
- Mintel** *n* a privately owned, London-based market research firm
- a purchase** *n* if someone makes a "purchase", they buy something
- mature** *adj* a "mature" cheese has been left for a time so it can develop a strong flavour
- Continental** *adj* a "Continental" country (for example) is a country from the continent of Europe (but not the UK)
- aged** *adj* if cheese is "aged", it's left for a time so it can develop a strong flavour
- be after** *exp* if someone "is after" something, they want that thing
- to fill** *vb* if food "fills" you, it stops you feeling hungry
- a belly** *n inform* a stomach
- artisanal** *adj* "artisanal" cheese (for example) is made in small amounts by hand (not by machines), often using traditional processes
- handmade** *adj* "handmade" cheese (for example) is made by hand, not with machines
- beech** *n* a tree with a smooth grey trunk
- a rack** *n* an object with long bars for holding or hanging things
- to pierce** *vb* if you "pierce" something, you make a hole in it
- a web** *n* a complicated pattern of lines
- a vein** *n* the "veins" in blue cheese are the thin, blue lines in it
- subtle** *adj* if the taste of something is "subtle", you don't notice it immediately
- to sell out** *phr vb* if a shop "sells out" of a product, they have no more of the product available
- mellow** *adj* a "mellow" flavour is nice, pleasant and smooth
- to grate** *vb* if you "grate" cheese (for example), you cut it into very small pieces by using a grater (a metal object with small holes)
- a baked potato** *n* a potato that you cook in the oven
- a texture** *n* the "texture" of something is the way that it feels when you touch it

Objective To improve your reading and listening skills.

Think about it Which museum from this page would you like to visit? Why? What are some of the most famous museums from your country? What are your favourites? Why do you like them? What do you like or dislike about visiting museums? What's the best museum you've ever visited?

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

TRACK 2 ENGLISHMAN & ENGLISHWOMAN

REALLY UNUSUAL MUSEUMS!

Looking for something interesting to do? You might want to visit one of these unusual museums.



The Pencil Museum

Opened in 1981, the Pencil Museum is located in Keswick, Cumbria, in the north-west of England. It receives over 80,000 visitors a year from all around the world. Find out how they get **lead** into a pencil, and **marvel at** the world's biggest colouring pencil. www.pencilmuseum.co.uk/



The British Lawnmower Museum

Lawnmowers are an important feature of most British gardens. Now you can find out all about them at the "internationally-famous" British Lawnmower Museum. Exhibits include Lawnmowers of the Rich and Famous and Vintage Lawnmowers. www.lawnmowerworld.co.uk



Teapot Island
With more than 6,000 **teapots** on display, Teapot

Island grew from the personal collection of owner Sue Blazye. In 2011, the museum was featured in the book *Crap Days Out*, in which the authors said, "It's **awful** if you don't like teapots. But it's probably all right if you do."

<http://teapotisland.com/>



The Dog Collar Museum

Located in Leeds Castle, the Dog Collar Museum has a collection of over 100... dog collars. Mrs Gertrude Hunt donated her collection of collars to the Leeds Castle Foundation in memory of her husband, John Hunt, a **distinguished medievalist**.

www.leeds-castle.com/Attractions/The+Dog+Collar+Museum



The Gnome Reserve

The Gnome Reserve has the world's largest collection of **garden gnomes**, with over 1,000 of them **on display**. Visitors are given a **gnome hat** and **fishing rod** on entering to enforce the fun. After a tour of the 4-acre reserve, you can enjoy a delicious cup of tea at the Gnome Kitchen.

<http://www.gnomereserve.co.uk/>

Colman's Mustard Museum
One of the most popular



tourist attractions in the city of Norfolk is Colman's Mustard Shop & Museum. Find out about the history and production of Colman's mustard, with many items on show, including wartime mustard **tins** and **Art Deco** mustard pots. www.mustardshopnorwich.co.uk/

So many museums, so little time! ✪

VIDEO

YouTube

Watch a short news clip on the British Lawnmower Museum. Search YouTube for "**the British lawnmower museum**" - A Paean to Bwitiish Manufacturing" [sic].

GLOSSARY

lead *n*
the centre part of a pencil which makes a mark on paper when you write with it

to marvel at *exp*
if you "marvel at" something, you look at it and say how wonderful and amazing it is

a lawnmower *n*
a machine for cutting the grass

a teapot *n*
a container used for making and serving tea

awful *adj*
very bad, horrible, not nice

distinguished *adj*
someone who is "distinguished" is respected and admired

a medievalist *n*
someone who is an expert in Medieval history; the period of European history between the end of the Roman Empire in about 476 AD and about 1500 AD

a garden gnome *n*
a small, ceramic creature with a beard that looks like a man. It's used as decoration in a garden

on display *exp*
if something is "on display", you can see it in a museum

a fishing rod *n*
a long thin pole with a line and hook attached to it for catching fish

a tin *n*
a metal container with food in it. The food can be preserved for a long time

Art Deco *n*
a style of decoration and architecture that was common in the 1920s and 30s



GNOME, SWEET GNOME!

Answers on page 44

1 Pre-reading

Look at the names of the museums in the article. What do you think you can see there? Make notes. Then, read or listen to the article once to compare your ideas.

2 Reading I

Read the article again. Then, write the name of a museum next to each sentence.

1. It was mentioned in a travel book.
2. It gets about 80,000 visitors a year.
3. You get a free hat when you go into the museum.
4. It's in the city of Norfolk.
5. Its exhibits include objects that were once owned by famous people.
6. It's located in a castle.

Objective To improve your reading and listening skills.

Think about it What outdoor adventures have you had? Where did you go? What did you like or dislike about it? Do you know any survival tips? What are they? Have you ever been in danger? What happened?

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

TRACK 3: ENGLISHMEN

I'M COLD, WET AND HUNGRY. I WANT TO GO HOME!

THE RULE OF THREES

Here's Bear Grylls' "Rule of Threes" so you can decide what to do first. You can survive for...

- ... 3 seconds without blood.
- ... 3 minutes without oxygen.
- ... 3 hours unprotected in the cold or heat.
- ... 3 days without water.
- ... 3 weeks without food.

VIDEO

Watch a video on how to make a fire. Search YouTube for "Make a Fire By Rubbing Sticks".

GLOSSARY

survival *n*
a "survival" expert knows how to live in mountains, deserts, extreme weather, etc.

the wild *n*
an area of land with mountains, rivers, hills, etc. that's far away from towns

a priority *n*
if something is a "priority", it's very important and you must do it soon

vegetation *n*
plants, trees and flowers

to boil *vb*
if you "boil" water, you cook it until it's 100°C

a sandstorm *n*
a strong wind in a desert area, which carries sand through the air

fine *adj*
very thin

dust particles *n*
very small dry pieces of earth or sand

lungs *n*
the two organs in your body that you use for breathing

to breathe *vb*
when you "breathe", you take air into your lungs and let it out again

to stay still *exp*
if you "stay still" in a place, you remain there and you don't move

to die down *phr vb*
when a storm "dies down", it becomes less intense and stops

a blizzard *n*
a very bad snowstorm with strong winds and lots of snow

life threatening *adj*
something that's "life threatening" can kill you

to purify *vb*
if you "purify" water, you clean it so you can drink it

to keep at bay *exp*
if you "keep" a wild animal "at bay", you stop it from coming close to you

a lighter *n*
a small device that produces a flame that you can use to light cigarettes, etc.

a match *n*
a small wooden stick that produces a flame when you rub it along a matchbox

flint and steel *n*
"flint" is a hard type of rock that produces a spark (a small piece of burning material) when it is hit by steel (a type of metal)

tinder *n*
small pieces of dry wood or grass that burn easily

a twig *n*
a small thin thing that grows out of the main branch of a tree

to rub *vb*
if you "rub" two things together, you move them backwards and forwards (or up and down) while pressing them against one another

TOP TIPS FROM SURVIVAL EXPERT BEAR GRYLLS!

Answers on page 44

1 Pre-reading

What advice would you give about the following things to someone who was planning a trip in the wild: water, sandstorms, blizzards, fire...

2 Reading I

Read or listen to the article once to compare your ideas from the Pre-reading activity.

3 Reading II

Read the article again. Then, write **Water, Sandstorm, Food, Blizzard or Fire** next to each statement.

1. You should boil it first before using it.
2. You can make it by rubbing two sticks together.
3. You should dig a hole in the snow to protect yourself from it.
4. You should make finding it your priority.
5. You can only survive without it for three days.
6. You can survive without it for three weeks.
7. You should cover your nose and mouth to protect yourself from it.
8. You can use it to dry your clothes.

Bear Grylls is a British survival expert. You can see him on TV shows such as *Man vs Wild* (on the Discovery Channel) demonstrating his skills at surviving in the **wild**. Here are some of his top tips.

Water

If you're ever lost in the wild, make finding water your **priority**. You can survive for three weeks without food, but only three days without water. Look for signs of **vegetation** as plants need water and this could be an indication that there's some nearby. Once you've found a source of water, **boil** it before drinking it – even if it appears to be clean, fresh water.

Sandstorms

During a **sandstorm**, cover your nose and mouth with a T-shirt and keep low to the ground as all the **fine dust particles** that get into your **lungs** and stop you from **breathing** will be higher up in the air. Also,

stay **still until** the storm has **died down** as walking in a sandstorm is impossible.

Blizzards

The cold and wind that you experience during a **blizzard** are the two things that are most **life threatening**. So, if you ever find yourself in a blizzard, dig a hole in the snow to protect yourself from the wind and cold. And once again, stay still until the storm has died down.

Fire

Making a fire is essential if you're out in the wild. With fire, you can dry your clothes, cook food, boil water to **purify** it, and **keep** wild animals **at bay**. Use a **lighter**, waterproof **matches**, or **flint and steel** to make a fire. However, if you don't have any of those things, prepare three piles of dry material: some **tinder**,

BEAR GRYLLS

Edward Michael "Bear" Grylls was born on 7th June 1974. He's a British adventurer, writer and television presenter. In July 2009, at the age of 35, Grylls became the youngest-ever Chief Scout (the head of The Scout Association).

some **twigs** and some firewood. Then, start **rubbing** two sticks together.

Stay away from the bears! 🐻

GRAMMAR BOOSTER

HOW TO EXPRESS FUTURE PROBABILITY WITH FIRST CONDITIONALS

Affirmative	Negative	Interrogative
If I like it, I'll buy it.	If I don't like it, I won't buy it.	If I like it, will I buy it?
If you like it, you'll buy it.	If you don't like it, you won't buy it.	If you like it, will you buy it?
If he likes it, he'll buy it.	If he doesn't like it, he won't buy it.	If he likes it, will he buy it?
If she likes it, she'll buy it.	If she doesn't like it, she won't buy it.	If she likes it, will she buy it?
If it likes it, it'll buy it.	If it doesn't like it, it won't buy it.	If it likes it, will it buy it?
If we like it, we'll buy it.	If we don't like it, we won't buy it.	If we like it, will we buy it?
If they like it, they'll buy it.	If they don't like it, they won't buy it.	If they like it, will they buy it?

The full forms are: I'll = I will; you'll = you will; he'll = he will; she'll = she will; it'll = it will; we'll = we will; they'll = they will.
Negatives: won't = will not.



We form the First Conditional with two clauses: *If* + a Present Simple verb / *will* + an infinitive. For example:

- a) If we go by train, it will be much quicker.
- b) If you don't tell her, she'll be angry

We can use a First Conditional structure to refer to something that will happen if a certain condition is met. For example:

- a) If I win the lottery, I'll buy a new house.
- b) If she has time, she'll come and visit us.

We can also use modal verbs (*can*, *should*, *must*, etc.) with the First Conditional. For example:

- a) If you leave it here,

- someone might **steal** it.
- b) If we ask her, she **may** let us borrow it.

We often use *by the time* with First Conditionals to mean "sometime before a point in time". For example:

- a) By the time you arrive there, it'll be too late.
- b) By the time they send it, we won't need it.

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

- a) If **they're driving**, they'll take a lot longer. [Present Continuous]
- b) When **she's finished**, she'll let you know. [Present Perfect]

Dialogue: The wedding

Jeff and Abby are talking about their wedding plan. [Complete the dialogue with the correct prepositions.]

Jeff: About the wedding, erm, I hope you don't mind, but I've thought (1) _____ a couple of things we could change.

Abby: OK.

Jeff: Well, firstly, if we have the wedding (2) _____ a Saturday instead of mid-week, as you suggested, lots more people will be able to come.

Abby: Ah huh.

Jeff: Plus, if we have the reception (3) _____ the Landsdowne Hotel, the guests will be able to stay there overnight.

Abby: All right.

Jeff: And if we have the wedding in June instead of May, my brother will be able to come too as he'll be back (4) _____ Canada by then.

Abby: OK.

Jeff: Then, I was thinking perhaps we should look at finding another band. I mean, I really like your sister's group, and it's great that she's offered to play (5) _____ free, but I just don't think punk new wave would be appropriate for the more formal theme

of our wedding.

Abby: All right.

Jeff: So, erm, what do you think then?

Abby: Well, actually, I've got a few new ideas myself, and I've drawn up a plan (6) _____ action. I think I've got it all worked out: the time, the place, the decoration, the guests, the entertainment, the photographer, plus all estimated costs. And if we stick to my budget, we'll have enough to go (7) _____ a cruise in the Mediterranean for a week, rather than spending two weeks (8) _____ your mother in Hull.

Jeff: [disappointed] Oh, I was looking forward to that.

Abby: Yes, but I think a relaxing holiday (9) _____ a ship would be so much better. Now, here's a list of all our expenses, with estimated costs, as well as a column for actual costs. Hopefully, there won't be much difference between the two. Although it's a much-reduced version (10) _____ what you were hoping for, I think it's a lot more realistic in terms of what we can afford. Now, if you'll just look at this spreadsheet, you'll see that... [fades out] +

12 USEFUL WORDS & EXPRESSIONS FOR THE BANK

Here are 12 useful words and expressions to use to talk about banks.

Lend



If someone "lends" you money, they give it to you, with the understanding that you'll return it later.
"My friend lent me £20."

Borrow



If you "borrow" money from someone, you accept the money from that person, with the understanding that you'll return it later.
"I borrowed £40 from her."

Mortgage



The money the bank lends you so you can buy a house.
"We got a £200,000 mortgage for the house."

Coin / note



A "coin" is a piece of metal money. A "note" is paper money.

"I only had a few coins in my pocket, so I had to pay with a £20-note."

Cash



Money in the form of coins and notes. If you pay "in cash", you pay with real money (not a credit or debit card).
"I don't have any cash on me. Can I pay by credit card?"

PIN number



A Personal Identification Number – the number you use to access your bank account.
"I keyed in my PIN number and took out some money."

Put into



If you "put" money "into" your bank account, you transfer it there, or give it to the bank so they can put it there.
"She put £300 into her bank account."

Withdraw / take out



If you "withdraw" money from your bank account, you take it out.
"He withdrew £50 from his bank account."

Cashpoint machine / hole in the wall / ATM (automated teller machine) (US)



A machine in the wall next to a bank that you can use to take out money from your bank account.
"She took some money out of the cashpoint machine."

Bank account



When you open a "bank account", the bank gives you a bank account number so you can put money in or take money out of it.
"I got £100 for opening a new bank account with them."

Bank



An institution where you can keep your money.
"I opened a bank account at the bank on the high-street."

Debit card / credit card



When you pay for things with a "debit card", the money is taken out of your bank account immediately; if you use a "credit card", you receive the goods or service, but don't pay for it until several weeks or months later.

"I paid for it with my debit card." / "I used my credit card as I didn't have enough money in my bank account."

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 anti-social behaviour.

Think about it What would you do if you saw someone drop some litter and not pick it up? Have you ever seen anyone writing graffiti? What did you do? What types of anti-social behaviour annoy you? What fines are there for dropping litter in your country? Is noise an issue where you live? How does it affect you?

ENGLISH IN ACTION...



FREE Audio files!
Download the MP3 audio files for this month's magazine from here:
www.learnhotenglish.com/mp3s

ANTI-SOCIAL BEHAVIOUR

Learn 15 words & expressions for talking about anti-social behaviour.

Useful words

 Rubbish bag	 Wheelie bins	 Rubbish bin
 Litter (rubbish, garbage (US), trash (US))	 Pet (a dog, a cat, a parrot, a cockerel...)	
 Chewing gum	 Barbecue	 Park bench
 Car horn	 Flowers	 Driveway
 Cigarette butt	 Mobile phone	 Dustbin lorry (garbage truck)

Anti-social behaviour at home

- Playing loud music
- Having late-night parties
- Having a barbecue
- Carrying out building work
- Repairing a motorcycle
- Walking on wooden floors
- Moving furniture late at night

Anti-social behaviour in the street / outside

- Speaking loudly on your mobile phone
- Dropping litter
- Drunkenness
- Leaving chewing gum on park benches
- Not picking up dog mess
- Leaving rubbish bags in the street
- Writing graffiti
- Carving a name onto a park bench
- Sounding a car horn late at night
- Picking flowers from public gardens
- Smoking in a non-smoking area
- Fly tipping (illegally leaving things you don't want in the street: an old car, a piece of furniture...)

Dialogue: The new neighbour



Margaret is talking to her new neighbour, Brian.

[Complete the conversation with the correct words.]

Dialogue: M=Margaret B=Brian

M: Excuse me! Mr Jones?

B: Yes?

M: Hello. I'm Margaret Bradstock, your neighbour from across the (1) _____. You've just moved in, haven't you?

B: Yes, that's right. Pleased to meet you.

M: Yes, well, I just wanted to remind you that the dustbin lorry comes round once a (2) _____ on Wednesday evening. And you can only take your rubbish bags out from 6pm on Tuesday, and not *before* then.

B: Oh, all right. Thanks. I'll remember that for next time.

M: Good, now, I'm not sure whether you've already got one of these, but I've made you a copy of the residents' guide. And if you turn to (3) _____ 28, paragraph 14, you'll see that there's a strict "no noise policy".

B: No noise? I don't think we've been making any noise, have we?

M: Well, I did hear your (4) _____ on full blast last Sunday between 7:03 and 07:28.

B: Erm, I was just playing a bit of

classical music. It was hardly loud.

M: Well, the decibel readings on my sound meter were particularly high.

B: You're joking?

M: No, I'm deadly serious, Mr Jones. Now, I believe you are the owner of a (5) _____, aren't you?

B: That's right.

M: Well, you'll have to get a muzzle.

B: What?

M: I heard some barking on Friday between 5:22 and 5:37, some more between 9:34 and 9:52 on Sunday (6) _____, and further barking at 05:16 on Tuesday... yesterday.

B: Wow! You really have been doing your homework.

M: I've also noticed some cigarette butts in the (7) _____.

B: I don't smoke.

M: And there was thick smoke coming out of your garden last Saturday evening.

B: Yes, we were having a (8) _____. Is that against the rules too?

M: If you consult section 4, paragraph 9, sub-heading 2c, you'll see that...

B: Look, I tell you what, I'll read over all... [flicking through the book] erm, all 640 pages of this guide on "Communal Living in Broadoaks Grove" and get back to you if I have any questions.

M: Great. And I look forward to seeing you settle in properly.

B: Yes, erm, great. Me too!

VIDEO



Watch a news report on anti-social behaviour in Bournemouth, England. Search YouTube for "Anti Social Behaviour News Package".

NATURAL ENGLISH

© TRACK 6: AMERICAN WOMAN, AMERICAN MAN, ENGLISHWOMAN, NEW ZEALAND MAN, FRENCH WOMAN, AMERICAN MAN

What would your dream job be?

Photos and interviews by Georgie & Danielle

Remember!

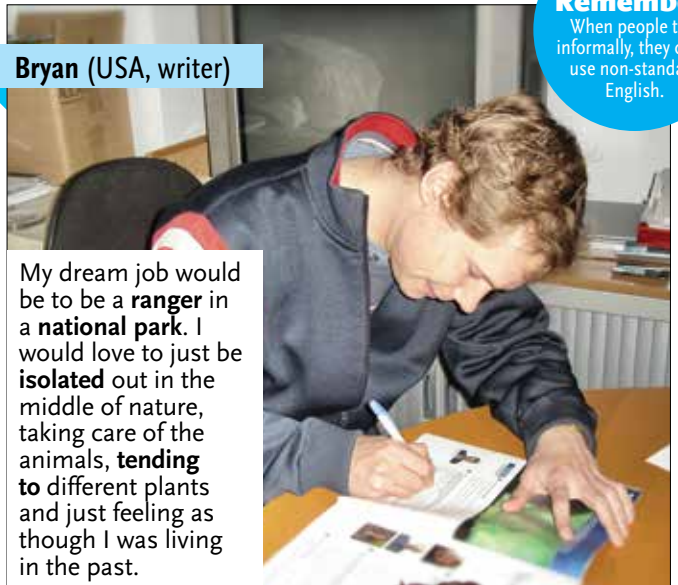
When people talk informally, they often use non-standard English.

Danielle (USA, wildlife enthusiast)



Well, my favourite job I've had is actually just working as a **barista** in a coffee shop. It would be nice if that made enough money to **support** me, but, erm, unfortunately it doesn't but I love those type of, kind of **trivial** jobs yet you get to meet a lot of people.

Bryan (USA, writer)



My dream job would be to be a **ranger** in a **national park**. I would love to just be **isolated** out in the middle of nature, taking care of the animals, **tending** to different plants and just feeling as though I was living in the past.

Georgina (England, Olympic swimmer)



I think my dream job would probably be working at a **publisher's**, just because I could read all day and I would get paid for it.

James (New Zealand, travel writer)



My dream job would be to be a full-time food and travel writer, maybe writing for a newspaper. Er, I love exploring new countries and trying their food and so, yeah, just to write about those things would be, would be wonderful.

Leslie (France, HR manager)



I can't tell you exactly the type of job I would like to do, but I can say that any job that **enabled** me to travel all over the world would be a dream job.

John Michael (USA, business owner)



I would love to be a travel journalist, I love to travel and I love to write so that job **combines** both of the things that I love to do and for me it would be like I wasn't even working at all, if I was a travel journalist.

GLOSSARY

- a barista** *n*
a person who serves and makes coffee in a bar or café
- to support** *vb*
if a job gives you enough money to "support" you, it pays you enough to pay for your house, to eat, etc.
- trivial** *adj*
a "trivial" job is one that doesn't pay much or isn't important
- a ranger** *n*
a person whose job is to look after a forest or large park
- a national park** *n*
a large area of land which is protected by the government
- isolated** *adj*
a place that's a long way away from towns and people, etc. and is difficult to reach
- to tend** *exp*
if you "tend to" someone, you help them and look after them
- a publisher's** *n*
a company that publishes books, etc.
- to enable** *vb*
if A "enables" you to do B, A lets you do B
- to combine** *vb*
if a job "combines" two things, it involves or includes those two things

Objective To improve your listening skills.

Think about it When was the last time you left a voicemail message? Who was it for? What did you say? What information did you have to give? When was the last time you received a voicemail message? Who was it from? What did they tell you? How often do you check your voicemail inbox? Have you ever left a message with the wrong person?

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 sort of information would someone include in voicemail messages on the following topics: *a party, a meeting, a report, a missing car.*

2 Listening I

You're going to listen to four voicemail messages. Listen once and compare your ideas from the Pre-listening activity.

3 Listening II

Listen again. Then, answer the questions.

Message I

1. What time is Stephanie having her party?
2. What day is she having it on?
3. Where is it?

Message II

4. Where have the two friends arranged to meet?
5. Why can't Shirley take Samantha to the doctor's?

Message III

6. What does Ben need urgently?
7. Where is he going?

Message IV

8. What can't the caller find?
9. How many times has he been up and down the street?

4 Listening III

Complete the audio script with the correct words.

Audio script

Phone voicemail messages

1 The party

Hey, Mike, this is Stephanie. I was just calling to let you know that I'm (1) _____ a party at my house this weekend and you're invited, of course. It'll be at about 8pm on Saturday evening, that's this Saturday 14th. Everyone's (2) _____ some food, so if you could make a dessert, that'd be great. By the way, the party's at my new house. The address is 23 Baker Street – it's just off the high street: Bye!

2 The meeting

Hi, Nigel. I'm sorry but I won't be able to make it to the pub this

evening – I've got to (3) _____ Samantha to the doctor's. Shirley has got a meeting after work, so she can't do it. So, it looks like I'll be babysitting this evening. Anyway, thanks for the invite, and (4) _____ me a call next time you're in town. Bye!

3 The report

Hi Jocelyn, Ben here. I'm just calling to ask about that report – I need it, urgently. I'm just leaving for Manila and I'd like to have it to (5) _____ over on the plane in preparation for the meeting. Don't worry if it isn't finished – I just need to see what you've

been working on. So, please (6) _____ over what you've done so far. You can send me the final version later this week. Thanks.

4 The car

Hi, it's me. Do you know where the car is? I've been up and down the street about 10 times, but I just can't see it. If you're (7) _____, please pick up the phone. Can you remember where you left it? You told me it was in Johnson Park Road, but I can't see it anywhere. I hope it hasn't been towed away... or (8) _____. Call me as soon as you get this message.

I COULD LISTEN TO THESE VOICEMAIL MESSAGES ALL DAY!

Objective To learn some useful words and expressions for arguing.

Think about it When was the last time you had an argument? What was it about? What do you generally argue about at home? What about at work? What are your top tips for arguing? What do you like or dislike about arguing?

TRACK 8: ENGLISHMAN
& ENGLISHWOMAN

PRACTICAL ENGLISH

HOW TO ARGUE IN ENGLISH

Complaining about something

- You never tidy up.
- You said that you'd do it.
- You told them that you'd help.
- You promised that you'd clean the living room.
- You're always leaving your clothes lying around.

Reacting to a complaint

- What are you talking about?
- You're joking!
- Don't make me laugh!
- Are you serious?
- Excuse me?
- I beg your pardon?
- You would say that, wouldn't you?
- That's typical of you!

Saying no / dismissing something

- I did not.
- Rubbish!
- I never said that.
- No way!
- Never!
- Over my dead body!
- Not in a thousand years!
- That's crap! (*informal*)

Criticising your opponent

- Speak for yourself!
- You can talk!
- You're one to talk!
- People in glass houses... (shouldn't throw stones!)
- What a hypocrite!

Correcting information

- I didn't do that.
- That wasn't me.
- No, I didn't take it.
- No, it was me who helped them.
- You didn't have anything to do with it.
- I was the one who took it back to the shop.

Getting serious

- Right! That's it!
- I've had enough of this!
- That does it!
- You've gone too far!

Ending the argument

- OK, if you say so!
- Just drop it!
- Whatever you say!
- You haven't heard the last of this!
- Let's just move on, shall we?
- I can't be bothered to argue about this any longer.
- I think we're going to have to agree to disagree.



Dialogue: The argument

Flatmates Jen and Mike are having an argument.
[Complete the dialogue with the correct words.]

- Jen:** Erm, I've just seen that the rubbish bags are still in the kitchen. Didn't I tell you to take them down?
- Mike:** I'm going to. Give me a chance.
- Jen:** You never take the (1) _____ down.
- Mike:** Yes, I do.
- Jen:** No, you don't. [noticing a dirty cup on the table] Just look at this mess. Do you think that dirty (2) _____ is going to wash itself?
- Mike:** Probably not.
- Jen:** Well, would you mind taking it to the (3) _____ and washing it up?
- Mike:** I will, when I've finished.
- Jen:** I'm sick and tired of tidying up after you. You never do the washing up.
- Mike:** I did the washing up last (4) _____.
- Jen:** Wow! For once in your life you did some washing up!
- Mike:** I always do the washing up.
- Jen:** Don't lie! [noticing some mess on the floor] Just look at this mess on the floor. Whose (5) _____ are those?
- Mike:** Mine. I'm just about to put them on. Look, I've got to go to work, so do you mind?
- Jen:** Is this bowl of (6) _____ yours?
- Mike:** Yes... and?
- Jen:** I don't suppose you left any milk for anyone else, did you? You're always doing that. Now, no one else has got any milk for their tea or cereal, have they?
- Mike:** I always go to the (7) _____ to get the milk.
- Jen:** No, you don't.
- Mike:** Yes, I do. Anyway, you can talk. You never go.
- Jen:** What a liar! I went to the shops last week.
- Mike:** Look, I haven't got time to stand around arguing with you all day. I'm going to the (8) _____, and then I'm going to work.
- Jen:** Well, don't spend too long. You were in there for hours yesterday.
- Mike:** What a hypocrite! I had to leave for work without brushing my (9) _____ the other day because you were taking so long!
- Jen:** Rubbish! I never...
[fades out]

VIDEO

YouTube

Watch a video on how to win an argument. Search YouTube for "How to Win Any Argument".

Objective To improve your reading and listening skills.

Think about it Have you got any Rollerblades? When was the last time you used some Chapstick? Why? Have you ever had to blow into a Breathalyzer? Where were you at the time? Do you ever use Tupperware? What for? Have you got anything with Velcro on it? What? When was the last time you threw a Frisbee? Where were you?

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

TRACK 9: ENGLISHMEN



Brand names that we use as ordinary words!

Aspirin, Kleenex, Escalator, Tupperware, Velcro, Bubble Wrap... they're all brand names that we often use as ordinary words. But what are their origins?



Breathalyzer

The **Breathalyzer** was invented by Indiana University professor

Rolla Harger in 1931. It was originally called the Drunk-O-Meter.

Typical sentence: "The police officer asked her to blow into the Breathalyzer."



Rollerblades

Two hockey player brothers designed Rollerblade inline skates

from a pair of old roller-skates in 1979. Until the mid-80s, they were the only brand available.

Typical sentence: "We went Rollerblading at the weekend."



Chapstick

This brand name of lip balm was originally produced by

pharmaceutical giant Pfizer. **Typical sentence:** "I put some Chapstick on because my lips were dry."



Tupperware

Tupperware got its name from creator Earle Silas Tupper. It was introduced to the

public in 1948.

Typical sentence: "I take my lunch to work in Tupperware."



Velcro

George de Mastreal invented **Velcro** after noticing how plants **stuck**

to his dog's fur after a walk in the country. These days, Velcro is used on a whole range of products including shoes and bags.

Typical sentence: "His shoes had Velcro instead of laces."



Post-It

Dr Spencer Silver invented this **adhesive** in 1968 and scientist Art

Fry thought up a practical use for it in 1974. **Post-its** were initially available for sale under the name Press 'N Peel.

Typical sentence: "She wrote the message on a Post-it."



Kleenex

This brand of **tissue** was introduced into the market in 1924 and

is a registered trademark of Kimberly-Clark Worldwide, Inc.

Typical sentence: "Have you got any Kleenex? I need to blow my nose."



Frisbee

What would a day out at the beach be like without a Frisbee? Walter

Morrison came up with the idea for this flying disc in 1937.

Typical sentence: "She threw the Frisbee to him."

How many of these brand names exist in your country? *

VIDEO

YouTube

Watch this video on brand names. Search YouTube for "25 Common Words That You Didn't Realize Are Actually Brand Names".

TRADEMARKS

There are three ways of referring to trademarks in text: by giving them a capital letter, by making them all capitals or by adding the ® symbol. For example:

- Canon cameras
- CANON cameras
- Canon® cameras

Officially, you should also only use a trademark as an adjective, not as a noun or verb. For example, you should say, "I had a Budweiser beer" (NOT, "I had a Budweiser"). The ® symbol is used for marks that have been registered with an official patent office.



GLOSSARY

a Breathalyzer

a machine that can tell you how much alcohol you've drunk

inline skates

a type of shoe with a line of four or five wheels. Also called Rollerblades

roller-skates

shoes with four small wheels on the bottom

lip balm

a cream that you put on your lips

lips

the part of your mouth you use for kissing

Tupperware

a range of plastic containers with tight-fitting lids (tops) for storing food

Velcro

a material with two strips of nylon fabric which you press together to close things such as pockets and bags

to stick to

if A "sticks to" B, A becomes attached to B and it's hard to take it off

fur

the hair on an animal's body

laces

the pieces of string on your shoes that you use to tie them so they don't fall off

an adhesive

a substance such as glue which is used to stick (join) things together

Post-it

a piece of paper with an adhesive strip on one side. You can write notes on it

a tissue

a piece of thin soft paper that you use to blow or clean your nose

Answers on page 44

1 Pre-reading

Look over the list of brand names below. Which ones are used as ordinary words in your country? Hoover, Escalator, Aspirin, Bubble Wrap, Jet Ski, Jacuzzi, Bikini, Yo-Yo, Trampoline, Boogie Board, Hi-Liter, Thermos, Blu-Tack, Tippex, Dental Floss, Breathalyzer, Rollerblades, Chapstick, Tupperware, Velcro, Post-It, Kleenex, Frisbee

2 Reading I

Read or listen to the article about brand names. Which information is the most surprising or interesting?

3 Reading II

Read the article again. Then, answer the questions.

1. Who invented the Breathalyzer?
2. When were Rollerblades invented?
3. When was Tupperware introduced to the market?
4. What animal helped George de Mastreal invent Velcro?
5. When was Kleenex introduced to the market?
6. Who invented the Frisbee?

Objective To improve your reading and listening skills.

Think about it When was the last time you felt like getting your revenge? Why did you want to get your revenge? Have you ever been angry with a bank, hotel, airline, travel agency or restaurant? Why? What happened? What are the pros and cons of getting your revenge? What films about revenge have you seen? What's the storyline?

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

TRACK 10: ENGLISHMAN & ENGLISHWOMAN

REVENGE IS
A DISH BEST
SERVED
COLD!

How to get your revenge!

When was the last time you got angry? Have you ever been so angry that you wanted to **get your revenge**? Here are three stories of people who got theirs.

1 The farmer

A German farmer was walking on his land when he found a group of youngsters in one of his **fields**. They turned out to be about 40 **trance** fans who had organised a mini-festival on his property without permission. The farmer, from Mecklenburg-West Pomerania, tried to persuade them to leave, but they **refused**. So, he went back to his farmhouse, returning shortly afterwards with a **muck-spreader** which he used to cover his unwanted guests with **liquidised animal waste**.

2 The buyer

Edd Joseph was furious when the PS3 **console** he'd bought online failed to arrive. Foolishly, Edd had paid the \$80 to the seller by bank transfer *before* receiving the goods. A demand for a **refund** went unanswered, and as Edd had already paid the seller, he'd broken the website's terms of service, so the website couldn't help either. Furious, Edd decided to get his revenge by **bombarding** the seller with text messages in order to block up his mobile message **inbox**. He did this by copying and pasting entire versions of plays by

Shakespeare. *Macbeth* was divided into 600 messages, *All's Well That Ends Well* took up 861 messages, and *Hamlet* was split into an irritating 1,143 messages. Edd was able to send the messages at no expense as he was on a \$37-a-month unlimited contract with his **phone provider**. The contract allowed him to make as many calls or texts as he wanted without any additional costs.

3 The gamer

After losing an online game of *Call of Duty*, an angry gamer sent a 70-person **SWAT team** to his opponent's house. The gamer phoned police and told them that he'd shot members of his family. "I just killed my mother and I might shoot more people," he said, pretending to be Rafael Castillo. The police responded with helicopters, an ambulance and a fully-armed SWAT team. However, when they got to the house, they found Castillo still playing video games, and his 54-year-old mother making coffee in the kitchen. Police soon realised that it was an example of "Swatting" – the practice of **faking** emergency calls from a victim's house, often after losing an online game. "In this **bizarre** world of Swatting, you get points for the helicopter, for the police cars or for the SWAT team," Michael Tagney, Long Beach police commissioner, told CBS News. There have been a number of famous

"Swatting" incidents in the past, with police called to the homes of Miley Cyrus, Justin Bieber, Clint Eastwood and Tom Cruise. Authorities are currently looking for the caller, who could face criminal charges as well as having to pay for the police response.

How vengeful! 🗣️

VIDEO

YouTube

Watch a news report on swatting. Search YouTube for "Swatting Pranks - Vengeful gamer calls SWAT team on kid who beat him".

GLOSSARY

to get your revenge *exp*
to do something bad to someone who does something bad to you
a field *n*
an area of grass, for example, in a park or on a farm
trance *n*
a type of electronic dance music with repetitive rhythms and sounds
to refuse *vb*
if you "refuse" to do something, you say that you won't do it
a muck-spreader *n*
a machine that's used to spread "muck" – animal waste that helps plants grow
liquidised *adj*
if something has been "liquidised", it's made into a liquid with a machine
animal waste *n*
the substance that comes out of an animal when it goes to the toilet
a console *n*
a little machine for playing video games
a refund *n*
if a shop gives you a "refund", they return your money because you don't want the thing you bought there
to bombard *vb*
if you "bombard" someone with messages, you send them many messages
an inbox *n*
an electronic folder where messages you receive are stored
a phone provider *n*
a company that you pay to give you an internet connection or to a phone network
a SWAT team *n*
a group of police officers who are trained to deal with dangerous situations. SWAT is an abbreviation of "Special Weapons and Tactics"
to fake *vb*
if you "fake" a phone call (for example), you make a call and act as if you're someone else
bizarre *adj*
strange, unusual

Answers on page 44

1 Pre-reading

Look at the paragraph titles. What do you think happened to these people to make them so angry? How do you think they got their revenge?

2 Reading I

Read or listen to the article once to compare your ideas from the Pre-reading activity.

3 Reading II

Read the article again. Then, write Farmer, Buyer or Gamer next to each statement.

1. He used some famous works of literature to get his revenge.
2. He found some people on his land.
3. He was angry because he'd lost a game.
4. He paid for something but never received it.
5. Clint Eastwood had also been a victim of this person's prank.
6. He covered the trespassers with animal waste.
7. He called the police and pretended to be someone else.

Objective To improve your reading and listening skills.

Think about it What things do you find strange about the British? What do you think people would find strange about the people or customs in your country? What are some of the strangest customs that you've come across in your travels? Would you like to live in a foreign country? Why? Why not? Which one?

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

TRACK 11: ENGLISHMEN



STRANGE THINGS ABOUT THE BRITISH!

What comes to mind when you think of Britain? Buckingham Palace, a pint of beer, a double-decker bus, horse racing, fish and chips, cricket... What about British people? The *Guardian* newspaper asked foreigners living in the UK for their opinions on the British. Here are some of their answers. [Please note: as the speakers are non-natives, there are some examples of non-Standard English.]

"The strangest...well for me, can I say food? Like, for example, that you eat on the **couch** not on a table." (Irene, 23, a small business owner from Italy)

"When a British person has a problem with another person they don't actually come and tell that person directly in their face." (Felicia, 37, an **obstetrics** and **gynaecology** consultant from Romania)

"Here, if you've done something really good, they will say 'This is not bad.'" (Spela, 41, a graphic designer from Slovenia)

"I find it strange that British people are so much **into** beer and, you know, not into wine. But that's just me!" (Valeria, 32, a journalist from France)

"I find it strange seeing

that they still accept this so-called '**class system**', you know, in education, you know, in the modern world." (Dick, 75, a retired oil executive from the Netherlands)

"I really don't know, just drinking tea with milk but I had it myself and it's OK." (Janis, 25, a cook and psychology student from Latvia)

"Here in England I see so many people and it's 3 degrees Celsius, and they have **short sleeves** and I don't understand it. **Fingers crossed** to them, they are heroes for me." (Jakub, 36, a wine waiter from the Czech Republic)

"The strangest thing about British people is probably lunchtime **pints**. It always shocks me to go from a meeting to the bar to have a pint, back to the meeting..." (Hector, 26, an entrepreneur from Cyprus)

"The mixes they do with food, I would never understand why in a very English pub there's a Thai restaurant... why? Why do they put **sweet corn** in tuna... why?" (Helena, 27, a businessperson from Spain)

"People are very fond of **queuing**, that's a **stereotype** but it's true. I think I've

gotten into the spirit as well, so whenever I am in another country and people don't queue I get very angry, so I think I am slowly becoming more British." (Philipp, 23, a law student from Austria)

How strange! 🌟

VIDEO

YouTube

Watch this video with some Americans saying what they think of the British. Search YouTube for "What do Americans think of the British?".

GLOSSARY

a couch *n*
a sofa; a long, soft chair that two or three people can sit on

obstetrics *n*
the branch of medicine that is concerned with pregnancy and giving birth

gynaecology *n*
the branch of medicine which deals with women's diseases and conditions

into *exp*
if you're "into" something, you like it

the class system *n*
the way that society is divided into different classes: working class, middle class, etc.

short sleeves *n*
if someone is in "short sleeves", they're wearing a T-shirt or a shirt with no "sleeves" (the part of the shirt that covers your arms)

fingers crossed *exp*
when people say "fingers crossed", they mean "good luck"

a pint *n*
a measurement of liquid that's about half a litre (500 ml)

sweet corn *n*
a long vegetable covered in small yellow seeds. The seeds can also be referred to as sweet corn

to queue *vb*
if you "queue", you wait in a line so you can be served in a shop, etc.

a stereotype *n*
a very general and typical image of someone or a group of people

to get into the spirit *exp*
if you "get into the spirit" of something, you start doing the same things as everyone else (in this case, queuing)

Answers on page 44

1 Pre-reading

How would you describe the British? Use the following words to help you answer the question: food, honesty, anger, alcohol, class, tea, drinks, work, the pub, customs, habits... Other?

2 Reading I

Read or listen to the article once to compare your ideas from the Pre-reading activity. Which comments about the British do you agree with?

3 Reading II

Read the article again. Then, answer the questions. Who thinks it's strange that the British...

1. ...still accept the class system?
2. ...eat on the couch?
3. ...drink beer at lunchtime?
4. ...don't like wine?
5. ...have Asian restaurants in their pubs?
6. ...drink their tea with milk?

Objective To improve your reading and listening skills.

Think about it What rules or regulations are there where you work or study? Do you think schools in your country are safe for children? How could they become safer? Have you heard any examples of ridiculous health and safety rules? What were they? Do you think toy guns should be banned? Why? Why not? What other toys should be banned?

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

© TRACK 12: ENGLISHMAN & ENGLISHWOMAN

THIS IS RIDICULOUS.

RIDICULOUS HEALTH AND SAFETY RULES!

How safe is it where you work? Since the introduction of the Health and Safety Act in the UK in 1974, **fatal injuries** to employees have fallen dramatically. And the **Health and Safety Executive** (HSE) works hard to enforce any existing rules, as well as **drawing up** new ones. However, at times, it seems that some of these regulations are just ridiculous. Here are a few related to schools.

Cakes

A primary school in Sheffield has **banned** parents from **baking** cakes to sell at a Christmas fair unless mum or dad is a qualified food operator. Headteacher of Sheffield's Gleadless Primary School, Valerie Fowles, wrote, "Due to new regulations we can only accept donations of homemade cakes and buns from people who have a **food and hygiene certificate**." One dad, who was collecting his seven-year-old son, said, "It's absolutely **bonkers**, it's another classic example of health and safety **gone mad**."

Broomsticks

A school in North Wales has prohibited plastic devil's **tridents** and witches' **broomsticks** from school

Halloween parties for health and safety reasons. The **props** were banned because of fears that youngsters could injure themselves. One angry parent said, "Anything and everything could be classified as dangerous. Are we going to **wrap them in cotton wool** or let them live their lives? Are we protecting our children? Or simply killing the **joys** of childhood?"

Cops and robbers

A primary school in London has put a ban on **playground** games such as **cops and robbers** because of the "harmful effects of imaginary weapons on young minds". In an interview with the press, the headteacher said, "We **discourage** children from playing violent games. Some children can be easily frightened by violent play which is often influenced by computer games." However, parents at the 470-pupil school have reacted with **outrage**. "This is just completely **over the top**. We all grew up playing cops and robbers and my son loves playing **pretend** army games – all kids do. This just seems like a **huge overreaction**."

Is it right to protect children from every possible danger? 🍀

VIDEO

YouTube

Watch this news report on some health and safety rules. Search YouTube for "Health and Safety law review, let school children have fun".

GLOSSARY

a fatal injury *n*

if someone has a "fatal injury", they've been hurt in an accident and it will kill them

the Health and Safety Executive *n*

a UK organisation that makes sure the workplace is safe and that rules are followed

to draw up *phr vb*

if someone "draws up" a law, they write that law

to ban *vb*

to prohibit; if you "ban" something, you say that people can't do it

to bake *vb*

to cook food in an oven (a machine in the kitchen)

a food and hygiene certificate *n*

a formal document that says that you have permission to cook food for the public

bonkers *adj informal*

crazy, ridiculous, insane, mad, stupid

to go mad *exp*

if you say that something has "gone mad", you're saying that it's stupid or ridiculous

a trident *n*

a long object (that looks like a big fork) with three sharp points at the end

a broomstick *n*

an object for cleaning the floor. It has a long stick with thin sticks at the end

a prop *n*

an object an actor uses when acting in a theatre play: a toy gun, a mobile, etc.

to wrap someone up in cotton wool *exp*

to protect someone. Literally, "cotton wool" is a soft mass of cotton

joy *n*

happiness. The "joy" of childhood refers to the nice things during your childhood that made you happy

the playground *n*

an outside area in a school where children can play and run around

cops and robbers *n*

a game that children play: the cops (the police officers) have to catch the robbers

to discourage *vb*

if you "discourage" someone from doing something, you try to stop them doing it

outrage *n*

anger

over the top *adj*

if you describe something as "over the top", you're saying that it's exaggerated and too much

pretend *adj*

a "pretend" game is one in which children "pretend" (act) as if they are a certain person (a soldier in this case)

a huge overreaction *exp*

if you describe something as a "huge overreaction", you're saying that it's too much and not appropriate

Answers on page 44

1 Pre-reading

What rules should exist to ensure that children are safe at school? Think about the following: food, parties, the playground, games, the science laboratory, uniforms, excursions, travel to and from school, clothing, the weather... other?

2 Reading I

Read or listen to the article once. Which rule is the most ridiculous? Why?

3 Reading II

Read the article again. Then, answer the questions.

1. What do parents in the school in Sheffield need in order to sell cakes at the Christmas fair?
2. What word did one dad at the school use to describe this new rule?
3. Where was the school that prohibited "dangerous" Halloween props at parties?
4. What game has a school in London banned?
5. Why have they banned it?
6. What words did one parent use to describe this new rule?

Objective To improve your listening skills.

Think about it Which bank do you use? What do you like or dislike about it? Have you ever been angry with the bank? Why? Do you use their online banking service? Why? Why not? What type of debit or credit cards do you use? Why?

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

TRACK 13: ENGLISHMEN

Answers on page 44

1 Pre-listening

Complete the "banking" sentences with the words from below.

charged PIN number transfer
overdraft access code

1. There was an unauthorised _____ – he'd taken out more money than he had in his account.
2. You need to key in your _____ in order to view the balance online.
3. He'd forgotten his bank account _____ so he couldn't take out the money.
4. She wanted to _____ the money to his bank account, but there was no internet coverage so she couldn't.
5. He was _____ £30 for being overdrawn in his account.

2 Listening I

You're going to listen to someone who is making a complaint to a bank. What sort of things do people complain about to banks? Make notes. Then, listen once. Were any of the things you thought of mentioned?

3 Listening II

Listen again. Then, choose the correct answers.

1. How much was Michael charged for making the transfer? **a) £10 b) £5**
2. What's his middle name?
a) Nicholas b) Marcelo
3. When was he born? **a) 20th October b) 10th July**
4. What's the last digit of his 4-digit code? **a) 4 b) 9**
5. When did he make the transfer? **a) 2nd December b) 3rd April**
6. How long has he been with the bank? **a) five years b) 10 years**
7. How much was he overdrawn by? **a) 30 pence b) 10 pence**
8. When can he start making free transfers again? **a) in six months b) in one year**

4 Listening III

Complete the audio script with the correct words.

ARE YOU THE BANK THAT LISTENS?



Note!

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

Audio script

Making a complaint to a bank

Bank: Hello, you have reached the Mainstay Bank. For enquiries regarding your bank account, please dial 1. For information on our pension scheme, dial 2. For all other enquiries, please hold the line. *[music playing]* Please hold the line. A member of our banking team will attend to you in just a minute. You are about to be connected to a member of our customer services team. Please note that for the purposes of staff training and quality control this call may be recorded.

Assistant: Hello, this is Dan Short. How may I help you?

Michael: Hi, yes, erm, I recently made a (1) _____ and I was charged 5-pounds, and I thought I could make transfers for free.

Assistant: Can I have your full (2) _____, please?

Michael: Yes, it's Michael Nicholas Redgrave.

Assistant: And your date of (3) _____?

Michael: 20.10.72.

Assistant: And the 2nd and 4th digits of your access (4) _____.

Michael: You mean the one I key in to get into my bank account?

Assistant: Yes, the 4-digit code.

Michael: OK, that's 6 and 9.

Assistant: That's perfect. So, what seems to be the (5) _____?

Michael: Well, as I was explaining, I've been charged for a transfer I made last week.

Assistant: When was this?

Michael: On 2nd December – just last week.

Assistant: Ah, yes, well, I can see from your (6) _____ that you're no longer eligible for free banking.

Michael: What?

Assistant: You've been removed from the free (7) _____ program.

Michael: Erm, why? I've been with the bank for over 10 years.

Assistant: It says here that you violated one of the (8) _____ for remaining on the program.

Michael: What are you talking about?

Assistant: There was an unauthorised overdraft.

Michael: But it was only for a (9) _____ and it was only by about 10 pence, and you charged me 30 pounds for that anyway!

Assistant: Any unauthorised overdrafts make you instantly ineligible for free banking.

Michael: That's ridiculous!

Assistant: I'm sorry sir but you have been removed from the free banking program. However, if your (10) _____ remains in credit for the following six months, you will be reinstated. Good day! *[He hangs up.]*

Michael: Hello? Hello? Hello? Hello? ☹️

Objective To improve your range of business English vocabulary.

Think about it

What toy companies are there in your country? What toys do they produce? Are any of the toys famous internationally? What type of toys sell well in your country? What will toys be like in the future? How strong is the toy industry in your country?

Answers on page 44

1 Pre-reading

Match the toys (1 to 8) to the pictures (a-h).

1. Action figure
2. Doll
3. Marbles
4. Building blocks
5. Train set
6. Teddy bear
7. Video game console
8. Robotic toy



2 Reading I

Think of three questions to ask about Playmobil toys and the business in general. For example: Where do they produce the toys? Then, read the article once. Did you find the answers to your questions?

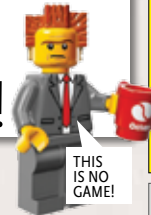
3 Reading II

Read the article again. Then, answer the questions.

1. How much is the US toy market worth?
2. What percentage had the number of toys sold in the UK fallen by in 2013?
3. What did the Brandstätter Group increase its revenue to in 2013?
4. What percentage of the world's toys are made in China?
5. Where is Playmobil's main production plant?
6. How did the Maltese government help persuade the Brandstätter Group to manufacture the Playmobil figures in Malta?

BUSINESS NEWS

THE TROUBLE WITH THE TOY INDUSTRY!



The toy industry has worldwide **revenue** of over \$80 billion, according to figures from the Toy Industry Association. And the United States toy market alone is worth \$22 billion a year. But things haven't been going too well for the industry just lately.

According to a report in the *Telegraph*, the overall toy market in the UK **dropped** by 1% in 2013 to £2.9 billion, with the number of toys sold falling by 5% to 364 million. The biggest fall was in the sale of "**impulse purchases**" for toys priced under £5. This market represents almost half of all the toys sold, but fell by 12% last year. And the Economist has reported that sales at both **Hasbro** and **Mattel** have been falling year-on-year, with sales of Barbie **plunging** for the fourth **quarter running**, this time by 12%.

However, not all toy companies have been suffering. Playmobil, for example, is showing clear signs of growth. Nationally and internationally Playmobil sales increased by 5.3 percent to €531 million in 2012. And in 2013, the Brandstätter Group (owners of Playmobil) increased its revenue by about 5% to €591 million. Playmobil Managing Director Andrea Schauer said, "Looking at the difficult overall economic situation, our **goal** was to achieve sales growth in the mid **single-digit** range. Thanks to a high rate of innovation, we achieved that goal. **Right on target**, so to speak."

Playmobil is one of the few companies that has kept **production** in Europe. Eighty percent of the world's toys are made in China, but Playmobil's main production factory is in Malta. Helga Ellul, the **head** of Playmobil Malta, says the company looked at moving 8 years ago but found that the **cost advantage** was not that big, partly because its main **export markets** are in Europe. Playmobil is also anxious to retain control over quality.

Production started in Malta in 1974. At the time, the unemployment rate in Malta was 20%, and Maltese wages were only a 10th of those in Germany (they have now risen to between a third and a half). The Maltese government **lured** foreign companies with **tax breaks**, and they paid for the construction of the Playmobil factory. Today Playmobil employs about 900 people in Malta, and is the second-largest employer after ST Microelectronics.

Interestingly, the plastic figures owe their existence to the 1970s oil crisis. Back then, the family-owned parent company asked its head designer Hans Beck to **come up with** an idea for a smaller toy to save on plastic. "At the time we only had big dolls and tin soldiers," recalls Ellul. "Mr Beck's idea was to create a small world for children, a **replica** of what they live in. None of us, not even Mr Brandstätter, knew the power of this toy at the time." ☆

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THE BRANDSTÄTTER GROUP

The Brandstätter Group is a German company with its headquarters in Zirndorf, Bavaria. The group owns the toy company Playmobil. The company was founded in 1876 by Andreas Brandstätter in Fürth, Bavaria (Germany).

VIDEO **YouTube**

Watch a news report on the toy industry filmed at a toy fair. Search YouTube for "**BBC Breakfast speaks to ToyNews**".

GLOSSARY

- revenue** *n* money that a company receives
- to drop** *vb* if an amount "drops", it decreases or goes down
- an impulse purchase** *n* if you make an "impulse purchase", you buy something quickly, without thinking about it
- Hasbro** *n* an American toymaker that's one of the largest in the world
- Mattel** *n* an American toy manufacturing company. They make Barbie dolls
- to plunge** *vb* if a figure "plunges", it decreases quickly and by a large amount
- a quarter** *n* a fixed period of three months. Companies divide their financial year into four quarters
- running** *exp* three days "running" (for example), means three days that are next to each other, one after the other
- a goal** *n* an aim, an objective, something you want to do or achieve
- a single-digit** *n* a single-digit number has just one digit: 1, 2, 3, 4, etc. The "mid single-digit range" would be a number between 4 and 7
- on target** *exp* if you're "on target", you've done the things you planned to do
- production** *n* the process of manufacturing or making something in large quantities
- the head of** *n* the "head of" a company is the person in charge of the company
- a cost advantage** *n* if you have a "cost advantage", you can do something cheaply and save on costs
- an export market** *n* a country where you can sell your goods
- to lure** *vb* if you "lure" someone to a place, you do something nice to make them come to that place
- a tax break** *n* if the government offers a company a "tax break", they allow them to pay less tax
- to come up with** *phr vb* to think of
- a replica** *n* a copy of

Objective To improve your reading and listening skills.

Think about it Have you ever sent an e-mail or message, etc. and then regretted it? What was it? Who were you writing to? Where did you send the message from? Do you think it's fair that people can get convicted for the things they write on Twitter or other social media sites? Why? Why not? What's the strangest message you've ever received?

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

TRACK 15: ENGLISHMAN & ENGLISHWOMAN

Dangerous Twitter messages!



With over a billion registered users and over 300 million active users, Twitter is one of the world's most popular social networks. It's fast and easy to use, with a limit of just 140 characters per message. But you have to be careful what you write, or you could end up in trouble.

The cyclist

Emma Way was driving along a road when she turned a corner and knocked a cyclist off his bike. However, instead of stopping to help, she **drove off**. And once home, she **tweeted** this message:

Thanks to the **tweet**, Ms Way was located and **taken to court**. She was eventually **fined** £300, had to pay £337 in costs and had 7 **points** added to her licence. Asked by **defence counsel** to rate the stupidity of her tweet on a scale of 1-10, Miss Way replied, "I'd score it at 11". She added that her tweet was "the biggest **regret**" of her life. The cyclist, Toby Hockley, suffered **bruising** and minor damage to his bike.

The celebrities

Talk show host Jimmy Kimmel asked guests on his show to read out some of the **mean** things people tweet about them. The idea was to get the authors of the messages to **reflect** on their actions. Some of the messages included:

mouth looks like it will devour an elephant in one bite.

The party guy

Before leaving the UK for the trip of a lifetime in the USA, Leigh Van Bryan tweeted this message to his friends:

Unfortunately for him, the message was **picked up** by America's **Homeland Security**, and Van Bryan and his travelling companion, Emily Bunting, were detained after landing at Los Angeles International Airport. **Handcuffed**, Van Bryan, 26, was kept under armed guard in a **cell** with drug dealers for 12 hours. They tried to explain that "to destroy" means "to party hard" and not "to bomb". However, officials weren't impressed and put the pair on a plane back to Paris the next morning.

The rioter

During a summit in Pittsburgh in September 2009 of the 20 richest nations, there were several anti-capitalist protests. During the **rioting**, Elliot Madison, a 41-year-old New Yorker, sent Twitter updates of the police force locations and movements to help protesters avoid arrest. Madison was arrested and charged with using a social networking site to help

demonstrators evade the police. 🚫

VIDEO

YouTube

Watch a news report about the woman who knocked over the cyclist. Search YouTube for "Girl Brags About Knocking Cyclist Off Bike on Twitter".

GLOSSARY

a character *n*
a letter or punctuation mark: *, ?, r, 6...
in trouble *exp*
if you're "in trouble", you have done something bad and you're going to have problems
to drive off *phr vb*
if you "drive off", you leave a place in your car
to tweet *vb*
to send a message via Twitter
right of way *n*
if you have "right of way" on a road, you can drive on that road and other cars have to stop
road tax *n*
"road tax" was once a tax motorists paid for using the road but it was abolished in 1937. It's been replaced with Vehicle Excise Duty, which is a tax on your car. Many people are confused by this and think that motorists pay "road tax"
a tweet *n*
a message via the social network Twitter
take to court *exp*
if someone is "taken to court", legal action is taken against them
to fine *vb*
if someone is "fined", they must pay a sum of money because they've broken a law or done something wrong
points *n*
you get "points" every time you do something illegal on the road. Once you have 12 points (in the UK), you can lose your driving licence
a defence counsel *n*
the person or people who defend you in court
a regret *n*
if you have a "regret", you feel sad or bad about something you did in the past
bruising *n*
if you suffer from "bruising" after an accident, you have purple marks on your body
mean *adj*
not nice, horrible, nasty
to reflect *vb*
if you "reflect" on your actions, you think about them and their consequences
to slip through *phr vb*
if someone "slips through", they enter a place secretly and without others noticing
gossip *n*
informal conversation, often about other people's private lives
prep *n informal abbr*
preparation
to pick up *phr vb*
if a message is "picked up", it's received, detected or noticed
Homeland Security *n*
an organisation in the US that protects the country from terrorism, etc.
to handcuff *vb*
to put "handcuffs" (metal objects) around someone's wrists (the joint between their hands and their arms)
a cell *n*
a small room where the police put a prisoner
rioting *n*
when there's "rioting", people are in the streets acting violently
to evade *vb*
if you "evade" someone, you hide in an area so they can't see or find you

Answers on page 44

1 Pre-reading

The following people wrote twitter messages and got into trouble. What do you think they wrote? Make notes: a driver, movie fans, someone who was about to travel to the United States, someone who was monitoring the riots in Pittsburgh

2 Reading I

Read or listen to the article once to compare your ideas from the Pre-reading activity.

3 Reading II

Read the article again. Then, answer the questions.

1. How much did Emma Way have to pay in total?
2. What injuries did Toby Hockley suffer?
3. What part of Julia Roberts' body did one Tweeter insult?
4. What did Leigh mean when he said he was going to "destroy America"?
5. How long was he held for at Los Angeles International Airport?
6. Who was Elliot trying to help with his Twitter messages?

THIS IS
DAFT
PUNK!**Objective**

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

Think about it

Have you heard any of the songs, singers or groups mentioned in this article? What electronic music bands or musicians do you like? Are there any electronic music bands or musicians in your country? Who are they? Are they famous in the world?

VIDEO

Watch the Russian police choir sing *Get Lucky*. Search YouTube for "Russian police — Get lucky".

GLOSSARY

- a sound synthesizer** *n*
an electronic machine that produces music or other sounds
- a drum machine** *n*
a machine that produces drum beats
- score** *n*
the music for a film
- to tour** *vb*
if a band "tours", they travel to different places or countries doing concerts
- to release** *vb*
when a song is "released", you can buy it in the shops
- a Grammy Award** *n*
an award (prize) by the National Academy of Recording Arts and Sciences of the United States for musicians, bands, etc. Also known as a Grammy.
- to peak** *vb*
if a song "peaks" in the charts, it reaches its highest point in the charts (the list of popular songs)
- a legend** *n*
a very old and popular story that may be true
- a phoenix** *n*
an imaginary bird which burns itself to ashes every five hundred years and is then born again
- to spin** *vb*
to turn around and around
- vegan** *adj*
someone who never eats meat or any animal products (not even milk, butter, cheese)
- a lifestyle** *n*
the way that someone lives: their behaviour, habits, customs, etc.
- kaleidoscopic** *adj*
something "kaleidoscopic" has lot of different parts, colours, shapes, patterns, etc.
- a Brit Award** *n*
an award (prize) by the British Phonographic Industry for songs, musicians, groups, etc.
- don't hold back** *exp*
don't hesitate, just do it, don't stop
- cos** *abbr informal*
because
- smart** *adj*
if someone looks "smart", they appear to be elegant, neat and clean
- a loser** *n informal*
a "loser" is someone you think is unsuccessful, not cool, boring, etc.
- a crooked stare** *n*
if someone has a "crooked smile", they're smiling with one corner of their mouth higher than the other. A "crooked stare" could be a version of this expression, or it could mean "a raised eyebrow". If you "stare" at someone, you look at them continuously and without stopping

By Shikha Bansal

music.

Electronic

Electronic music is a general term used to describe music produced by instruments such as **sound synthesizers** and **drum machines**. Famous electronic artists and groups include Daft Punk, Moby, The Chemical Brothers, The Prodigy, Kraftwerk, Depeche Mode, Erasure and New Order.

**Daft Punk**

Daft Punk consist of French duo Thomas Bangalter and Guy-Manuel de Homem-Christo.

Formed in Paris in 1993, they're famous for their futuristic robotic helmets, and for having composed the **score** for the film *Tron: Legacy*. Daft Punk **toured** throughout 2006 and 2007 and **released** the album *Alive 2007*, which won a **Grammy Award** for Best Electronic/Dance Album. In January 2013, Daft Punk released *Random Access Memories*. The lead single *Get Lucky* became an international success, **peaking** in the top 10 in 32 countries. The album won five Grammys in 2014 including Album of the Year and Record of the Year (for *Get Lucky*).

Song extract: Get lucky

*Like the legend of the phoenix,
All ends with beginnings,
What keeps the planet spinning,
The force from the beginning.
We've come too far to give up who we are...*

**Moby**

Musician Richard Melville Hall is better known by his stage name Moby. This American singer, songwriter, photographer and

DJ was born in New York City in 1965. One of his first hits was the single *Go*, which appeared in 1990. In 1995, he released his

first album *Everything is Wrong*. Well-known for his **vegan lifestyle** and support of animal rights, Moby has sold over 20 million albums worldwide. He has also co-written, produced, and remixed music for Michael Jackson, David Bowie, Daft Punk, Brian Eno, Pet Shop Boys, Britney Spears, New Order, Public Enemy, Guns N' Roses and Metallica.

Song extract: Porcelain

*In my dreams I'm dying all the time,
As I wake its kaleidoscopic mind,
I never meant to hurt you...*

**The Chemical Brothers**

The Chemical Brothers are a popular electronic music group. They're comprised of musicians Tom Rowlands and

Ed Simons. Starting out in Manchester (England) in the late 1980s, some of their top hits include *Galvanize*, *Hey Boy Hey Girl* and *The Salmon Dance*. In the UK, they've had five number-one albums and 13 top 20 singles, including two number-ones. They've also won several awards, including two Grammys for Best Electronic/Dance Album. In 2000, they won a **Brit Award** for Best British Dance Act.

Song extract: Galvanize

Don't hold back! Cos you woke up in the morning with initiative to move, so I'll make it harder, don't hold back!

*Cos you think about it, so many people do,
be cool, man, look smarter, don't hold back!
And you shouldn't even care about those losers in the air, and the crooked stares, don't hold back!*

Cos there's a party over here, so you might as well be here, where the people care, don't hold back! ♡

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AT THE DENTIST'S

Learn some useful words and expressions to talk about visiting the dentist.

Useful words



Dentist



Tooth (plural: teeth)



Patient



1 Incisors (for cutting food)

2 Canine teeth (for ripping and tearing tough food such as meat)

3 Molars (for grinding food)

4 Wisdom teeth



Brace



Dental floss



(Dental) drill



Toothbrush



Toothpaste



Electric toothbrush



Mouth wash



Gums



Toothpicks

Words to describe

- **The dentist's** – the place where you go to see the dentist.
- **Dental appointment** – if you have a “dental appointment”, you have arranged to see the dentist at a specific time.
- **A (dental) clean** – when you have a “clean”, the dentist cleans your teeth.
- **Brush your teeth** – to use a toothbrush to clean your teeth.
- **Floss your teeth** – to use dental floss to clean between your teeth.
- **Rinse your mouth out** – to use water to clean your mouth.
- **The waiting room** – the room where you wait for the dentist to see you.
- **A (dental) check-up** – if you have a “check-up”, the dentist examines your teeth to see if there are any problems.
- **Tooth decay** – if you've got “tooth decay”, your teeth are bad and rotten.
- **Caries** – if you've got “caries”, your teeth are bad and rotten and you've got tooth decay.
- **A cavity** – a hollow space in a tooth produced by caries.
- **Crown** – an artificial top piece fixed over a broken or decayed tooth.
- **Root canal treatment** – if you have “root canal treatment”, the dentist operates on your teeth to eliminate bacteria from the centre of your tooth.
- **A (dental) filling** – if you have a “filling”, the dentist fills a cavity with a special substance.
- **Plaque** – this is an invisible mass of germs that live in your mouth.
- **Tartar** – this is plaque that has formed on your teeth. It is often yellow in colour.
- **Toothache** – if you've got a “toothache”, your tooth hurts.

Dialogue: The street market

Chinese tourist Ariel is visiting the dentist's.
[Listen once and complete the text with the correct words.]
 Dialogue: R=Receptionist A=Ariel D=Dentist



WE'RE GOING TO PULL OUT ALL YOUR TEETH EXCEPT THIS ONE!

R: Hello, can I help you?
 A: Hi, I've got an (1) _____ to see Dr Nelson.
 R: What was your name, please?
 A: Ariel Kwan.
 R: Have you got your European Health Insurance (2) _____, please?
 A: Yes, here it is.
 R: OK. Take a seat through there in the (3) _____, please, and Dr Nelson will see you in just a minute.
 A: OK. [two minutes later]
 R: Could you come this way, please? Dr Nelson will see you now.
 D: So, how are you Ms Kwan?
 A: Erm, fine thanks, but I've got a (4) _____.
 D: OK, just sit down here, please. [inspecting her teeth] Mmm...

there's a bit of tartar and plaque. And there's some inflammation of the (5) _____ too. Now, open wide. Mmm... yes, I can see a bit of tooth decay. You'll probably need a filling, but I'll need to take an (6) _____ just to make sure. Rinse your mouth out over here, please. [She gargles and spits.] Have you been flossing regularly?
 A: Once a day, before I go to bed.
 D: And how often have you been brushing your (7) _____?
 A: About twice a day.
 D: You really need to brush them three times a day – once in the morning, once after lunch and once before you go to (8) _____. Now, open wide again, I just need to check that... [drilling sound] [fades out]

HOW LEARNING ENGLISH CAN HELP YOU GET A BETTER JOB!

Learning English can help you get a better job as well as improving your chances of earning more money. Here are 6 reasons why.

1 International English!

English is *the* language of international communication. According to the British Council, English is spoken as a **first language** by around 375 million people, and as a **second language** by a further **500 million***. English has **official** or special **status** in about 80 countries, and is spoken in another 100, with a total population of over two billion users. On top of that, the British Council estimates that over 1 billion people are currently learning English worldwide, and that there will be over 2 billion learners by 2020. In China alone, around 400 million people are studying the subject (according to an article in *English Today*), with over 100,000 native English speakers teaching there. And in a **globalised world**, the number of English speakers is only expected to grow.

2 Economic power

English may not be the most widely-spoken language (there are over one billion native Chinese speakers, for example, compared to just 375 million native English ones). However, according to Unicode.org, English-speakers live in countries that make up 29.3% of the world's **GDP**. So, there's a lot of economic force behind the global dominance of the language.

3 Business English

English has become the global language of business. When people from different countries get together to do business, they're more than likely to use English. For example, if a sales executive from Germany, a head of marketing from Korea and a business manager from Mexico hold a meeting,

they'll almost certainly speak in English. As a result, more and more multinational firms are adopting English as their official corporate language. This has been the case at international companies such as German auto giant Daimler, Danish shipping firm AP Moller-Maersk Group, French motor manufacturer Renault, Finnish telecom company Nokia, Korean consumer gadget manufacturer Samsung, and German business software company SAP, to name just a few. This means that all interviews, meetings and internal video conferences in these companies are conducted in English; and any executives who aren't competent enough have to use interpreters.

4 Growth industries

English is the language of top growth industries such as technology, IT, science, telecommunications, computer science and pharmacy. According to recent data, 95% of the articles in the **Science Citation Index** were written in English. And of almost 3,000 articles published on biomedical research in 2009, 1,169 (around 40%) came from the United States. On top of that, many of the most prominent and prestigious publications are written and printed in English. These include *Nature* (an interdisciplinary scientific journal) and *The Lancet* (a weekly general medical journal), as well as hundreds of others such as *The Journal of Finance*, *The Astrophysical Journal*, *The Journal of Virology* and *Health Affairs*, to name just a few.

5 International bodies

English is either the main

language, or one of a couple of official languages, in most international bodies. For example, The International Civil Aviation Organisation **ruled** that from 1st January 2008 all Air Traffic Controllers and Flight Crew Members must be proficient in English as a general spoken medium. Similarly, in 1995, the IMO (the International Maritime Organization) designated English as the official language for ship's captains. Two of the world's biggest financial centres (London and New York) are in English-speaking countries, and the working language of the International Monetary Fund (the IMF) is English. English is the sole official language of the Commonwealth of Nations (with 53 nations as members), and is one of the official languages of the United Nations, the European Union, the International Criminal Court, NATO, Unicef and the International Olympic Committee. English is also often the official language at international events such as the Olympics, the World Cup and Eurovision.

6 Job prospects

A 2010 survey of UK companies showed that companies ranked fluency in a second language as the most important thing after information technology when it comes to finding the right candidate. On top of that, a study by Albert Saiz, a Massachusetts Institute of Technology (MIT) economist, found that learning a foreign language can **boost** your future **earnings**, and that bilingual people enjoy a 2.8% increase in their average hourly pay. So, learning a language can help

you to earn more. But with English there's an added advantage. In a globalised world, English has become the language of international communication. So, learning the language to a high level will help you get a better job and also provide you with a higher degree of job security as you'll become more useful to the company where you work. For example, if you're proficient in English, you'll be chosen for international negotiations, meetings abroad, or overseas posts, all of which could advance your career, ensure you get a promotion or help you secure a salary increase.

Keep learning! ✨

*500 MILLION – LANGUAGE STATISTICS

It's impossible to verify the figures precisely as the numbers vary significantly. We've taken an average from a wide range of sources including the British Council and Wikipedia.

GLOSSARY

a first language *n*
the language you've used since you were born, and the language you use most. Also, "mother tongue"

a second language *n*
a person's "second language" is a language they learn because it's used in the area where they live, but it isn't their mother tongue. For example, in Nigeria, English is a second language

official status *exp*
if a language has "official status", it's used in government, law courts, administration, etc. even though most people speak another language

a globalised world *exp*
a world in which people and businesses are all connected, mostly thanks to the internet

GDP *abbr*
an abbreviation of Gross Domestic Product. A country's GDP is the total value of goods and services produced within a country in a year

the Science Citation Index *n*
a database of science articles that shows which articles are cited (mentioned) in other articles, papers, reports, etc.

to rule *vb*
when someone in authority "rules" that something should happen, they say that it should happen

to boost *vb*
to increase

earnings *n*
the money you earn (get, receive) from your job

USEFUL

ENGLISH ACCENTS

FROM AROUND THE WORLD!

Read and listen to the information about these 11 English accents from around the world, and learn how to identify them!

1 The Welsh English accent

Well, I, I suppose the accent itself is quite sing-songy, it's quite up and down. Much like the Welsh themselves, you see. They're never, they're never sort of in the middle. They either, either go to the sort of top or the bottom. And the language itself reflects that, I think; whereas standard English is much flatter.

2 The southern US accent

In Texas we like to make our words a lot longer. We got a lot of time in Texas, so we just make the words as long as we can make 'em. Yeah, like the word, the word "bed", you know, that's where I go to "bed" at night, but sometimes the people up north don't understand me. Well, pretty much any word that has that... any word like "friend" or "pen", you know, if I need to borrow a "pen", sometimes people think I'm talking about something that you make bread in (a "pan"), but I'm talking about a "pen" to write with. Well down in Texas, we like to say things like "howdy," "how ya'll doin'?" "Wassup?"

3 The Australian English accent

There are many special words, phrases and expressions in Australia. For example, we like to shorten long words like "breakfast" to "brekky",

"biscuit" to "bikkie" and "truckdriver" to "truckie".

We even shorten the name of our country – Australia is often referred to as "Oz" and instead of calling ourselves Australians, we say "Aussies". Australians use a lot of expressions. When you want to tell someone that something is not a problem, you say, "No worries". If you agree totally with someone's opinion, you can say, "Too right", and if you think something is really excellent, try saying that it's "Sweet as".

4 The posh English accent

The key to speaking in a posh English accent is to speak more slowly and to elongate the vowels. Some say you need to talk as if you had a plum in your mouth. For example, notice how all the syllables in these words are pronounced: "education, nation, situation." Now, notice the final ending sound in these words, "robber, rotter, blighter". And the elongated vowel sounds in these words: *glove, love, shove; bath, laugh, mars; day, lay, may; brown, crown, frown; boat, coat, moat*. When speaking in a posh accent, It's also important to speak with an air of superiority – a true belief in your own self-importance.

5 The New York English accent

Well, we tend to make a lot of the vowels a little longer. For example, "coffee", we say "coffee", we got "talk", we can go for a "walk", even, come to our great state of "New York". And, other things is the "th" we often use as a "t" or sometimes a "d." For "three" we say "tree", or the "thing" over there, we call it the "ding". I could bash you "tree" times in the head with that "ding" over there.

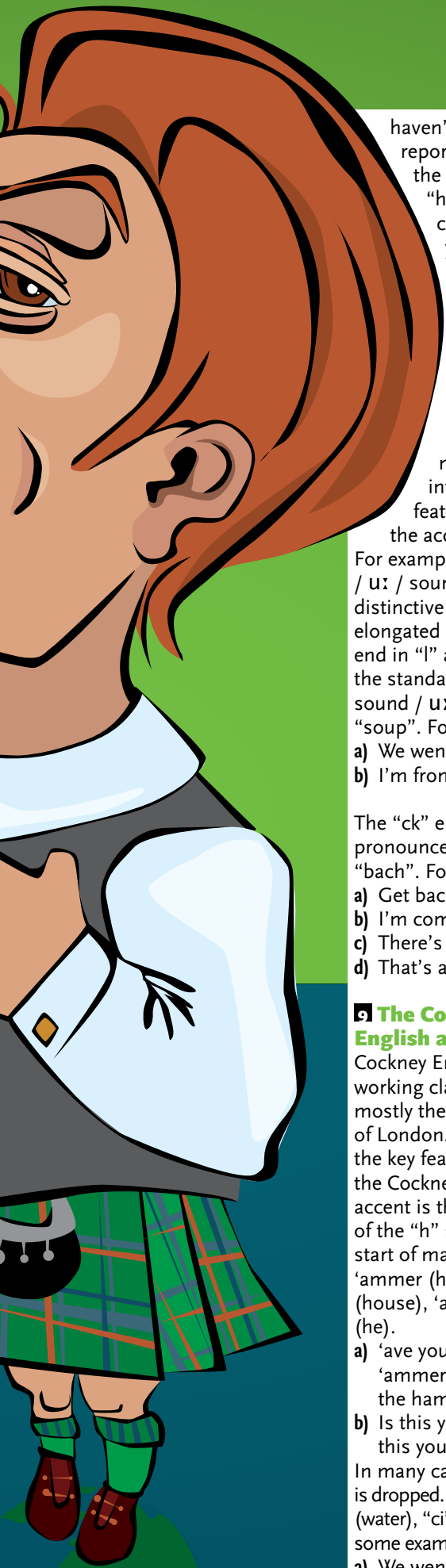
6 The Scottish English accent

There are many interesting features of the Scottish accent. For example, it can be quite sing-songy as it goes up and down a bit. The "r"s are rolled quite a lot so they sound stronger and longer than in an English accent. For example, we say "hurry up" and we make "arrangements", whereas an English person would say "hurry up" or "make arrangements".

7 The Canadian English accent

Another special feature of Canadian English is the use of "eh?", at the end of a sentence, as a sort of question tag to verify if the person you're speaking to has understood you or just basically to verify information. People make a lot of jokes about that, with Canadians. For example, you'll say, "You





haven't finished the report, eh?" instead of the usual question tag, "have you?" Or "It's cold, eh?" which... you know, instead of "isn't it?"

3 The Liverpoolian English accent (from Liverpool)

There are many interesting features of the accent.

For example, the / uː / sound is very distinctive and fairly elongated in words that end in "l" and is similar to the standard English vowel sound / uː / in the word "soup". For example:

- a) We went to the pool.
- b) I'm from Liverpool!

The "ck" endings are pronounced very strongly as "bach". For example:

- a) Get back!
- b) I'm coming back!
- c) There's a stack of them.
- d) That's a really good book.

4 The Cockney English accent

Cockney English is a working class accent from mostly the East End of London. One of the key features of the Cockney English accent is the dropping of the "h" sound at the start of many words: 'ammer (hammer), 'ouse (house), 'ave (have), 'e (he).

- a) 'ave you got the 'ammer? = (Have you got the hammer?)
- b) Is this your 'ouse? = (Is this your house?)

In many cases, the "t" sound is dropped. For example, "wa'er" (water), "ci'y" (city). Here are some examples in sentences:

- a) We went from **Waterloo** station.
- b) Do you want some **water**?

The unvoiced "th" / θ / sound becomes a / f / sound. For example, instead of "thing", it's "fing". Here are some more examples:

- a) I didn't see **anything**.
- b) We went **north**.
- c) She lives down **south**.

10 The American English accent

One of the main characteristics of the accent is the "r" sound. This is often heavily pronounced – much more so than British English. For example: *barn, march, bird, bar, heart, shark, fork, pork, cork*.

You can hear this in sentences too. For example:

- a) There are some **sharks** near here.
- b) There's a nice **bar** that isn't far.
- c) There are some **birds** over there.

Another big difference is with the "o" sound. In British English, it's a rounded vowel sound (ɒ). However, in American English it isn't so rounded. For example: *hot, cot, top, box, cod, fox, spot*.

You can hear this in sentences too. For example:

- a) The food is very **hot**.
- b) It's on the **top**.

11 The Irish English accent

Many words with the "r" sound are pronounced fairly heavily. For example: *morning, park, car, far, corner*. Here are some examples in sentences:

- a) It's in the **corner**.
 - b) It's quite far from here.
 - c) She went to the park by **car**.
- Many words with the British English / aɪ / sound are pronounced / ɔɪ /. For example: *right, like, bright, Irish*. Here are some examples in sentences:
- a) I like it.
 - b) It's right over there.
 - c) It's bright tonight. ☀



VIDEO



Watch this video with 30 English accents. Search YouTube for "The English Language In 30 Accents (Animated)".

STANDARD ENGLISH PRONUNCIATION

Although there's no official British English accent, Received Pronunciation (RP) is considered the standard accent of **Standard English***. Received Pronunciation is an accent from the south of England. Newsreaders on the BBC often use Received Pronunciation. In the US, General American is considered the standard accent. It's similar to the Midwestern accent and is often spoken by newsreaders. However, it's important to remember that neither of these accents are *official* English accents. In fact, they're on the same level as all the other English accents and dialects, including Canadian English, New Zealand English, South African English, Australian English, Cockney English, Scottish English and Irish English, to name just a few.

*STANDARD ENGLISH

Standard English is a formal type of *written* English that you can find in official documents, newspaper articles, contracts, reports, etc. Non-Standard English refers to other forms of informal English such as slang, etc. However, all types of English (both Standard and Non-Standard) are equally valid and accepted forms of language.

Objective To learn some business tips from world-famous entrepreneurs and increase your range of vocabulary.

Think about it Which airlines are there in your country? Have you ever flown on them? What was it like? Are there any low-cost airlines? Where do they fly to? What are some of your favourite airlines? Are there any entrepreneurs from your country who have set up airlines? Who are they? How successful have they been?

SIR STELIOS MR EASYJET!

Sir Stelios Haji-Ioannou is a British entrepreneur of **Greek-Cypriot** origin. He's famous for starting the **low-cost airline** easyJet – the largest UK-based airline and Europe's second biggest (after Ryanair). Here are some of his top tips for succeeding in the world of business.

1 Look out for new ideas!

Stelios has launched several **ventures** under the **holding company** easyGroup and is constantly **on the lookout** for new ideas. "I travel and try to **keep my ears and eyes open** in order to identify new opportunities. Then I study the **business plan**, working on different **scenarios** to see what costs and **revenues** are possible," he explained in an interview.

2 Take risks!

"Each time I launch a business, I'm **risking** my own money and the risk is that I will lose that money. There's no **reward** without risk," Stelios once said in an interview. However, he warns against taking unnecessary risks. "**Crunch some numbers** and look at various scenarios – **worst case** as well as **best case**. Also, you may need an **exit strategy**, in case it all goes wrong. Get advice, speak to friends and associates, hope for luck, but at the end of the day only *you* can make your own decisions," he added.

3 Have clear brand values!

Since the establishment of easyJet in 1995, Stelios has set up 16 other companies as part of easyGroup. These include easyBus, easyCruise, easyOffice, easyCar, easyPizza, easyHotel and easyInternetcafe. However, although they offer different services, they all have the same distinctive orange logo, as well as offering a **no-frills** service and using the **yield management system** to set prices. On top of that, they follow the easyGroup's **brand guidelines**, which include: offer great value, keep it simple, **innovate relentlessly**, make a difference in people's lives, and offer an honest, open and caring service.

4 Listen!

Stelios thinks that it's important to have



COME FLY WITH ME!

people to look up to as **role models** or **mentors**. "I have business heroes and people I admire. **Richard Branson** was one of my early business heroes and he was one of the reasons I got into the airline business. At the beginning of the 90s, I was talking to him about becoming a **franchisee** of Virgin Atlantic but in the end I decided to go it alone," he explained.

5 Enjoy it!

Finally, Stelios believes that it's important to have fun while you're running your business. "Many of the easyGroup businesses are a result of my turning a hobby or just something I was passionate about into a business. Look at easyCruise. As a Greek person born into a shipping family I wanted to apply the Easy brand to offering people great holidays at sea, like the ones I enjoyed, and still enjoy, as a kid at the Greek Islands or the South of France. It's essential that you enjoy what you're doing in order to motivate yourself," he explains. Of course, running a business involves a lot more than just that. "Hard work really is one of the best tools to success. You remember Gary Player, the golfer, who said, 'The harder I practise, the luckier I get?'" he added.

Fly high, Stelios! ✨

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VIDEO

YouTube

Watch Stelios talking about business. Search YouTube for "easyJet's Stelios: 'I Took Some Outrageous Risks'".

GLOSSARY

- Greek-Cypriot** *adj*
a Greek person from the island of Cyprus. Greeks comprise about 75% of the population
- a low-cost airline** *n*
an airline that offers cheap flights
- a venture** *n*
a project which is new and difficult
- a holding company** *n*
a company that's created to buy and hold the shares of other companies in a group
- on the lookout for** *exp*
if you're "on the lookout" for something, you're trying to find that thing
- to keep your eyes and ears open** *exp*
to watch or listen carefully for something
- a business plan** *n*
a formal document with information on a business: goals, plans for reaching the future, financial details, team information...
- a scenario** *n*
a situation
- revenue** *n*
money a company receives from sales, etc.
- to risk** *v*
if you "risk" your money, you invest it in something that could fail and make you lose all your money
- a reward** *n*
profit, money you make, something you get
- to crunch numbers** *exp*
if you "crunch numbers", you analyse the numbers and work out how much you can spend, how much profit you can make, etc.
- worst case / best case (scenario)** *exp*
the worst possible situation; the best possible situation
- an exit strategy** *n*
a pre-planned way to leave the situation
- no-frills** *adj*
a "no-frills" service has no extras (such as free food, etc.) – just the very basic service
- the yield management system** *exp*
a system in which prices are changed according to demand
- brand guidelines** *n*
information on how to present a product or service to the public: how to treat customers, how to communicate ideas, etc.
- to innovate** *vb*
to introduce changes and new ways of doing things
- relentlessly** *adv*
without stopping
- a role model** *n*
a person you use as a positive example of how to do something
- a mentor** *n*
an older, more experienced person who gives you help and advice
- Richard Branson** *n*
an English businessman who is best known as the founder of Virgin Group
- a franchisee** *n*
a person who buys a particular franchise (a right to sell the products or services of another company)

RECIPE

SPICY PORK CHOPS WITH SWEET POTATOES



Learn how to make some delicious pork chops with sweet potatoes. Recipe by celebrity chef Gordon Ramsay.

Ingredients

- 1 Coriander seeds (a **spoonful**)
- 2 Chili powder (a spoonful)
- 3 Paprika powder (a spoonful)
- 4 Thyme (a **handful**)
- 5 1 star anise
- 6 Garlic (3 cloves)
- 7 Olive oil
- 8 Salt and pepper
- 9 Pork chops (one per person)
- 10 2 sweet potatoes
- 11 Shallots (2 small ones)
- 12 Sage (a few leaves)
- 13 Coriander (a handful)
- 14 Chicken **stock** (500ml)



Method

1. First, make a marinade for the pork chops. **Crush** some coriander seeds and a star anise in a **pestle and mortar**. Then, add a spoonful of chili powder, a spoonful of paprika, some thyme, two cloves of garlic, some olive oil, and some salt and pepper. Mix all this together.
2. Place the pork chops in a large dish. Pour the marinade on top of the pork chops, covering both sides. Then, place in the fridge overnight or until they've chilled.
3. Heat some olive oil in a metal frying pan (with metal **handles** so you can put it in the oven). Cook the chops on both sides until golden brown. Then, **tilt** the pan and **baste** them. Place the pan in the oven for 8-10 minutes at 200°C so the chops can cook through properly.
4. **Peel** and **chop up** the sweet potatoes. Place in a pot of boiling chicken stock and cook until soft. Then, **drain** them.
5. Heat some olive oil in a pan and fry some chopped shallots and a clove of garlic. Season with salt and pepper. Once the shallots have been **caramelised**, add the sweet potatoes and fry them for a couple of minutes.
6. Turn off the heat and **mash** the sweet potatoes with a masher. Add some chopped sage and coriander.
7. Finally, serve the sweet potato mash with the pork chops!

Delicious! ✨

VIDEO

YouTube

Watch how to make the spicy pork chops. Search YouTube for "**Spiced Pork chops with Spiced Sweet Potatoes - Gordon Ramsay**".

GLOSSARY

- a spoonful** *n*
an amount that fills a large spoon (such as the one you use to eat soup)
- a handful** *n*
an amount of food that can fill your hand (more or less)
- stock** *n*
a substance or a liquid that is made from boiled meat, bones or vegetables. It adds flavour to food (soups, stews, etc.)
- to crush** *vb*
if you "crush" something, you make it flat by putting pressure on it or by pressing down hard on it
- a pestle and mortar** *n*
a mortar (a type of bowl), and a "pestle" is a thick object. Both are used for crushing herbs, spices, food, etc.
- a handle** *n*
the long part of a pan (or other object) that you hold in your hand
- an oven** *n*
an electrical appliance in the kitchen for cooking food. It's like a big box with a door in the front
- to tilt** *vb*
if you "tilt" something, you turn it to one side so it's at an angle
- to baste** *vb*
if you "baste" meat, you put hot fat over it while it's cooking
- to peel** *vb*
if you "peel" a piece of fruit or a vegetable, you take the skin off it
- to chop up** *phr vb*
to cut into very small pieces
- 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 caramelize** *vb*
if onions (for example) are "caramelised", they become brown and sweet
- to mash** *vb*
if you "mash" food, you put pressure on it so it becomes a soft substance

FILM SCRIPT

Real Language in action

A FISH CALLED WANDA

By Portia Lee



A Fish Called Wanda is a British comedy that's directed by Charles Crichton. It stars John Cleese and Michael Palin (both ex-members of Monty Python) and American actors Jamie Lee Curtis and Kevin Kline. Kline won an Oscar for Best Supporting Actor for his performance as Otto. The film is about a gang of robbers who steal some diamonds. The gang consists of Wanda (Jamie Lee Curtis), Otto (Kevin Kline), British gangster boss George, and his **right-hand man Ken** (played by Michael Palin). However, before they can **divide the spoils**, George is arrested. He's hidden the jewels and won't tell the gang where they are. In this scene from the start of the film, Wanda introduces Otto to Ken. She says that Otto is her brother, although he's really her lover.



The script

W=Wanda K=Ken O=Otto

- W:** Hi, Ken.
K: Hello, W-W-Wanda.
W: Ken, this is Otto.
O: Hello, Ken. Wanda's told me a lot about you. [Looking at Ken's fish in a fish tank.] Hey! Great fish! A little **squeeze** of lemon, some **tartar sauce**, perfect!
- W:** George back yet?
K: No. He had to g-g-go to the b-b-b... [to Otto, who is looking at Ken] What?
- O:** Oh, that's, er, quite a **stutter** you've got there, Ken. It's all right, it doesn't **bother** me. [to Wanda] So, er, George needs a **weapons man**, eh?
- W:** [to Ken] A cup of tea, Ken?
K: Y-y-y...
O: [to Wanda] Yeah. He'd like one. [to Ken] I had a good friend in the **CIA** (who) had a **stutter**. Cost him his life, **dammit**.
- W:** [George comes in.] Hi, George.
K: Hello, George. Get you a **Scotch**?
G: Yeah.
W: George, this is Otto.
G: So, you're Wanda's brother.
O: Good to be here, George. England is a fine country.
- G:** She tell you what we need?
O: [He throws a knife into Ken's poster of a seal.] Something like that?
G: Something like that. ✨

VIDEO

YouTube

Watch the scene from the film. Search YouTube for "**A Fish Called Wanda-Otto meets Ken & George**".

GLOSSARY

- a right-hand man** *exp*
a person who helps or assists a powerful person: a mafia boss, a leader, etc.
- to divide the spoils** *exp*
when criminals "divide the spoils", they decide how much of the stolen money, etc. each person will receive
- a squeeze** *n*
if you "squeeze" a lemon (for example), you press it so the juice comes out. A "squeeze" of a lemon is when you press it
- tartar sauce** *n*
a cold sauce (often eaten with fish) made with mayonnaise, onions, gherkins and capers
- a stutter** *n*
if someone has a "stutter", they find it difficult to say the first sound of a word, and they may repeat it two or three times
- to bother** *vb*
if something "bothers" you, it annoys you or makes you angry
- a weapons man** *n*
a person who is good with weapons: guns, knives, pistols, etc.
- the CIA** *abbr*
the Central Intelligence Agency – an American spy organisation
- dammit** *exp informal*
an expression used to show anger, disappointment, etc.
- a Scotch** *n*
a glass of Scotch (Scottish) whisky

Objective To improve your reading and listening skills.

Think about it What euphemisms do people use in your language? Can you think of any examples? What euphemisms are there for death? Have you ever used a euphemism? Why? Which ones do you like from this page? Why?

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

TRACK 19: ENGLISHMEN

Answers on page 44

Pre-reading

Match the jobs (1 to 8) to the pictures (a-h).

1. Nurse
2. Lifeguard
3. Builder
4. Waiter
5. Rubbish collector
6. Window cleaner
7. Road sweeper
8. Burger van worker



Reading I

Read or listen to the article once. What euphemisms are used to describe the jobs from the Pre-reading activity? Which one is the most ridiculous?

Reading II

Read the article again. Then, see if you can remember what the following words are euphemisms for?

1. Tired and emotional =
2. A correctional facility =
3. Pre-owned =
4. A wet leisure assistant =
5. A field nourishment consultant =
6. A transparent-wall maintenance officer =
7. A colour distribution technician =
8. A debt management officer =



SAYING IT WITH A EUPHEMISM!

When Coldplay singer Chris Martin and American actress Gwyneth Paltrow announced that they were separating, they used a **euphemism** (a **substitute** word) to describe it as a “conscious uncoupling”. The use of euphemisms is becoming more and more popular. But why?

A euphemism is a word or expression that you can use to avoid using a term that some people might find **upsetting**, offensive or embarrassing. For example, instead of saying that you’re “going to the toilet”, you can say that you’re going to “spend a penny” or “answer the call of nature”. Euphemisms are often used to avoid describing people in a negative way. For example:

- She’s **between jobs** (unemployed).
 - He’s **unmotivated** (lazy).
 - She’s **chronologically gifted** (old).
 - He’s **big boned** (fat).
 - She’s a bit **tired and emotional** (drunk).
 - He’s **generously proportioned** (obese).
 - She’s **in reduced circumstances** (bankrupt).
- Euphemisms are frequently used in politics and business to **minimise the impact** of a negative action. For example:
- We’re **downsizing** (sacking workers).
 - There was some **collateral damage** during the bombing. (killing of innocent civilians).

- She was sent to a **correctional facility** (a jail).
- There was considerable **inventory leakage** at the factory (theft).
- The car is **pre-owned** (second-hand).

There’s been a rise in the use of euphemisms in the job market too. This is often in an attempt to make a position sound more sophisticated and important, or less **threatening**, even though the jobs themselves haven’t changed in the slightest.

- **Modality** manager (nurse)
- Wet leisure assistant (lifeguard)
- Public waste technician (toilet cleaner)
- Guest services agent (receptionist)
- **Mortar** logistics engineer (builder)
- Field **nourishment** consultant (waiter / waitress)
- Domestic engineer (househusband / housewife)
- Beverage **dissemination** officer (bar worker)
- Waste recycling executive (rubbish collector)
- Transparent-wall maintenance officer (window cleaner)
- Sanitation engineer (rubbish collector)
- Gastronomical hygiene technician (dish washer)
- Colour distribution technician (painter and decorator)
- **Thoroughfare** environmental hygienist (road sweeper)
- Education centre nourishment consultant (dinner lady / dinner man)

- Mobile **sustenance** facilitator (burger van worker)
- **Debt** management officer (tax collector)

Could you describe your job with a euphemism? ☺

VIDEO

YouTube

Watch a news report on Chris Martin’s conscious uncoupling. Search YouTube for “Gwyneth Paltrow and Chris Martin Split”.

GLOSSARY

a euphemism *n*
an alternative word or expression you can use to refer to things which people may find embarrassing: sex, death, etc.

substitute *adj*
a “substitute” is something you use instead of another thing

upsetting *adj*
something “upsetting” makes you feel sad

bankrupt *adj*
if someone is “bankrupt”, they can’t pay their bills, debts, etc.

to minimise *vb*
if you “minimise” something, you make it seem less important than it really is

an impact *n*
the “impact” that something has is its effect and how powerful it is

threatening *adj*
if something is “threatening”, it makes you feel frightened

modality *n*
“modality” is a specialised word that refers to a type of treatment for a disease or medical condition. Examples of medical “modalities” include chemotherapy, radiotherapy and drug therapy

mortar *n*
a mixture of sand, water and cement that you can put between bricks (rectangular objects used to build houses) to hold them together

nourishment *n*
if something gives you “nourishment”, it provides you with the food you need to grow and be healthy

dissemination *n*
if information is “disseminated”, people learn about it. The noun is “dissemination”. If a beverage (drink) is “disseminated”, it’s poured

thoroughfare *n*
a road

sustenance *n*
food or drink which a person, animal or plant needs to remain alive and healthy

debt *n*
if you have “debts”, you owe money to people, the bank, etc.

Objective To improve your reading and listening skills.

Think about it What examples of “poor” grammar do you find annoying in your own language? What kind of mistakes do you make in English? What about your own language? What do you do when you hear or see someone make a mistake in their own language? Would you correct your boss if you noticed a spelling mistake? Why? Why not?

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

TRACK 20: ENGLISHMEN

BEWARE OF THE GRAMMAR POLICE!

Languages such as French and Spanish have an official organisation that can tell you what’s “right” or “wrong”. But there’s nothing like that in English. However, there are Grammar Pedants... otherwise known as the Grammar Police.

Grammar Pedants are people who will correct your use of grammar. For example, if you accidentally write “*its mine*” (without an apostrophe), they’ll remind you that you should have written “*it’s mine*” (with an apostrophe). Or if you post a comment with “*there here*” instead of “*they’re here*” (with an apostrophe), they’ll soon tell you about it.

However, the big problem with English is that there are several **grey areas** where it isn’t clear what’s “right” or “wrong” – areas where even linguists and respected grammar experts find it hard to agree. However, this won’t stop a Grammar Pedant. Two of their biggest **pet hates** are prepositions at the end of sentences and split infinitives:

Prepositions at the end of sentences: most Grammar Pedants will tell you that you can’t end a sentence with a preposition. For example, you can’t say “the thing he looked at” – you’d have to say “the thing at which he looked”. However, prepositions at the end of sentences often appear in spoken and written English as well as literature. As linguistics expert **HW Fowler** once said, “The power of saying ‘*people worth talking to*’ instead of ‘*people with whom it is worth*

while to talk’ is not one to be **lightly surrendered**.”

Split infinitives: Grammar Pedants can’t stand split infinitives (an infinitive with a word between the “to” and the verb): *to boldly go, to nearly win, to really like*... However, split infinitives have been used for hundreds of years, and often appear in literature. For example, there’s a split infinitive in the book *The Delta Sisters* by Kayla Perrin: “Her first class wasn’t until the afternoon. That would give her time *to quickly head* to the house, then come back and grab a bite to eat in the cafeteria.”

So, where have these grammar “rules” come from? Linguistics professor Geoffrey K Pullum refers to them as “zombie rules” – rules that are “dead” but which manage to **amble on mindlessly**. In many cases, the rules appear in popular grammar books, such as Lindley Murray’s *English Grammar*, which sold more than a million copies after publication in 1795, or more recently, *Gwynne’s Grammar*.

However, as Professor Pullum explains, **Standard English*** has developed through **usage** – how people are using the language. And it **evolves** over time, meaning that what was once acceptable many years ago is no longer acceptable now. If that didn’t happen, we’d still be talking like Shakespeare. So, the type of language we use today is very different from the type of language we spoke in the past, and to claim that it’s “wrong” is, well, just... wrong!

It’s also important to

remember that when people are communicating casually in informal situations – when they’re chatting with friends, writing in online forums, commenting on social media platforms, sending text messages... – they use the type of language that they feel most comfortable with, and often write or speak without paying too much attention to Standard forms, and definitely won’t **conform to** any outdated rules from the 18th century! ☺

STANDARD ENGLISH

Standard English is a formal type of written English that you can find in official documents, newspaper articles, contracts, reports, etc. Non-Standard English refers to other forms of informal English such as slang, etc. However, all types of English (both Standard and Non-Standard) are equally valid and accepted forms of language.

VIDEO

YouTube

Watch some news reporters talking about grammar. Search YouTube for “**Bad Grammar**”.

GLOSSARY

a grey area *n*
an area of knowledge that isn’t clear and people don’t understand completely

a pet hate *n*
something that someone really hates. Also known as a “pet peeve”

HW Fowler *n*
an English teacher and writer (1858-1933)

lightly *adv*
if you treat something “lightly”, you don’t think it’s very important

to surrender *vb*
if you “surrender” something, you let someone else have that thing

to amble on *phr vb*
when you “amble on”, you continue walking slowly and in a relaxed manner

mindlessly *adv*
if you do something “mindlessly”, you do it without thinking or analysing it

usage *n*
the “usage” of language is the way words are used by people in general

to evolve *vb*
if something “evolves”, it changes, develops, becomes better, etc.

to conform to *exp*
if you “conform to” a certain way of doing things, you act in the way that you’re expected to act

Answers on page 44

1 Pre-reading

Think of six different grammar mistakes that people typically make in English. Then, read the article once. Were any of the mistakes you thought of mentioned in the article?

2 Reading II

Read the article again. Then, answer the questions.

1. What is a Grammar Pedant?
2. Why would someone mistakenly write “there here” instead of “they’re here”?
3. What do Grammar Pedants say about prepositions in sentences?
4. What’s a split infinitive?
5. What does Professor Pullum compare the grammar “rules” to?
6. What would we still be doing if language didn’t evolve, according to Professor Pullum?

Objective To improve your reading and listening skills.

Think about it What do you do when you're stressed? What makes you stressed? Have you been at all stressed lately? Why? Do you know anyone who is really stressed? Why are they so stressed?

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

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IS THAT THE TIME?



HOW TO DEAL WITH STRESS!

When was the last time you felt stressed? What did you do about it? Here are a few ways of dealing with stress.

Stress is the feeling you get when you're under pressure. All sorts of situations can cause stress: moving home, financial difficulties, **work overload**, driving in heavy traffic, noisy neighbours, pollution, uncertainty...

So, what can we do about stress? Here are some possible solutions.

Smile: incredibly, your mind will often follow the lead of your body. So, if you smile, you'll be telling your brain that everything's all right, and your **mood** will improve. Next time you're feeling stressed, try smiling for 10 minutes.

Take action: deal with problems as soon as they **pop up**. For example, if you're angry with someone, talk about it and let them know how you feel rather than **bottling it up**.

Get organised: before leaving work at night, tidy up your desk and make a list of the things you're going to do the following day. When you get in early in the morning, check over the list and make sure that you can get it all done.

Prioritise: if you're feeling **overwhelmed** by all the things you've got to do,

make a list and divide the tasks into "essential" and "non-essential" items. Put the non-essential ones to one side, then deal with the essential ones one by one until you can cross them off the list.

Exercise: doing exercise is a great way of getting your mind off things and reducing stress. Go for a run, have a swim, spend some time in the gym, go for a walk...

Relax: find some time to really **switch off**: have a bath, meditate, get a massage, sweat it out in a sauna, do some yoga...

Make positive choices: read books that make you feel good and spend time with people you enjoy being with. Avoid spending too much time on social networks or watching TV, and stay away from negative people.

Get some perspective: learn how to **take things with a pinch of salt**. Is the situation really as bad as you're making it out to be? Is the work really as urgent as they say it is? Is it a question of life and death? Stop taking life so seriously!

Share it: don't keep your problems to yourself, talk about them. Chat with friends and try to laugh about the things that have been stressing you.

Focus: put 100% of your energy into the things you can change, and do your

best to ignore the things you can't. What's the point of getting angry about the weather, the traffic or the government?

Get a pet: studies have shown that interacting with animals is a great way of relieving stress and tension.

Eat well: make sure you have a healthy and balanced diet with lots of fruit and vegetables. And avoid too much alcohol and any stimulants such as coffee.

Take up a hobby: find some time to do something you enjoy doing: restoring old cars, building models, gardening, salsa dancing... anything. Doing something that lets you feel in control will help reduce the stress.

Feeling better? ☺

VIDEO

YouTube

Watch this video on dealing with stress. Search YouTube for "How to Deal With Stress".

GLOSSARY

work overload *n*
if you're suffering from "work overload", you've got too much work to do and not enough time to do it

a mood *n*
if you're in a good "mood", you're happy and you feel good

to pop up *phr vb*
if something "pops up", it appears or happens suddenly

to bottle up *phr vb*
if you "bottle up" feelings, you keep them inside you and you don't express them or talk about them

overwhelmed *adj*
if you're "overwhelmed" by a feeling, it affects you very strongly, and you don't know what to do about it

to switch off *phr vb*
if you "switch off", you stop thinking about work (for example) and start to relax
to take things with a pinch of salt *exp*
if you "take something with a pinch of salt", you don't believe it completely

Answers on page 44

1 Pre-reading

Think of four ideas for dealing with stress.

2 Reading I

Read or listen to the article once. Which ideas do you like the best? Why?

3 Reading II

Read the article again. Then, answer the questions. According to the writer, what should you do...

1. ...to improve your mood?
2. ...if a problem pops up?
3. ...before leaving work at night?
4. ...with the things on your non-essential items list?
5. ...to get your mind off things?
6. ...to switch off?
7. ...to help you feel like you're in control again?

Take the scenic route

If you “take the scenic route”, you drive through some nice countryside. The scenic route often takes longer than the normal, faster route.

“We aren’t in a hurry, so why don’t we take the scenic route?”



Swerve

If you “swerve” while you’re driving, you turn the wheel suddenly in order to avoid something.

“An elderly man walked out into the road as I was driving along and I had to swerve to avoid hitting him.”



Tailgate

If someone is “tailgating” you, they’re driving very close behind you.

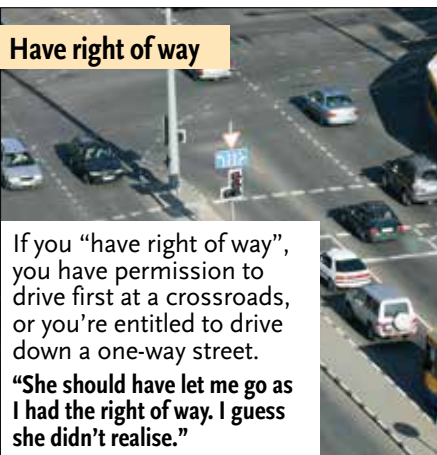
“That guy has been tailgating me ever since we got onto the mountain road.”



Have right of way

If you “have right of way”, you have permission to drive first at a crossroads, or you’re entitled to drive down a one-way street.

“She should have let me go as I had the right of way. I guess she didn’t realise.”



Backseat driver

An annoying person who isn’t driving but who criticises the driver and constantly makes suggestions.

“I can’t stand driving with James in the back – he’s such a backseat driver!”



Jump a red light / run a red light (US)

If you “run a red light”, you drive through the traffic lights when they’re red and you’re supposed to stop.

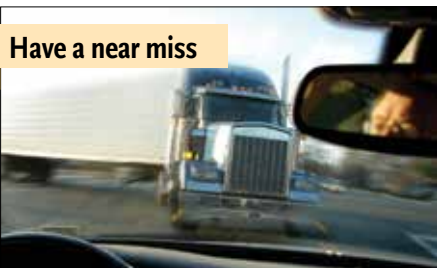
“She was in a rush so she ran the red light.”



Have a near miss

If you “have a near miss”, you almost have an accident and almost hit another car.

“We had a near miss the other day. This car pulled out in front of us but I managed to swerve at the last minute.”



Cut someone up / cut someone off (US)

If another car “cuts you up”, it drives in front of your car very quickly and suddenly in a dangerous movement that could cause an accident.

“Did you see how that guy just cut me up? Get his number so we can call the police!”



Give someone a lift / give someone a ride (US)

If you “give someone a lift”, you take them in your car to your destination.

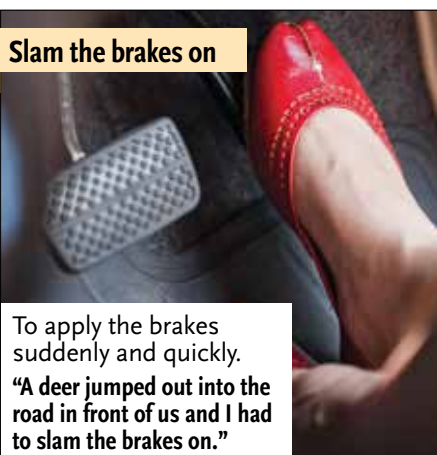
“I’m going to the station so I could give you a lift if you want.”



Slam the brakes on

To apply the brakes suddenly and quickly.

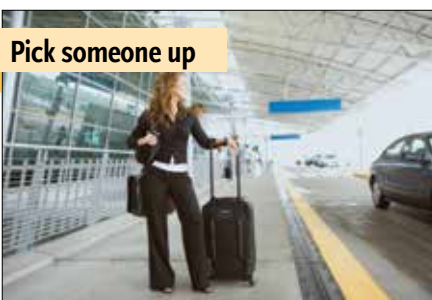
“A deer jumped out into the road in front of us and I had to slam the brakes on.”



Pick someone up

If you “pick someone up”, you drive to where they are then take them in your car to another destination.

“I’m at the train station. Could you pick me up, please?”



Traffic jam

When there’s a “traffic jam”, there are many cars on the road and they’re moving very slowly.

“We got stuck in a traffic jam on the way to the theatre.”



Objective To improve your reading and listening skills.

Think about it Do garden gnomes (or other similar things) exist in your country? How popular is gardening in your country? What freedom or liberation movements are there in your country? What do they want to achieve? What pranks are typical or famous in your country?

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

TRACK 22: ENGLISHMAN & ENGLISHWOMAN

QUIRKY NEWS

Unusual news stories from around the world.

FREEDOM FOR GARDEN GNOMES!



Answers on page 44

Pre-reading

Match the imaginary creatures (1 to 8) to the pictures (a-h).

1. Fairy
2. Elf
3. Ogre
4. Giant
5. Troll
6. Leprechaun (from Ireland)
7. Gnome
8. Dragon



Reading I

Read or listen to the article once. Why do people steal gnomes? What two reasons are given?

Reading II

Read the article again. Then, answer the questions.

1. What are the aims of the Gnome Liberation Front?
2. Why are stolen gnomes repainted?
3. Where and when was the FLNJ formed?
4. What did the incident known as the "mass suicide" involve?
5. Which famous person was the gnome from Washington photographed with?
6. What did Murphy the Gnome do in New Zealand?

Gardening is a popular hobby in the UK. In fact, the industry is worth over £4 billion and continues to grow despite the recession. One popular feature of many British gardens is the garden gnome – a small ceramic, bearded character. They're often placed in gardens as decoration, but some people consider this to be cruel.

The Gnome Liberation Front aims to liberate gnomes and return them to the wild. Members of the organisation argue that gnomes have been captured and stripped of their freedom. After liberating them from "their life of miserable solitude", gnomes are often repainted so they can't be identified.

The very first gnome liberation organisation was *Le Front pour la Libération des Nains de Jardin* (FLNJ), which was formed in France in 1997. In its first year, the Front stole over 150 garden gnomes and its leader was charged in absentia. In 1998, there was an incident known as the "mass suicide" that took place in Briey, a small city in eastern France. As part of this, 11 garden gnomes were hung from a bridge, with nooses around their necks. A nearby note stated, "When you read these few words, we will no longer be part of your selfish world, where we serve merely as pretty decorations." In 2000,

20 gnomes were "freed" from a garden show in Paris.

Some liberated gnomes are taken on trips around the world – an activity known as "gnoming". Over the years, there have been several incidents. In one case, a gnome was stolen from Redmond (Washington) and taken on a trip around the USA. He was photographed in Hollywood, San Francisco and Las Vegas. There was even a photo of him with Paris Hilton, which was published in *People* magazine.

In one of the most spectacular cases, a gnome went on a 7-month adventure. During the trip, he was photographed swimming with turtles off the Great Barrier Reef, scaling a glacier in New Zealand, touring the ancient ruins of Angkor Wat in Cambodia, abseiling down a mountain, standing in a shark's mouth, swimming in the sea and riding a motorbike. Seven months later, he was returned to his owners, Eve and Derrick Stuart-Kelso. Next to him was a parcel containing a photo album with 48 pictures of his round-the-world trip. In an interview with the press, Mrs Stuart-Kelso said, "Murphy was quite badly damaged and... his feet were missing, but that's no real surprise given the fact that he was sent abseiling down a mountain."

Power to the gnomes! ☘

GARDEN GNOMES

The first garden gnomes were made in the town of Gräfenroda, in Germany, in the mid-19th century. Garden gnomes quickly spread to other countries such as France and England where gardening was popular. Currently, there are an estimated 25 million garden gnomes in Germany.

VIDEO

YouTube

Watch a news report on the theft of some garden gnomes. Search YouTube for "Stolen Gnome investigation".

GLOSSARY

a recession *n*
a period of poor economic activity, with little money and few people buying or selling things, etc.

bearded *adj*
with a beard – hair on the lower part of the face

to aim *vb*
if you "aim" to do something, you want to do that thing and it's your objective

to liberate *vb*
to free; to help someone escape from a prison, etc.

the wild *n*
animals that live in the "wild" are free and live in the mountains, forests, etc.

to strip of your freedom *exp*
when someone is "stripped of their freedom", they become a prisoner

miserable *adj*
if someone is "miserable", they're very sad

solitude *n*
the state of being alone

to repaint *vb*
if you "repaint" something, you paint it again so it's a different colour, etc.

to charge in absentia *exp*
if someone is "charged in absentia", they're charged for a crime, even though they aren't there to hear the charges or be sent to prison

a noose *n*
a circle at the end of a piece of rope that is used to hang someone when it's placed around their neck

selfish *adj*
someone who is "selfish" only thinks about themselves and not other people

to scale *vb*
if you "scale" a mountain, you climb it

to abseil *vb*
if you "abseil" down a rock face, you go down it using a rope

missing *adj*
if something is "missing", it isn't there anymore – it's gone



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TEACHING

MADRIDTEACHER.COM
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Objective To improve your listening skills.

Think about it Have you had to make a call to a shop or business lately? What was it for? When was the last time you had to deal with a customer services department? Why were you calling? What were you hoping to achieve? Have you ever had a problem with your fridge, freezer, dishwasher, boiler, etc.? What was wrong? Did it get fixed?

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

© TRACK 23: ENGLISH ACCENTS



Answers on page 44

1 Pre-listening

What excuses could a company give for...

1. ...not delivering something on time?
2. ...not sending someone round to fix something at your home?

Note!

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

2 Listening I

You're going to listen to two telephone conversations. Listen once and compare your ideas from the Pre-listening activity. Were any of the things you thought of mentioned?

3 Listening II

Listen again. Then answer the questions.

Telephone call I

1. What's Megan calling about?
2. When was she expecting the delivery?
3. When did she place the order?
4. Why wasn't it sent?
5. When are they going to deliver the goods finally?

Telephone call II

6. What's Lily's customer code number?
7. What's her service guarantee number?
8. Why can't they fix the boiler right now?
9. What does the man initially offer Lily?
10. What does he offer her in the end?

4 Listening III

Complete the audio script with the correct words.

Audio script

1 The order

John: John Biggins. How can I help you?

Meg: Megan Spears from The Home Hub calling.

John: Oh, hi Megan. How's it going?

Meg: Fine. I was just calling (1) _____ we placed for 600 pots of paint about two weeks ago, which haven't arrived. We were told that they'd be in our warehouse by (2) _____. Can I get a revised delivery date?

John: Erm, let me just check. Can you remember when you placed the order?

Meg: 7th March.

John: And who did you talk to about it?

Meg: Mr Hargreaves.

John: Did you (3) _____ ?

Meg: March 22nd – the end of last week.

John: Erm, well I can't see a delivery date on the form – it just says "To Be Confirmed by the client".

Meg: Well, I definitely specified the delivery date (4) _____. We need those pots urgently. Do you have any available in your warehouse?

John: Erm, let me see [checking on the computer]. Yes, it seems that we do have some in stock. So, it shouldn't be a problem.

Meg: Great. Then, we'd like the 600 pots (5) _____. Could I get an estimated delivery date, please?

John: Yes, we can have them to you by the end of, erm, tomorrow.

Meg: Great.

John: No problem. Bye.

Meg: Goodbye.

2 The boiler

Mike: Heating Systems Delight. Mike Saunders speaking. How may I help you?

Lily: Oh, hi, this is Lily Burroughs. I called a week ago

about (6) _____. They said that they'd send someone round but no one's been over to fix it yet.

Mike: Can I have your name again, please?

Lily: Lily Burroughs.

Mike: And your customer code?

Lily: X856 CR306

Mike: Have you got your inventory number?

Lily: 3568982345.

Mike: And your service guarantee code number – it's (7) _____.

Lily: PTY4698.

Mike: And the name of the person you spoke to?

Lily: I can't remember.

Mike: OK. So, erm, what seems to be the problem?

Lily: It's our boiler. It needs fixing.

Mike: Erm, yes, I can see from this (8) _____ that we need to replace some parts, but we're still waiting for them from our factory in the Far East, so it may take a while.

Lily: What exactly do you mean?

Mike: Well, it could take a few weeks. They ship it over. We're trying to sort it out, but (9) _____.

Lily: What a disaster!

Mike: Look, we can offer you a replacement boiler but you'll have to pay for the installation and leave a £300 deposit.

Lily: You're joking! You want me to (10) _____ of a boiler that might break down and leave a deposit that I could lose if it does. What sort of customer service is that?

Mike: Erm, yes, erm, I tell you what, we'll install it for free and you won't have to pay the deposit.

Lily: Great. So, (11) _____.

Mike: Erm, OK, yes, on Friday. See you then.

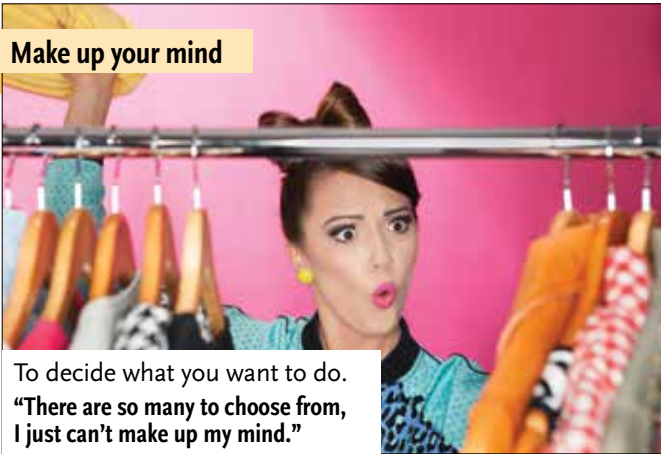
Lily: Goodbye.

Mike: Bye.

MAKING DECISIONS

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Make up your mind



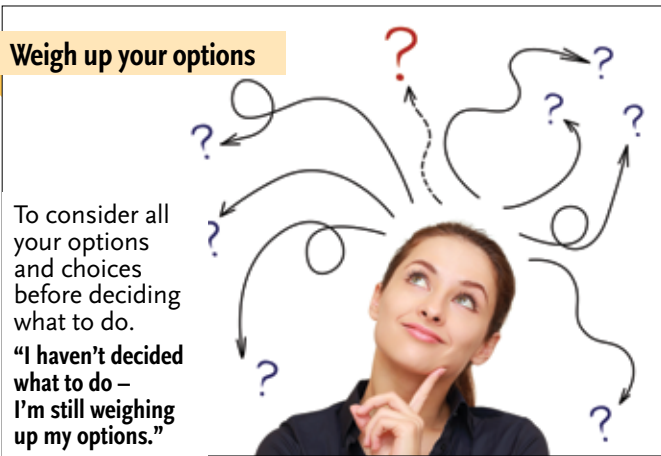
To decide what you want to do.
"There are so many to choose from, I just can't make up my mind."

Make a rash decision



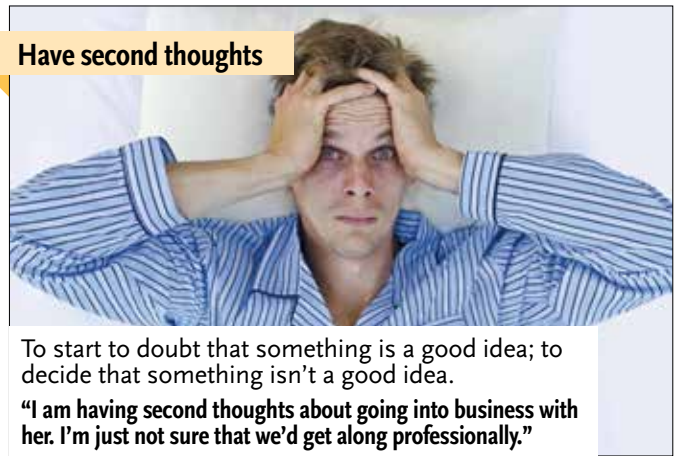
To do something quickly and without considering all your options first.
"You don't need to decide straight away, and you certainly don't want to make a rash decision – you know what happened last time you did that."

Weigh up your options



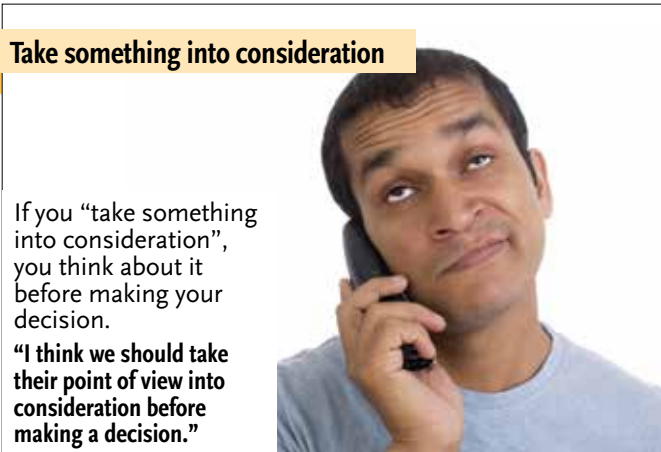
To consider all your options and choices before deciding what to do.
"I haven't decided what to do – I'm still weighing up my options."

Have second thoughts



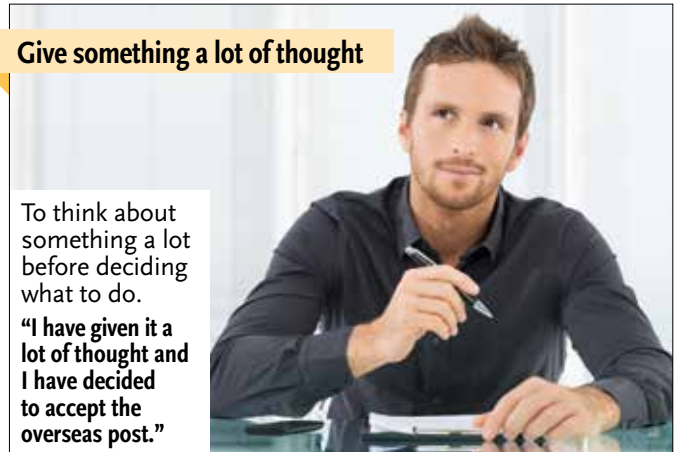
To start to doubt that something is a good idea; to decide that something isn't a good idea.
"I am having second thoughts about going into business with her. I'm just not sure that we'd get along professionally."

Take something into consideration



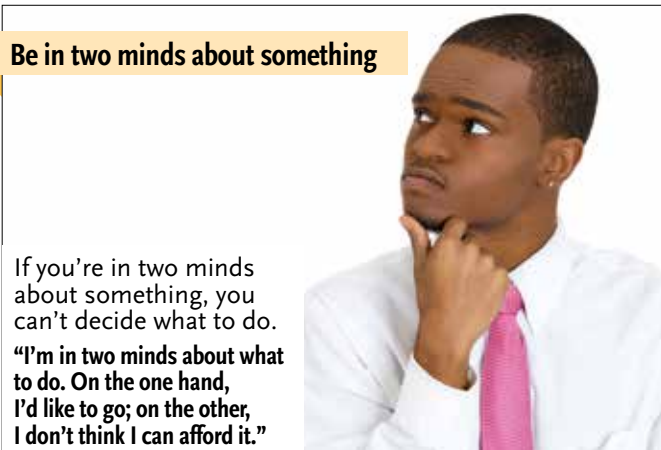
If you "take something into consideration", you think about it before making your decision.
"I think we should take their point of view into consideration before making a decision."

Give something a lot of thought



To think about something a lot before deciding what to do.
"I have given it a lot of thought and I have decided to accept the overseas post."

Be in two minds about something



If you're in two minds about something, you can't decide what to do.
"I'm in two minds about what to do. On the one hand, I'd like to go; on the other, I don't think I can afford it."

Change your mind



If you "change your mind", you decide to do something differently from what you originally planned to do.
"We were planning to travel around the north of the country, but then we changed our minds and went to the south instead."

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

Think about it

What are your top tips for learning a language? What helped you learn English? How and why did it help you? How many languages can you speak? How did you learn them? Which one was the easiest or hardest to learn? Why?

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GROUP TALK

WHAT'S THE BEST WAY TO LEARN A LANGUAGE?

Audio script

John: Erm, so I studied abroad in Spain for a while and...

Marcie: Me too!

John: Oh, great!

Olivia: Oh, me too!

John: You guys did too?

Olivia: Hey!

John: That's **awesome** – we all have that in common, erm, but one, what I really wanted to do when I was abroad is work on improving my spoken language [yeah], and my written language [uh-huh], my grammar, and I found that one of the best ways to do that was to be put directly into the environment.

Marcie: Definitely

Olivia: So true

John: Yeah, erm...

Marcie: For me, **nothing beats** spending time in the country, living with people from that area, or people that – maybe not even from that area, but from that country so they can just **involve** you in everything they do, they can – anything they can help you, **pick up** new words or just [uh-huh],

even small **sayings** that you say every day that you don't realise that you use so much.

Olivia: But they form the basis of the language.

Marcie: Exactly!

Olivia: Yeah

John: And you know what I think is great about it too, is that when you're taught a language in high school or in college you're taught the language in such a formal manner that [yeah, very formal], at times is, is completely dead in the country [yeah], who, you know, who originated the language.

Olivia: How many languages, how many conversations do you have with people about, like, grammar or classic literature?

John: Yeah

Marcie: Exactly!

John: Yeah

Marcie: And the stuff that you had to learn about in school you talk about – just such – you talk about such **random things** in your class that you'd, would hardly even

use in the outside world so I think a lot of the stuff that you, just living in the environment, really does help – and reading magazines from that [yeah], from where, and reading the newspaper, watching the news [absolutely], anything you can do to...

John: Yeah, to **engage** yourself more...

Olivia: Surround yourself.

John: And it's al... also, also speaking to different age groups, as well, will really give you a different perspective.

Marcie: Definitely.

Olivia: Definitely. ☆

GLOSSARY

awesome *adj*
amazing, incredible, very good, etc.

nothing beats... *exp*
nothing is better than...

to involve *vb*
if someone "involves" you in something, they let you take part in it

to pick up *phr vb*
if you "pick up" language, you learn it

a saying *n*
a sentence or phrase that people often say, often one about life or a common experience

random things *n*
if you talk about "random things", you talk about things in general that have no connection with one another

to engage *vb*
if something "engages" your attention, it keeps you interested

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, rarely speak in full sentences and even make factual or grammatical mistakes as they're speaking fast.

Answers on page 44

1 Listening I

What advice would you give to someone who wanted to learn a language? Make notes. Then, listen once to compare your ideas. Were any of the things you thought of mentioned?

2 Listening II

Listen again. Then, answer the questions.

1. Where have they all studied before?
2. What did the man want to improve when he was abroad?
3. Why, according to one of the women, is it great to spend time in the country?
4. What do they say about learning language at school?
5. According to the man, what can give you a different perspective on things?

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 When was the last time you went to a concert? Who was playing? What do you like or dislike about going to concerts? What music do you listen to at home? What about at work or in the car? Which bands or musicians would you like to see play live? Why?

SLANG CONVERSATION MUSIC!

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

Middle aged ex-punk rockers Josh and Gary are at a punk revival concert. Listen once and answer these questions:

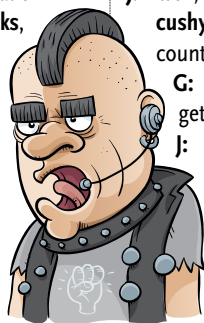
- Who used to be in a band?
- Who dances at the end?

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	A DIVE	
2	A LOSER	
3	A GIG	
4	A RACKET	
5	FOR A LAUGH	
6	TO PAY SOMEONE PEANUTS	
7	TO LAY DOWN A TRACK	
8	MAJOR	
9	TO GET BUSTED	
10	WEED	
11	TO GET CHUCKED IN JAIL	
12	TO SMASH UP	
13	TO SPLIT UP	
14	TO STICK YOUR NOSE IN	
15	TO DO YOURSELF IN	
16	TO GET HITCHED UP	
17	CUSHY	
18	A PAD	
19	FANCY COMING...?	

Dialogue J=Josh G=Gary

J: Have you seen them play before?
G: Yeah, I was really into them about 10 years ago, but they're just so commercial now.
J: Nice place though – lots of atmosphere!
G: Bit of a **dive** if you ask me. And look at the audience. What a bunch of **losers**!
J: You were in a band once, weren't you?
G: Yeah, back in the good old days.
J: I bet you had some wild times.
G: Yeah, it was great to be part of something – playing **gigs** all over the country, making a right old **racket**, rebelling against the system.
J: Cool! Did you ever get a record deal?
G: No, it wasn't about the money – we just did it **for a laugh**. We got **paid peanuts** for the gigs, then spent all that on beer. We **laid down** a few **tracks**, and we sold a few albums, but nothing **major**.
J: Amazing!
G: The bassist **got busted** for drugs once.
J: Really? What for? Heroin? Coke?
G: No, the police found a little bag of **weed** in his back pocket. He got taken down the station, then let off with a caution. Oh, and we **got chucked in jail** one night for **smashing up** a hotel room.
J: Wild! So, why did you **split up**?
G: Mike's girlfriend – she started **sticking her nose in**, trying to control us, telling us what to wear, things like that. Then, the lead singer... oh, man, that was tragic.
J: Oh, no, what happened? Did she **do herself in**?
G: No, it was much worse than that. She **got hitched up** and had kids.
J: I guess we all grow up some day.
G: Yeah, but it doesn't have to be like that.
J: Well, look at you now, you've got a **cushy** job in the city, a nice **pad** in the country, a wife, two kids...
G: All right, all right, no need to get offensive.
J: Hey, look, they're about to start. **Fancy coming** up front for a bit of a pogo. [The band start playing.]
G: No, I'm a bit too old for that.
J: Yeah, and fat! [He leaves to dance.] ✖



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Objective To improve your reading and listening skills.

Think about it How polluted is it where you live? What's the most polluted place you've ever been to? What's the least polluted place you know of? What are the pros and cons of living in a city? Where would you rather live? Which cities or places are the most or least polluted in your country? What can be done about air pollution?

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

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How air pollution is killing us!

According to the World Health Organization, air pollution kills 7 million people every year. In the UK, experts believe that pollution is responsible for an estimated 29,000 deaths annually, more than obesity and alcohol combined, and 10 times more than those killed on the roads. So, what can be done about it?

Air pollution comes from a number of sources, including power plants and industry. However, cars are the biggest **culprits**, contributing about half the **nitrogen dioxide** and 80% of the **particulates** in London's air, for example. Diesel vehicles are especially bad. In the past, the government encouraged their use because they **emit** slightly less **carbon dioxide** than petrol-driven cars. However, a report by the **Policy Exchange** has said that diesel engines



emit about 91% of the particulates and 95% of the nitrogen dioxide that comes from **exhausts**.

So, which cities are the most polluted? A global survey by the World Health Organization (WHO) found that the south-western Iranian city of Ahvaz has the highest level of **PM10s**, with an annual average of 372 **micrograms per cubic metre** (ug/m³). Heavy industry and low-quality vehicle fuel are the main causes of air pollution in this desert city of 1.3 million.

At the other end of the list are cities in Canada and the United States. They benefit from lower population density, favorable climates and stricter air pollution regulation. In the survey, Washington, D.C. had an annual average of 18 micrograms of PM10s per cubic metre, Tokyo measured 23 micrograms, and Paris had 38. The WHO recommends an upper limit of 20 micrograms for PM10s.

One of the worst-polluted cities in Europe is London. The UK legal limit for annual nitrogen dioxide levels is 40 micrograms per cubic metre (ug/m³). However, annual mean levels of the pollutant in 2013 far **exceeded** this at 62 monitoring stations all over the capital. Occasionally, a build-up of

pollution can lead to **smog** – a **fog** or **haze** caused by pollution. This tends to happen when traffic is heavy and the winds are calm. The Great Smog of 1952 killed more than 4,000 people in London over a single weekend. One of the most recent episodes took place in April 2014, when there was an added component: dust blown in from the Sahara Desert. This led to a haze that covered many parts of England and Wales. In some places, the pollution left a layer of orange dust on cars. **Scores** of flights had to be cancelled too.

So, what can be done to improve air quality? Major cities in India such as New Delhi and Mumbai have banned the construction of new power plants within the city limits, and existing ones are being shut down or **relocated**. And places such as Copenhagen (Denmark) and Bogotá (Colombia) have improved air quality by promoting walking, cycling and public transport. Other measures include ensuring that houses are energy efficient, street design is appealing and safe for pedestrians and cyclists, and waste is well managed. "We cannot buy clean air in a bottle, but cities can adopt measures that will clean the air and save the lives of their people," said Dr Carlos Dora

of the WHO. So, what's your city doing about air pollution? *

AIR QUALITY

Air quality is represented by the annual mean concentration of fine particulate matter. This is usually represented by PM10s (particles smaller than 10 microns) and PM2.5s (particles smaller than 2.5 microns). The average PM10 levels by region range from 26 to 208 micrograms per cubic metre (ug/m³), with a world average of 71. The WHO recommends an upper limit of 20 micrograms for PM10s.

VIDEO

YouTube

Watch a news report on pollution in London. Search YouTube for "BBC News Air pollution How polluted is central London".

GLOSSARY

a culprit ⁿ
a person who has committed a crime or done something wrong
nitrogen dioxide ⁿ
a reddish-brown poisonous gas formed when many metals dissolve in nitric acid
a particulate ⁿ
a very small piece of a substance that's often produced when fuel is burned
to emit ^v
if a car (for example) "emits" a gas, the gas comes out of it
carbon dioxide ⁿ
a gas produced by animals and people breathing out or by chemical reactions
the Policy Exchange ⁿ
a British conservative think tank (a group of experts who try to find solutions to problems)
an exhaust (pipe) ⁿ
a pipe which carries the gas out of the engine of a car, etc.
PM10s ⁿ
airborne particles smaller than 10 micrometers, which can cause serious respiratory (breathing) problems in humans
a microgram ⁿ
one millionth of a gram
a cubic metre ⁿ
the volume of a cube with edges of one metre in length. It's represented as "m³"
to exceed ^v
if something "exceeds" a particular amount, it's greater than that amount
smog ⁿ
a mixture of fog and smoke
fog ⁿ
when there's "fog", there are tiny drops of water in the air which form a thick cloud and make it difficult to see things
a haze ⁿ
a cloud caused by particles of water or dust in the air that often forms in hot weather. It's hard to see when there's a "haze"
scores of ^{exp}
lots of. Literally, a "score" is 20
to relocate ^v
if you "relocate" a factory, for example, you move it to another area

Answers on page 44

1 Reading I

What causes air pollution? What can we do about it? Make notes. Then read the article once to compare your ideas.

2 Reading I

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

1. Why were diesel cars initially encouraged by the government?
2. What's causing the pollution in the city of Ahvaz?
3. Why are cities in the US or Canada less polluted in general?
4. What was the added component to the smog of April 2014?
5. What negative effects did it have?
6. What are cities such as Bogotá doing to improve air quality?

Objective To improve your listening and reading skills.

Think about it How often do you argue? Do you ever argue at work? Who with? What about? What do you argue about at home? Have you ever had an argument with a superior? What was it about? When was the last time you saw two people arguing? What were they arguing about? Who was arguing? How angry were they?

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

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I'M DEFINITELY WINNING!

“I’m not arguing, I’m just explaining why I’m correct!” How to win an argument!

What’s the best way to win an argument? Here are our top tips.

Preparation: do your research and make sure you’ve got all the facts and figures **at your fingertips**. Also, work out what you think the other person will say so you can **counter** their arguments.

Clarity: lay out your points clearly and with examples. Don’t make generalisations such as “you always spend hours in the bathroom” because your opponent will think of a time when they didn’t, and then you’ll lose that argument. Instead, be specific and say, “You spent over 20 minutes in the bathroom this morning.”

Listen: listen carefully to your opponent and ask lots of questions to get them talking. As they’re chatting away, you may notice **flaws** in their argument. Also, ask questions, such as “What would that entail?” or “How would that work?” so your opponent is forced to go through their idea step by step.

Watch out for the following **logical fallacies** – things that sound reasonable but which are actually flawed or dishonest.

The correlation-causation confusion: this is when your opponent confuses **correlation** (or **coincidence**) with **causality**. For example, since the 1950s, both CO² levels and obesity levels

have increased sharply. But does this mean that atmospheric CO² has caused obesity? Of course not – it’s just a coincidence.

The straw man: your opponent simplifies your argument, then argues against the simplified version. For example, imagine you propose reducing defence spending. Your opponent then argues that cutting defence funding will leave the country **defenceless**, and then proceeds to argue against leaving the country defenceless, ignoring your original arguments for decreasing defence spending.

The ad populum fallacy: this is when your opponent bases their argument on the fact that everyone does something so it must be the “right” thing to do. For example, “Most smokers think we should be able to smoke in public places. Therefore, smoking in public places is a good idea.”

The false dilemma: your opponent builds an argument on the basis that there are only limited choices or outcomes when actually there could be several. For example, they could say, “Either we buy the new system or the business will **go bust**.” Clearly that isn’t the only option.

The red herring: this is when your opponent introduces something that isn’t directly related to the subject in an attempt to deflect attention, confuse

you or change the topic of conversation. For example, imagine you catch someone cheating in an exam, and they say, “OK, I admit I was cheating, but everyone else has been cheating too.” In this case, your opponent is trying to divert attention away from him/herself.

The slippery slope: your opponent claims that if A happens, it’ll lead to B, and when that happens it’ll lead to C and then D. For example: “If we introduce restrictions on who can buy guns, the government will take away our rights.” Of course, it isn’t necessarily true that one thing will naturally lead to another.

Are you ready for an argument? ✪

VIDEO

YouTube

Watch an argument from the TV series Friends. Search YouTube for “Friends-Ross and Rachel arguing about the baby”.

GLOSSARY

at your fingertips *exp*
something that’s “at your fingertips” is close to you and you can use it easily
to counter *vb*
if you “counter” what someone has said, you give the opposite arguments
a flaw *n*
a “flaw” in an argument is a mistake in it
a logical fallacy *n*
an idea which people think is true but which is actually false or incorrect
a correlation *n*
a “correlation” between things is a connection between them
a coincidence *n*
when there’s a “coincidence”, two or more events happen at the same time by chance (by luck)
causality *n*
the relationship between cause and effect
defenceless *adj*
if a country is “defenceless”, it can’t defend itself
to go bust *exp*
if a business “goes bust”, it stops operating because there’s no more money

Answers on page 44

1 Reading I

What are your top tips for winning an argument? Make notes. Then, read the article once to compare your ideas.

2 Reading II

Read the article again. Then, write a brief explanation of the following things without referring back to the article.

1. The correlation-causation confusion =
2. The straw man =
3. The ad populum fallacy =
4. The false dilemma =
5. The red herring =
6. The slippery slope =

Objective To improve your reading and listening skills.

Think about it What big lobbying groups are there in your country? How do people lobby in your country? What do you think of lobbying? Should lobbying be considered a form of corruption? Why? Why not? If you had the opportunity to do a bit of lobbying, what would you lobby for? What are the general opinions of lobbying in your country?

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

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£40,000 IF YOU DO WHAT WE SAY!

THE RIGHTS AND WRONGS OF LOBBYING!

When was the last time you did a bit of **lobbying**? We all lobby at some point in our lives: persuading a work subordinate to do something, convincing a friend to go along with an idea of yours, talking a partner into buying something... Lobbying is all about trying to get people to do the things that you want them to do through the careful construction of logical arguments. But when lobbying involves big business it's seen as **controversial**.

Lobbyists are people who try to **influence** the government. They're often employed by large corporations to push through **legislation** that will benefit those businesses. For example, in the UK, the Campaign for High Speed Rail is a lobbying group that's trying to convince the government to build a new high-speed train line (known as HS2) from London to Manchester. And The Heathrow Hub wants to convince the government to build another runway at Heathrow airport.

One of the most effective lobbying groups in the US is the **NRA** – the National Rifle Association. After several gun attacks in schools, many people were keen to reform the gun laws. In particular, they wanted to introduce **universal background checks** for firearm sales. But clever lobbying by groups such as the NRA made the case that new limits on firearms weren't the proper response to school shootings, and they managed to defeat the proposal.

So, how does lobbying work? Lobbyists have several tricks up their sleeves. Here are three of them:

Wining and dining: lobbyists spend a lot of their time **wining and dining** elected officials or members of government. However, there are other ways to get government ministers to listen to proposals, such as offering them free tickets to concerts, inviting them to sports events, or giving them freebies such as food, clothing, bottles of wine or holidays. Sometimes, lobbyists make donations to political parties so they can get invited to dinners, lunches and **receptions**, where they can chat with **decision makers**. Does that sound like corruption? Some say it is!

Spinning: lobbyists will try hard to push the conversation onto their own topics of interest. For example, lobbyists for the high-speed train line in the UK have come up against environmentalists who are against the proposal. So, they've reframed the debate to make it about jobs and economic growth. And Heathrow Hub argues that Heathrow Airport expansion is essential for the UK's future prosperity.

Backing: corporations are one of the least credible sources of information for the public. So, lobbyists will always try to get some "independent" backing for their proposals. For example, British American Tobacco is fighting against **plain packaging** on cigarette packets. They currently fund the Common Sense Alliance, which is fronted by two ex-policemen. And Heathrow Hub is led by a retired economist and an ex-pilot.

Of course, not all lobbying is "bad". Former President John F. Kennedy described

lobbyists as "expert technicians, capable of examining complex and difficult subjects in a clear, understandable fashion." However, many see lobbying as an example of the way that powerful organisations can influence government for their own benefit. "**Special interest groups** often wield an influence that is greatly out of proportion to their representation in the general population," said the late US Senator Robert C Byrd of West Virginia.

How active are the lobbyists in your country? 📌

VIDEO

YouTube

Watch a video on the origins of the word "lobbying". Search YouTube for "**Lobbying 101: 1 of 8 • What is lobbying? Where did the term originate? • Ellen Arnold Explains**".

GLOSSARY

lobbying *n*
the act of trying to persuade a member of government to change or introduce a law

controversial *adj*
something that's "controversial" causes people to have very strong opinions about it: some agree, others don't

to influence *vb*
if you try to "influence" someone, you try to make them agree with you

legislation *n*
a law or laws passed by a government

the NRA *abbr*
the National Rifle Association – an organisation that promotes the sport of shooting rifles and pistols in the US

universal background checks *n*
if you carry out a "background check" on someone, you find out information about them to see whether they're a criminal or whether they have a history of mental illness. A "universal background check" is a system for checking everyone who wants to buy a gun (not just people who buy from a shop, which is what the law in the US says at present)

wining and dining *exp*
taking an important person to a restaurant, etc. often with the aim of talking to them about changing a law, etc.

a reception *n*
a formal party

a decision-maker *n*
someone in an important position who can make decisions

plain packaging *n*
"plain packaging" for cigarette packets means having just a white box for the cigarettes with no logos, images, etc.

a special interest group *exp*
a group of people who lobby the government to change or introduce a law

to wield *vb*
someone who "wields" power or influence, has a lot of power or influence

Answers on page 44

1 Reading I

What is lobbying and how does it work? Make notes. Then, read or listen to the article once to compare your ideas.

2 Reading II

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

1. What's the Campaign for High Speed Rail lobbying for?
2. What's the Heathrow Hub lobbying for?
3. What did the NRA recently lobby against successfully?
4. What can lobbyists do to impress government officials, apart from taking them to restaurants?
5. How did Heathrow Hub reframe the argument in favour of airport expansion?
6. Who's behind the funding for the Common Sense Alliance. What are they fighting against?

Objective To improve your listening skills.

Think about it Have you ever invested any money in anything? What was it? How did it turn out? If you had some spare cash, what would you invest in? Why? What sort of investments are popular in your country? What are some of the best or worst investments you've ever made? Why were they so good or bad?

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

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Answers on page 44

1 Pre-listening

What are the pros and cons of investing in property? If you had money to invest in property, what would you do? What would it depend on? Think about the following:

- price • resale value • location • the economy
- interest rates • current needs • mortgage repayments • mortgage rates • rental value • additional costs • legal costs • local rates • taxes
- service charges • your current financial situation • future financial needs... Other?

Note!

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



THE PROPERTY INVESTMENT

2 Listening I

You're going to listen to a telephone conversation between a salesperson and someone who is potentially interested in buying. Listen once. Does the woman buy the property in the end?

3 Listening II

Listen again. Then, answer the questions.

1. What does Jake say about property prices in the area?
2. Why isn't Laura interested in the property anymore?
3. What financial arguments does Jake give for saying it's a good investment property?
4. What does he say the mortgage payments will be on 80% value of the property, and how much profit would this give her?
5. What does Laura say they might need the money for?
6. What does Laura agree to do in the end?

4 Listening III

Complete the audio script with the correct words.

Audio script

Jake: Hi, could I speak to Ms Laura Barclay, please?

Laura: Speaking.

Jake: Hi Laura, this is Jake Simmonds – the CEO of International Property Management Systems. How are you?

Laura: Fine thanks. Erm..

Jake: We met last month... the harbour-front property development.

Laura: [suddenly remembering] Oh, yes, Jake.

Jake: We were discussing investment in the new harbour-front development zone.

Laura: Yes, yes, I remember.

Jake: So, have you (1) _____ ?

Laura: Yes, erm, it sounds good, but we're still in two minds.

Jake: You know, this is a once-in-a-lifetime opportunity. There's only one apartment left and (2) _____. Property prices in the area are guaranteed to rise by at least 30% over the coming 12 months, and even more next year. It's the up-and-coming area in the country. I really wouldn't want you to (3) _____.

Laura: Yes, I know. It sounds good, but I've been talking it over with my business partner and we just aren't sure whether we've got the capital to invest right now. The problem is, we originally thought that we'd be able to use the apartment as an office, but it (4) _____, so we'd have to buy it as an investment property.

Jake: It's perfect as an investment property. You are absolutely guaranteed to be able to rent it out for at least £2,000 a month. I'm not sure how much (5) _____, but the mortgage payments on 80% of the value of the property

will only be about £1,200 a month, so you'll be making about £800 profit. And even more (6) _____.

Laura: Yes, but what about interest rates? They're fairly low at the moment, but any rise could affect our ability to make the mortgage repayments.

Jake: The government has more or less pledged *not* to raise interest rates until the next election, which is two years away. So, you'll be fine (7) _____.

Laura: The thing is, as I said, we were thinking about using it as our new office, but we've been looking at the size and layout and it just won't work.

Jake: But as an investment, it's perfect. I really have to say that (8) _____. Where else are you going to get a 30% return on your money?

Laura: Mmm... What was the asking price again?

Jake: £495,000.

Laura: It's going to tie up a lot of money that we might need for further development in the company.

Jake: Look, why don't I come round and (9) _____ so you can look at it again? Tell me a time and I'll be there. Your business partner could come along too?

Laura: OK. I'll see what I can do – it's just that we're a bit busy at the moment...

Jake: How about I call you back in about half an hour?

Laura: Erm, make it an hour.

Jake: OK. Great.

Laura: Bye.

Jake: Bye. ✨

ARGUING

This month we are looking at some phrasal verbs you can use to describe arguing.

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

- angry know information useful help angrier bill mess before house

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1



Bring up
If you "bring up" a particular topic during an argument, you mention it.
"She brought up the topic of his gambling, which only made him even _____."

2



Do with
If A has something "to do with" B, A and B are connected.
"What have my parents got to do with all of this? We're trying to work out a way to pay the _____, aren't we?"

3



Go on
If someone keeps "going on" about something, they keep talking about it.
"I _____ what I've got to do, so just stop going on about it!"

4



Make up
If you "make up" a fact or a story, you invent it.
"You just made that up, didn't you? You've never even been there _____."

5



Back up
If facts and figures are used to "back up" your argument, they're used to support it and help explain it.
"She used the _____ from the report to back up her argument."

6




Talk into
If you manage to "talk someone into" doing something, you convince them to do it.
"After an hour of arguing about it, she managed to talk him into buying the new _____."

7



Put up with
If you say that you won't "put up with" something any longer, you're saying that you won't accept it any longer.
"I'm not going to put up with your _____ any longer! I'm leaving!"

8



Shut up
If you tell someone to "shut up", you tell them to stop talking.
"Why don't you just shut up if you haven't got anything _____ to say!"

9



Hang up
If you "hang up", you put the phone down and stop communicating.
"She was so _____ that she hung up before he could finish what he was saying."

10



Point out
If you "point something out", you mention it in a conversation, etc.
"She pointed out the fact that he'd never once offered to _____."

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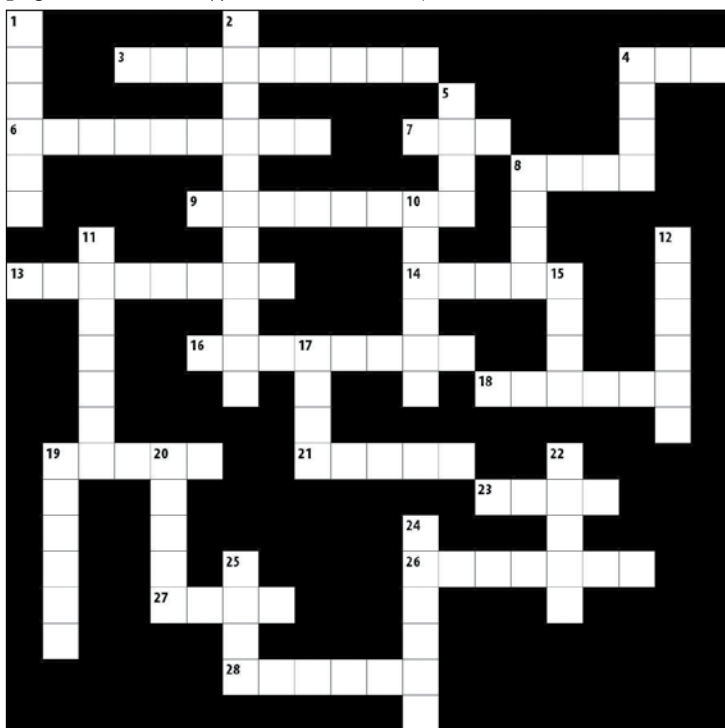
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HOT CROSSWORD

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. If something is like this, it makes you feel sad. (page 28)
4. Animal hair. (page 14)
6. A formal party. (page 40)
7. Tiny drops of water in the air which form a thick cloud. (page 38)
8. If you do this, you pretend to be someone who you aren't. (page 15)
9. A snowstorm with strong winds. (page 7)
13. Something very important and urgent. (page 7)
14. An area of grass on a park, in a farm, etc. (page 15)
16. The act of trying to persuade the government to change a law, etc. (page 40)
18. If cheese is like this, it has been developing for a long time. (page 6)
19. If you do this to cheese, you cut it into very small pieces with a metal object. (page 6)
21. The two internal organs we use for breathing. (page 7)
23. Not nice, horrible, nasty. (page 20)
26. A person who has committed a crime. (page 38)
27. Small, thin things that grow out of a branch on a tree. (page 7)
28. If the taste of something is like this, you don't notice it immediately. (page 6)

Down

1. Something you did that you feel bad about or wish you hadn't done. (page 20)
2. A word that refers to a law or laws passed by government. (page 40)
4. If this happens to someone, they must pay money because they've committed a crime, etc. (the base verb) (page 20)
5. The way you feel. You can be in a good or bad one. (page 28)
8. If food does this to you, you don't want to eat any more (the base verb). (page 6)
10. An amount of money a shop returns to you when you return goods. (page 15)
11. A small object that produces fire when you use your finger to spin a metal wheel on it. (page 7)
12. If something does this to a limit, it goes above that limit. (page 38)
15. An amount of money you owe. (page 28)
17. If you do this to water, you cook it until it reaches 100°C. (page 7)
19. Conversations about people's private lives. (page 20)
20. A message sent by Twitter. (page 20)
22. A word used to refer to food made from milk. (page 6)
24. An amount meaning "lots of" = _____ of. (page 38)
25. The parts of your mouth that you use to kiss. (page 14)

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The word

A: I say, I say, I say. What five-letter word becomes *shorter* when you add two letters to it?

B: I don't know. What five-letter word does become *shorter* when you add two letters to it?

A: Short.

A really bad day

A man is at an interview for a new job, and everything seems to be going well. "So, tell me," the **interviewer** says. "What are your greatest **weaknesses**?" "Well, says the man,

"I sometimes have trouble **distinguishing** **fantasy** from reality. " "Oh, really?" says the interviewer, a bit **perplexed**. "And your greatest **strength**?" he asks. "I'm Batman!"

The fifty-euro note

It's Monday morning and Jenny is late for work. "You were supposed to be here 10 minutes ago," her boss says angrily. "Sorry," says Jenny. "It's just that there was this old man who'd lost a 50-euro **note**." "Oh," says her boss,

"That's nice. Were you helping him look for it?" "No," she says, "I was standing on it." ✖

GLOSSARY

an interviewer ⁿ
a person who interviews you and asks you questions

a weakness ⁿ
something that you aren't very good at, or something about you that needs developing: a lack of confidence, etc.

to distinguish ^{vb}
if you can "distinguish" A from B, you can see the difference between A and B

fantasy ⁿ
a situation that someone creates from their imagination and that isn't based on reality

perplexed ^{adj}
confused, unsure of what something means

a strength ⁿ
something that you're good at; a part of your personality or character that's good

a note ⁿ
a piece of paper money

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