

**Video Script****Practical English Episode 1****Jenny is back in London (1.17)**

**Grant** We've just arrived on the flight from New York. He's talking to someone. I'll follow them.

**Andrew** And have you been to the UK before?

**Jenny** A few times, actually. I work for a magazine in the States – New York 24seven. We have a sister company in London.

**Andrew** I see. And are you here on business this time?

**Jenny** Sort of. I'm here for a few meetings, but I have a couple of days off beforehand. I'm visiting my father-in-law in the countryside. How about you? How was your holiday in New York?

**Andrew** It wasn't really a holiday. I was doing some research there.

**Jenny** That sounds interesting.

**Andrew** It was, but I didn't have much time for sightseeing! Is your husband coming, too?

**Jenny** No, he's working.

**Andrew** What does he do?

**Jenny** He's a journalist. He's on assignment in Alaska at the moment.

**Andrew** In Alaska? Wow!

**Jenny** I know, right? I've never been, but he says it's incredible.

**Andrew** I can imagine. A bit different from the English countryside!

**Jenny** That's true.

**Andrew** I'd better go. Oh, before I forget, here's your laptop.

**Jenny** Oh yeah! Thanks a lot. Sorry, I didn't ask your name.

**Andrew** Andrew Page. And yours?

**Jenny** Jenny Zielinski. It was nice meeting you.

**Andrew** You, too.

**Jenny** And thanks again for helping with my bags.

**Andrew** No problem. Have a great time at

your father-in-law's.

**Jenny** I will...if I ever get through here!

**Andrew** Bye, then.

**Jenny** Yeah, bye. Take care.

**Jenny** Henry... ? Hi, yeah, I'm here at last. The flight was late taking off... I'm so sorry you've had to wait for me... I know, I know. And you won't believe this – it looks like my suitcase didn't get here... I'm not sure, it's turning out to be a nightmare! I can't wait to just get back to your house and – oh, hang on, I have to go – it's my turn. Bye.

**Reporting lost luggage (1.18)**

**Jenny** Bye.

**Attendant** Can I help you?

**Jenny** Yeah, my suitcase hasn't arrived.

**Attendant** Which flight were you on?

**Jenny** Flight RT163 from JFK.

**Attendant** I'll take your details and then I can issue you with a reference number. Can I have your name, please?

**Jenny** My name's Jenny Zielinski. That's Z-I-E-L-I-N-S-K-I.

**Attendant** And you're a visitor to the UK.

**Jenny** That's right.

**Attendant** How long are you staying for?

**Jenny** Ten days.

**Attendant** OK. How many bags are you missing?

**Jenny** Just one – a suitcase.

**Attendant** Can you describe it for me?

**Jenny** Well, it's kind of greyish blue...and hard plastic, I think.

**Attendant** And what size is it?

**Jenny** Oh, it's medium size, like this. And it has wheels.

**Attendant** Anything else?

**Jenny** Yeah, there's a small lock and a label with my name and phone number on it.

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**Attendant** And what was in the suitcase?  
**Jenny** Just about everything! Clothes, toiletries, all my personal belongings, really.  
**Attendant** Can I have your address in the UK?  
**Jenny** Just a minute. It's The Grange, Marsh Lane, Long Crendon, Oxfordshire.  
**Attendant** And a contact number?  
**Jenny** Yes, it's 001 202 494 012.  
**Attendant** And finally, can you sign this?  
**Jenny** Of course. Do you have any idea where it is? I mean, do you think it's still in New York?  
**Attendant** It's possible. We're very sorry for the inconvenience. Here's your reference number. You can track the progress of your luggage online, or just give us a call. But we should be able to get it back to you within 24 hours.  
**Jenny** That'd be great. Thank you.

### Reporting lost luggage – listen and repeat (1.19)

**Attendant** Can I help you?  
**Jenny** Yeah, my suitcase hasn't arrived.  
**Attendant** OK. How many bags are you missing?  
**Jenny** Just one – a suitcase.  
**Attendant** Can you describe it for me?  
**Jenny** Well, it's kind of greyish blue...and hard plastic, I think.  
**Attendant** And what size is it?  
**Jenny** Oh, it's medium size, like this. And it has wheels.  
**Attendant** Anything else?  
**Jenny** Yeah, there's a small lock and a label with my name and phone number on it.  
**Attendant** And what was in the suitcase?  
**Jenny** Just about everything! Clothes, toiletries, all my personal belongings, really.  
**Attendant** And finally, can you sign this?  
**Jenny** Of course. Do you have any idea where it is? I mean, do you think it's still in New York?  
**Attendant** You can track the progress of your

luggage online, or just give us a call. But we should be able to get it back to you within 24 hours.

**Jenny** That'd be great. Thank you.

### At Henry's house(1.20)

**Jenny** So then I had to go to lost luggage and report it missing.  
**Henry** You poor thing! What a journey!  
**Jenny** Well, I'm here now.  
**Henry** And it's lovely to see you.  
**Jenny** It's great to see you too.  
**Henry** No, no, let me take that.  
**Jenny** It's OK.  
**Henry** You've had a hard journey. Allow me.  
**Jenny** Thanks, Henry.  
**Grant** We've got a problem.

**Rob** I can't believe I'm not there with you, Jenny.  
**Jenny** Neither can I. It's weird, isn't it?  
**Rob** I really miss you.  
**Jenny** Me too. How's Alaska?  
**Rob** Not great. It's been snowing all day! I haven't left the hotel.  
**Jenny** Oh no! That's awful.  
**Rob** What are you drinking? Is that coffee?  
**Jenny** No, it's tea.  
**Rob** Tea?  
**Jenny** It's good. Really!  
**Rob** Where's Dad now?  
**Jenny** I think he's getting me something. I'm not sure what.  
**Rob** So why are you using his computer?  
**Jenny** Oh, it's crazy. You know my laptop?  
**Rob** Yeah?  
**Jenny** This screen keeps popping up and asking me for a password. I've never seen it before. I'm worried I have a virus.  
**Rob** It's not your day, is it? First your suitcase and then your laptop!

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**Jenny** No, but your dad's being so nice. And he says your cousin Luke will be able to fix my computer for me. Apparently he's kind of a computer geek.

**Rob** Kind of? He's a genius. If he can't do it, nobody can.

**Jenny** Yeah, well, I'm going to go see him tomorrow.

**Henry** Here's a pair of my pyjamas you can use, Jenny.

**Rob** Oh wow! You'll look great in those, Jenny!

**Selina** Selina Lavelle.

**Grant** Selina? It's Grant. She's in the house, but she isn't alone. I could come back tomorrow with...

**Selina** No. Stay there. All night if you have to.

**Grant** Yes, boss.

### Social English phrases (1.21)

**Narrator** 1

**Henry** And it's lovely to see you.

**Narrator** 2

**Jenny** It's great to see you too.

**Narrator** 3

**Henry** No, no, let me take that.

**Narrator** 4

**Jenny** It's weird, isn't it?

**Narrator** 5

**Rob** I really miss you.

**Narrator** 6

**Jenny** Oh no! That's awful.

**Narrator** 7

**Rob** It's not your day, is it?

**Narrator** 8

**Rob** Oh wow! You'll look great in those, Jenny!

## 2B Video Listening

### A farmers' market

Hi I'm Louise. Today I'm at a farmers' market in Winchester in the south of England.

There are now over 750 markets in Britain. Unlike normal shops, these markets move from place to place. They set up in each location at regular intervals. Some are weekly, some are fortnightly and some are monthly.

At farmers' markets producers can sell directly to customers. In an age of globalisation and internet retailing some people want to return to a simpler way of shopping. They like to touch and taste what they're buying. And, most importantly, they want to know where it comes from.

When you shop in the supermarket it isn't always easy to find out who produces your meat, picks your fruit or grows your vegetables. But at farmers' markets customers buy directly from the producer, who can tell them all about the goods they sell.

Supermarkets also have a long supply chain. The food often has to travel from the producer to a distributor and a wholesaler before it reaches the supermarket shelf. This means food can often spend days in lorries and warehouses. But at farmers' markets there's no supply chain. It comes directly from the farm to the market. Producers sell it as soon as it's ready, so it's always fresh, organic and tasty.

Winchester market is the largest regular farmers' markets in the UK. It takes place twice a month and has over 90 stalls selling all kinds of food and drink. Bakers sell freshly baked bread and cakes, farmers sell meat, vegetables and fruit, and beekeepers sell honey. There are lots of different stalls and they sell everything from homemade meat pies to jams and sauces made from locally-sourced ingredients.

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The best part is that all this food comes from the local area. Winchester is in the county of Hampshire. All the businesses that have stalls at Hampshire farmers' markets must be based in the county or within fifteen kilometres of its borders. This is good news for customers. There's no middle-man, like a shop or a supermarket, so customers can find out anything they want to know about the product they're buying. It's also good for the local economy. The money stays in the area, and as these local businesses grow they employ more local people.

This is Lyburn Farmhouse Cheesemakers. It's an excellent example of a local business which has benefited from these markets. They make all their produce in Salisbury, less than 30 miles away from here.

Lyburn Farm is a family-run business. They milk their own cows and they use this milk to make their own cheese. Every morning the farm's cheesemakers collect the milk and separate it into curds and whey. When the curd is ready they drain it, squeeze it and put it into moulds. The next day they package the cheese and store it on the farm until it matures. At any one time they have 8,000 cheeses maturing! When the farm's cheese is ready these employees bring it to markets like this, where they sell it directly to the customer. So this cheese comes straight from the farm. That's why it tastes so good!

Everything about Lyburn Cheese is local. The employees work locally, the customers buy locally, even the cows are local!

This is why people come to farmers' markets. They want to support local producers and want to buy local produce. Here you know exactly what you're buying and where it's from. So more and more people are trying to use the supermarket less and buy fresh, locally produced food instead.

## Revise and Check

Can you understand these people? 1&2 (2.24)

### 1 Tilly

**Interviewer** What's your name?

**Tilly** My name's Tilly.

**Interviewer** Where does it come from?

**Tilly** Um, it's actually short for Otilie, which is spelled O-T-T-I-L-I-E, um, and I think it's Hungarian.

**Interviewer** Who chose your name?

**Tilly** My dad.

**Interviewer** Would you like to change your name?

**Tilly** I'm happy with my name, yeah, I quite like it.

### 2 Tory

**Interviewer** What's the colour scheme of your bedroom?

**Tory** The colour scheme of my bedroom changes in dependence of my mood. Currently it's purple and white.

**Interviewer** Do you like it?

**Tory** Um, I stopped liking it once it was all sorted.

**Interviewer** Would you like to change it?

**Tory** All the time. But once I change it, then I'll want to change it again. It's a never-ending cycle.

### 3 Claudia

**Interviewer** Are you good at packing when you go away?

**Claudia** When I go away, I'm really good at packing because I don't pack a lot. I'm very efficient, I've moved a lot, I've travelled a lot, so I can pack lightly. It's always a very small carry...I like to travel with a carry-on, if I can.

### 4 Maria

**Interviewer** Is there anything you only do when you're on holiday that you wouldn't do in everyday life?

**Maria** Um, when I'm on holiday, I usually go for more walks. So for example, after dinner, I would

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always go for a walk on holiday, but at home, I'd never do that. I'm always too tired, it's a bit cold in the UK, so, yeah, on holiday it's usually warmer and I'll go for walks after dinner.

**Interviewer** What's your favourite kind of holiday?

**Maria** My favourite kind of holiday, um, is somewhere warm, and somewhere that's, um, not too crowded and perhaps with some historical significance, a nice place to walk around. Um, I wouldn't like to go somewhere too, um, quiet.

### 5 Diarmuid

**Interviewer** What sort of things do you buy online?

**Diarmuid** I buy almost everything online these days, er, so, clothes, um, all gadgets and equipment. Um, I don't buy food, but I know a lot of other people do.

## Practical English Episode 2

### Henry's car (3.20)

**Jenny** Hello?... Yes, it is... Oh, that's great news. Thank you... Later today? Great. Now I won't have to buy new clothes. Yeah, that's the right address. Bye.

**Henry** Good news?

**Jenny** Great news! They found my suitcase, and they're bringing it over later today.

**Henry** Excellent. Right, I'll take you to my nephew's house so he can fix your computer.

**Jenny** I'm looking forward to meeting Luke.

**Henry** You'll like him. He's a bright boy. Not that I understand a word he says.

**Jenny** I'll bet he doesn't know much about Greek mythology either!

**Henry** You're probably right.

**Henry** That's funny.

**Jenny** What's wrong?

**Henry** The tyre's flat.

**Jenny** Do you have a spare?

**Henry** Well, yes, but it shouldn't be flat, it's new and...

**Henry** I don't believe it!

**Jenny** What is it?

**Henry** They're both flat! They've been punctured!

**Jenny** What? Somebody did that on purpose? In the English countryside?

**Henry** You get vandals everywhere these days. Well, I'll just have to stay here and see if I can get the AA to bring out another spare tyre. I'll call you a taxi.

**Jenny** Isn't there a bus I could catch?

**Henry** Well, there's a bus stop on the main road. You could get the bus to Oxford from there, I suppose.

**Jenny** How do I get to the bus stop?

**Henry** Well, the quickest way is the footpath at the back of the house.

**Jenny** I think I'll do that then.

**Henry** Are you sure you want to get the bus? How will you find Luke's house?

**Jenny** You gave me the address. I can look it up on my phone if I get lost.

**Henry** Yes, of course. Well this is really inconvenient for you. You were going to borrow my car, weren't you?

**Jenny** No, don't worry, Henry. I'd actually decided to rent a car anyway. I'll need it for work and it'll probably be cheaper to rent here than in London. I can get one while Luke is working his magic.

**Henry** Well, if you're absolutely sure. Just go to the back door and you'll see the path. Follow that – takes you to the bus stop.

**Jenny** OK. Oh, and I'd like to cook dinner this evening to thank you for having me.

**Henry** You don't need to do that!

**Jenny** I want to.

**Henry** Well, if you're sure. What time?

**Jenny** How about seven o'clock?

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**Henry** Great! And I'll keep my phone on in case you need me.

**Jenny** See you later, Henry.

**Henry** Bye!

**Henry** Who's that?

**Jenny** Luke?

**Luke** You must be Jenny. Hi.

**Jenny** Nice to meet you.

**Luke** You too. Come in. Would you like some coffee? I've just made some.

**Jenny** I'd love to, but I'm running a bit late. We had trouble with the car and then the bus took forever. And I really need to get to a car rental place. I'm really sorry, but could I just leave the computer here with you?

**Luke** Yeah, no problem.

**Jenny** That's great. I feel awful just leaving it here like this.

**Luke** Honestly, don't worry about it.

**Jenny** Are you sure?

**Luke** Yeah, it's cool. I love doing this kind of thing. I'll send you a text and let you know how I'm getting on.

**Jenny** That's nice of you, Luke. Thanks. See you later.

**Luke** See you later.

### Renting a car (3.21)

**Newsreader** The man found unconscious at Heathrow Airport yesterday has been named as ...

**Assistant** Hello. Can I help you?

**Jenny** Oh, hi. I'd like to rent a car, please.

**Assistant** Have you hired from us before?

**Jenny** No.

**Assistant** OK, could I see your driving licence, please? Great. So what kind of car are you looking for?

**Jenny** Oh, nothing too big. It's just for me.

**Assistant** OK, so a compact. Three-door?

**Jenny** Yeah, that'll be fine.

**Assistant** For how long?

**Jenny** Nine days.

**Assistant** Automatic or manual?

**Jenny** An automatic, please.

**Assistant** Any additional drivers?

**Jenny** No, just me.

**Assistant** Great. Well, we have several models I can show you, but I'd recommend the Vauxhall Corsa. It's £65 per day and that includes insurance.

**Jenny** That sounds promising. Can I take a look?

**Assistant** Of course, but first I'd like to run through some of the basics. The petrol tank is full when you start, so if you return it with a full tank, there's no extra charge.

**Jenny** Great.

**Assistant** But if you get any parking tickets or speeding fines, you have to pay for them yourself.

**Jenny** Fair enough! Would it be possible to leave the car at the airport?

**Assistant** No problem, but that's a one-way rental, so there's an additional charge of £50.

**Jenny** OK.

**Assistant** And one last thing – have you driven in the UK before?

**Jenny** Yes, I have. So driving on the left's not a problem.

**Assistant** That's good. OK, let's go out and take a look at the car. We can go through the paperwork afterwards.

**Jenny** Great.

### Renting a car – listen and repeat (3.22)

**Assistant** Hello. Can I help you?

**Jenny** Oh, hi. I'd like to rent a car, please.

**Assistant** Great. So what kind of car are you looking for?

**Jenny** Oh, nothing too big. It's just for me.

**Assistant** OK, so a compact. Three-door?

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**Jenny** Yeah, that'll be fine.

**Assistant** Automatic or manual?

**Jenny** An automatic, please.

**Assistant** Any additional drivers?

**Jenny** No, just me.

**Assistant** It's £65 per day and that includes insurance.

**Jenny** That sounds promising. Can I take a look?

**Assistant** But if you get any parking tickets or speeding fines, you have to pay for them yourself.

**Jenny** Fair enough! Would it be possible to leave the car at the airport?

**Assistant** And one last thing – have you driven in the UK before?

**Jenny** Yes, I have. So driving on the left's not a problem.

### Where is Henry? (3.23)

**Jenny** Henry? Henry? Henry?

**Henry** This is Henry Walker. I'm afraid I can't take your call at the moment. Please leave your message after the tone.

**Jenny** Hi, Henry, it's Jenny here. I just wanted to let you know everything went fine. I got my car and I'm back home. Remember I'm making dinner. See you soon.

**Jenny** Hi, Luke, it's Jenny.

**Luke** Hi, Jenny. What's up?

**Jenny** I just wanted to apologize for running off this morning.

**Luke** You really don't need to! I should apologize, actually. It's going to take me longer than I thought to unlock your computer. It's like there's an extra security code or something.

**Jenny** That's really weird.

**Luke** Don't worry, I'm sure I can crack it.

**Jenny** I just have no idea how it got there. Hang on.

**Luke** What is it?

**Jenny** My suitcase has arrived!

**Luke** Hey, that's great!

**Jenny** Oh, look at that. The lock's broken.

**Luke** Must have been the baggage handlers!

**Jenny** Well, at least it's back.

**Luke** So, how's Uncle Henry?

**Jenny** He isn't here. I called him but he didn't answer.

**Luke** He probably went for a walk. He often does that. He thinks about his research and stuff.

**Jenny** Well, I hope he's back in time for dinner!

**Luke** He will be. He's always on time.

**Jenny** Yeah, Rob told me Henry's very punctual.

**Luke** Unlike Rob!

**Jenny** Exactly.

**Luke** Is that the jet lag catching up with you?

**Jenny** Yeah, I'm pretty tired.

**Luke** You should have a nap. Don't worry, I'll get this computer working as soon as I can.

**Jenny** Thanks, Luke. See you later.

**Luke** Bye!

**Newsreader** And now for the news in your area...

**Jenny** Oh no, dinner! Henry? Henry? That's strange.

**Henry** This is Henry Walker. I'm afraid I can't take your call at the moment. Please leave your message after the tone.

**Newsreader** The victim of last night's assault at Heathrow Airport has been named as Andrew Page. Mr Page is a research scientist from Oxford. Police believe he was attacked as he left the airport. He is now in hospital in a critical condition. Police are appealing to anyone who may have seen Mr Page to contact them immediately. Mr Page had just returned from New York where he was conducting research on renewable energy.

**Rob** Hi, Jenny.

**Jenny** Rob, I need to talk to you.

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### Social English phrases (3.24)

**Narrator** 1

**Henry** I'm afraid I can't take your call at the moment.

**Narrator** 2

**Henry** Please leave your message after the tone.

**Narrator** 3

**Luke** Hi, Jenny. What's up?

**Narrator** 4

**Jenny** Hang on...my suitcase has arrived!

**Narrator** 5

**Jenny** Well, at least it's back.

**Narrator** 6

**Jenny** I'm pretty tired.

**Narrator** 7

**Jenny** Thanks, Luke. See you later.

## 4B Video Listening

### A part-time job that changed a students' life

**Narrator** Since it was first established in 1882, the Royal College of Music in London has trained many of the world's most promising young musicians. This is Milly Forrest, a 24-year-old Masters student who is training to be a classical singer at the Royal College.

Today, Milly has a rehearsal and practice performance with her friend and accompanist, Joe. Many of the students here have already been playing and performing for years. And Milly is no different.

**Milly** So, I've been singing from about the age of seven. For as long as I can remember...I've always loved music. Um, I'm not from a very musical family, um, so I'm not really sure where my voice has come from but, yeah, from an early age I, I knew that I loved being on stage and loved performing.

**Narrator** She knew that if she won a place at the Royal College of Music, it would be a real chance to turn her passion into a profession.

**Milly** I had decided to, to do a Masters at the Royal College of Music probably three years ago... and when I got in – because it's all audition-based – when I got in, er, I thought 'oh OK, well maybe I've got a good chance then'. And, er, and it's been going well ever since. It's really fabulous. I'm improving all the time. Er, I have some lovely friends here. But it is tiring and the competition is really high. There are lots of singers out in London who, who are really talented.

**Narrator** But while Milly is following her dream, isn't it difficult being a full-time student in London, one of Europe's most expensive cities?

**Milly** It is, absolutely, it's very expensive and so I've had to have a part-time job all the way



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through my studies. I've been working for six years alongside my training. At the moment, I'm an usher at the Wigmore Hall and I've been there for three years now.

**Narrator** So what does a concert hall usher do?

**Milly** We mainly look after the audience when there are concerts and we do jobs such as checking tickets and we're there in case there's a fire or emergency.

**Narrator** In fact, many music students work as ushers and most of them dream of being on stage themselves one day. But for Milly, this opportunity came a little sooner than expected, in July 2017.

**Milly** Well, I had a call on the Wednesday evening and John Gilhooly, who's the director of the hall, told me that he'd like me to step in for a concert on the Saturday. So, I had a few days to prepare, but there was a rehearsal first thing on Thursday morning, so I stayed up until probably one in the morning that night desperately learning all the music. Um, I found the words particularly tricky actually – so, er, I mean a lot of the pieces were in French and German – so I got cracking straight away.

**Narrator** And after just three days of preparation, Milly took to the stage. But did the audience know she was standing in for a singer who was ill?

**Milly** There was an announcement made at the beginning of the concert, which was lovely because I, I think the whole audience was on my side and everyone wanted me to do well.

**Narrator** And it didn't take Milly long to impress with her voice.

**Milly** ... there was a great applause, everyone was smiling and clapping and I did have a feeling that I'd done well.

**Narrator** And the audience weren't the only ones to take notice.

**Milly** So, after the concert everything went quiet for a couple of weeks and life just went back to normal, um, and then just out of the blue, er, The Times asked whether they could do an article on me about what had happened and, um, it was a really nice story so, um, I think it really warmed people's hearts and, er, and it was nice to make people smile. So um, that day all of these different news channels got in touch...and I went to the BBC, and did an interview for them and then I met Sky as well and, um, it was really exciting. I must've done five or six interviews in the same day. And, er, and then I remember the next morning, um, the Evening Standard had, er, had bought out their, their newspaper and I saw my face on the front cover and when I got on to the Tube everyone was reading that paper so I saw about a hundred Millies down the carriage, that, and that was, that was really surreal and I think that, that was when it had sunk in a little bit. Um, because the most exciting part for me was getting to sing in the Wigmore Hall along all these fabulous singers that I really admire and look up to, um, but then I, and I sort of hadn't focussed on the media side as much so, er, yeah, it was, it was a lovely occasion.

**Narrator** But has this opportunity helped Milly's career?

**Milly** I think it has. I think, um, it's given me a boost. It's made me really inspired and it's made me work harder over the last year, but actually life carries on and I still have a lot that I want to work on. My voice is nowhere near perfect and I'm my biggest critic but it's, it was nice to know that someone had me in mind and wanted to encourage me, so fingers crossed things will carry on that positively.

**Narrator** And does she still work at the Wigmore Hall?

**Milly** I still work there as an usher. It's still really

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expensive living in London and, and every now and again someone comes in and asks 'are you going to be performing here soon?' And I just have to, I just have to tell them that hopefully, hopefully soon, hopefully soon because you never know what people are planning, um, but it was a lovely, it was a lovely story when it happened.

## Revise and Check

### Can you understand these people? 3&4 (4.22)

#### 1 Erica

**Interviewer** What kind of child were you?

**Erica** What kind of child was I? I was a very inquisitive child. I was the 'why' child, so anything you told me, I always responded with, 'Well, why?' and 'How come?' and 'Why is that?' And it was very annoying.

**Interviewer** Have you changed much?

**Erica** Um, I'm still very inquisitive, but I kind of ask more of why, like, I want to know more about your intentions as opposed to just why is something the way that it is.

#### 2 Keith

**Interviewer** Are you good at taking photos?

**Keith** I'm OK at taking photos. I have this technique now where instead of taking a photo with my camera, I'll take a video, um, and then I'll take screen, screen shots from the video stills. For example, if my son's playing football, whenever I try and take a photo, I'll always miss really what I was trying to capture, but by taking a video I can get various stills of the exact shot that I want, so, so yeah, I'm OK.

**Interviewer** What kind of photos do you take?

**Keith** Um, I take a lot of photos of my children, um, I like a lot of action shots, so I'll, I'll take photos of them doing things. Um, I like taking photos of nice places when I go anywhere, so scenic photos, that kind of thing.

**Interviewer** Do you have a camera or do you use your phone?

**Keith** I always use my phone. Um, I do have a camera, but I've probably not used it in about five years. It was quite a good one as well, really expensive, but no, just the convenience of using my phone, and to be honest, it probably takes better photos.

#### 3 Shreeya

**Interviewer** How worried are you about plastic pollution?

**Shreeya** Um, yes, I would say I'm quite concerned about plastic pollution, um, the effect it has on sea life, the environment in general, um, and I think it's good that businesses are taking it more seriously, too.

**Interviewer** Are you doing anything to try to use fewer plastic products?

**Shreeya** I tend to not...while holding a plastic cup, um, can I put this down for that... Yes, if I'm shopping, I'll try to bring, um, a bag of my own, um, and if I have packed lunches for example, I'll reuse the same container and I have a water bottle as well so I don't get plastic water, I, um, tend to refill it.

#### 4 Emma

**Interviewer** Did you study at university?

**Emma** Yeah, I'm studying at university now.

**Interviewer** What are you studying?

**Emma** Osteopathy.

**Interviewer** Why did you choose that subject?

**Emma** Um, because I used to be a competitive swimmer and, um, we, I used to get recurrent injuries and I was seeing a physiotherapist and I wasn't really getting anywhere, and then somebody suggested to me to see an osteopath. I went to see an osteopath and my injuries improved really quickly and it inspired me to be an osteopath.

#### 5 Thomas

## Video Script

**Interviewer** Have you ever had a part-time job?

**Thomas** Yeah, I've, you know, when I was in graduate school I bartended, waited tables, um, you know, for, for part time.

**Interviewer** Did you enjoy them?

**Thomas** I loved them, I loved them, each, each one, um, had different things, but it's part of my personality I would say. I've never had a job where I said I didn't like it, you know, I always tried to find the good in it. And when you're bartending and waitering, you meet a lot of interesting people, you have a lot of good conversations, and you, you find, um, you meet a lot of people who, you know, I would say you'd see some of the bad of humanity and how they treat others, probably more so as a waiter than a bartender.

**Interviewer** So people often complained when you were a waiter, like about the bill?

**Thomas** Yeah, and the service and if their food's late, yeah. It's interesting. It was a lot of fun though. I had a good time.

hasn't come home. We were supposed to have dinner at seven.

**Rob** What time is it now?

**Jenny** It's a little after nine.

**Rob** What? That is worrying. Dad's usually really punctual.

**Jenny** Should I call the police?

**Rob** I think you should. It's really not like him.

**Jenny** OK, and Rob?

**Rob** Yeah?

**Jenny** Oh, it's nothing.

**Rob** What is it?

**Jenny** I know this seems odd, but the house feels strange.

**Rob** What do you mean?

**Jenny** I don't know, but I don't like being alone here.

**Rob** Well, it's late and you're tired.

**Jenny** That's true. But I don't think I'll be able to sleep here.

**Rob** Why don't you ring Luke? You could stay with him, and you could go to the police together and tell them about Dad.

**Jenny** OK, I think I'll do that.

**Rob** I'll ring you later.

**Jenny** OK. Rob, I'll be fine. Don't worry. Bye.

## Practical English Episode 3

### A worried phone call (5.20)

**Rob** He was attacked?

**Jenny** That's right. The police found him at the airport.

**Rob** You're sure it's the same person?

**Jenny** Definitely. I saw his picture. His name's Andrew Page and he's a scientist.

**Rob** And you spoke to him?

**Jenny** He helped carry my bags! I mean, I could have been the last person to see him before it happened.

**Rob** I think you should go to the police.

**Jenny** I know. And Rob, there's something else.

**Rob** What is it?

**Jenny** Well, I don't want to worry you, but your dad

### Making a police report (5.21)

**Laing** And that was the last time you saw Mr Page?

**Jenny** Yes. Is he going to be OK?

**Laing** We don't know yet, I'm afraid. You also said that your father-in-law – Henry Walker – hasn't returned home yet. How long has he been missing?

**Jenny** He was supposed to be home three hours ago.

**Laing** OK. It's a bit early to report him missing but I'll take a statement. So, your name's Jenny Zielinski.

**Jenny** That's right.

**Laing** And you're staying at The Grange, Marsh

**Video Script**

Lane, Long Crendon.

**Jenny** Yes.

**Laing** OK. Can you describe Mr Walker?

**Jenny** He's 62, I think.

**Luke** Yep.

**Jenny** He's average height and build. He has grey hair and glasses. I don't know what colour his eyes are.

**Luke** They're brown. Here is a photo of him.

**Laing** When did you last see him?

**Jenny** This morning. Around ten.

**Laing** Where were you?

**Jenny** At his house in Long Crendon.

**Laing** And do you remember what he was wearing?

**Jenny** Oh, just a brown jacket, a dark green shirt, and jeans.

**Laing** Do you remember anything unusual about the last time you saw him?

**Jenny** Yes, actually. We were going to go to Oxford, but Henry's two front tyres had been punctured.

**Laing** Really? So you left for Oxford and he stayed to fix the car?

**Jenny** Yes.

**Laing** Do you know what his plans were for the rest of the day?

**Jenny** No.

**Laing** Can you give me some idea of his normal routine?

**Jenny** Not really...

**Luke** Well, he's an academic. He teaches at the university a few days a week, but he often works from home. He goes on a lot of long walks, but never this late.

**Laing** And Jenny, do you remember seeing anything unusual when you got back to the house this afternoon?

**Jenny** Well, there was my suitcase. The airport had returned my lost luggage and the lock was broken.

**Laing** Is there anything else?

**Jenny** There were some books on the floor.

**Luke** Really? That's weird. Henry's normally really tidy.

**Laing** OK. Try not to worry, we'll look into this. In the meantime, perhaps you should stay with Luke, and if you think of anything else, or he turns up, give me a call.

**Making a police report – listen and repeat (5.22)**

**Laing** You also said that your father-in-law – Henry Walker – hasn't returned home yet. How long has he been missing?

**Jenny** He was supposed to be home three hours ago.

**Laing** OK. Can you describe Mr Walker?

**Jenny** He's 62, I think.

He's average height and build.

He has grey hair and glasses.

I don't know what colour his eyes are.

**Laing** When did you last see him?

**Jenny** This morning. Around ten.

**Laing** Where were you?

**Jenny** At his house in Long Crendon.

**Laing** And do you remember what he was wearing?

**Jenny** Oh, just a brown jacket, a dark green shirt, and jeans.

**Laing** Do you remember anything unusual about the last time you saw him?

**Jenny** Yes, actually. We were going to go to Oxford, but Henry's two front tyres had been punctured.

**Laing** And Jenny, do you remember seeing anything unusual when you got back to the house this afternoon?

**Jenny** Well, there was my suitcase. The airport had returned my lost luggage and the lock was broken.

**A threatening message (5.23)**

**Jenny** Good morning.

## Video Script

**Luke** Hey.

**Jenny** Thanks for letting me stay. I feel a lot safer here.

**Luke** What? Oh, no problem.

**Jenny** I tried Henry again. Still no answer. I wonder if...

**Luke** Yes! I've done it! I'm in. I've cracked the security code on your computer.

**Jenny** That's great, Luke, but Henry...

**Luke** Wait a minute, that's not right. The username says A. Page...and all the files are encrypted.

**Jenny** A. Page? Are you sure?

**Luke** Let me just see if I can open the files. What the...? Jenny, take a look at this. It's a formula or something.

**Jenny** What does it mean?

**Luke** I have no idea.

**Jenny** It's a message from Henry!

**Luke** What? What does it say?

**Jenny** It's a video. Hang on.

**Henry** Hello, Jenny. As you can see, I'm all right. I can't tell you where I am. But listen carefully. These people want some documents on your computer. They want you to leave it at the house. To prove that I'm OK, here's a copy of this morning's paper.

**Henry** There's one last thing that they want me to tell you. Don't go to the police again. If you go to the police, you know what'll happen. Now Jenny, please don't worry. Tell Rob his old man will be in his study again soon.

**Jenny** We need to call Rob.

### Social English phrases (5.24)

**Narrator** 1

**Jenny** Thanks for letting me stay.

**Narrator** 2

**Jenny** What does it mean?

**Narrator** 3

**Luke** I have no idea.

**Narrator** 4

**Jenny** It's a message from Henry!

**Narrator** 5

**Henry** As you can see, I'm all right.

**Narrator** 6

**Henry** Listen carefully.

## 6B Video Listening

### The history of flat-pack furniture

Hi there, I'm Daniel. I've just bought a new book case. All I need to do is put it together. It shouldn't be difficult. After all, all I need to do is follow the instructions.

OK...this might not be as easy as I thought. I don't know why I'm surprised. People have warned me about flat-pack furniture!

Almost everybody has a story about complicated instructions, and missing parts. But it's incredibly popular and today most people own at least one piece of flat-pack furniture. So, how has this concept come to dominate the entire furniture industry? Well, the story begins with a man called Erie J. Sauder.

Sauder owned a furniture business in Ohio in the 1930s. He made benches, but with the spare wood he made small coffee tables. Because Sauder used leftover wood the tables were cheap, but high quality. In 1940, two travelling salesman noticed these tables. They really liked them. So they took one and displayed it at a furniture show in Chicago. A few days later, they returned with an order for 25,000 tables!

Sauder had to transport all of these new tables to Chicago, so he invented furniture that he could take apart and put into boxes. This made it easy to transport, and people could put it together at home. He patented the idea in 1951 and the ready-to-assemble furniture industry was born. But the idea didn't become popular immediately. Five

## Video Script

years later, a Swedish man named Gillis Lundgren was moving some furniture. He had never heard of ready-to-assemble furniture, and he was finding it very difficult to fit a table into his car. But then he realised that if he took the legs off he would be able to put it in the car and put it together again at home. He discussed the idea with his employers, a small, local firm ... called IKEA. They loved it and decided to focus their entire business on it.

IKEA launched their first flat-pack product in 1956.

Today, it's the largest furniture retailer in the world, generating sales of over 27 billion euros a year. So it's safe to say that the flat-pack concept has been a huge success.

Today almost everybody has a flat-pack wardrobe, table or bookcase. But did you know there are entire flat-pack rooms? You can have a flat-pack bedroom, bathroom, or kitchen. You can even build an entire house out of flat-pack!

There are many reasons why this type of furniture has been successful. Manufacturers are able to produce it quickly and transport it easily, so it's cheaper and more convenient than other furniture. And while it might look complicated at first it is generally very well-designed so it's very, very easy to put together. In fact, anyone can do it! I'm nearly finished and I've only been working on it for a few minutes! I haven't used these bits, but they're probably not important. So, what do you think?

## Revise and Check

Can you understand these people? 5&6 (6.22)

### 1 Rafael

**Interviewer** How much TV do you watch?

**Rafael** I watch a fair amount of television, maybe at least one, maybe two, three hours a day.

**Interviewer** Do you think you watch too much

TV?

**Rafael** Maybe, since I fall asleep in front of it.

**Interviewer** What kind of shows do you watch most?

**Rafael** Some news, um, some entertainment, late night talk shows and then some French TV or some drama.

### 2 Melanie

**Interviewer** Do you live in a city or in the country?

**Melanie** I live in Brooklyn, New York, so I live in a different borough.

**Interviewer** Would you like to move to the country?

**Melanie** I lived in a place that was more country than here, and while I found it really peaceful, I didn't find it that stimulating, so I definitely would prefer to live in a city, at least, at least right now. You know, I'm 25, I kind of want lots of things going on, you know.

### 3 Royce

**Interviewer** What is more important to you when you eat out, the food or the service?

**Royce** The food is much more important when I go out to eat. If the service is bad, I can forgive that.

**Interviewer** Is there anything that waiters do that really annoys you?

**Royce** Um, mostly just when they're, um, when you can't get their attention and when they ask you how things are when you've just taken a big bite of food.

### 4 Julia

**Interviewer** Do you usually tip in restaurants and taxis?

**Julia** Yes, I usually tip in restaurants and taxis.

**Interviewer** How much?

**Julia** Um, I usually just do the standard, like the 20%, yeah.

**Interviewer** Are there any situations where you feel embarrassed to tip?

## Video Script

**Julia** Um, sometimes I'm embarrassed to tip at hair salons, or if I'm getting my nails done, which I almost never do, but just cos I'm not sure how much.

**5 Lynn**

**Interviewer** Are you good at DIY?

**Lynn** Yes, I'm really good and I love renovating and refurbishing and doing everything myself, and I mean really by myself because I don't invite friends or anyone, I just do it alone and I love it.

**Interviewer** What was the last thing you did?

**Lynn** The last thing was my bedroom. I renovated my bedroom. It was waiting for three years to be renovated. Yes, that's the last thing I did.

## Practical English Episode 4

**Rob gets involved (7.24)**

**Jenny** Rob, are you OK?

**Rob** Yes...no...I don't know.

**Jenny** What are you going to do?

**Rob** I need to get to England as soon as possible. I wish I was there with you now.

**Jenny** Me too. I just don't know what to do. Should we go back to the police?

**Rob** I don't think so. You heard what they said. They're obviously watching you and I don't want them to hurt Dad!

**Luke** And we can't just give them the laptop. We know what they're capable of.

**Rob** You're right. You know, there's something bothering me about Dad's message. It's the words he used.

**Jenny** What do you mean?

**Rob** I'm not sure. Can you play the end of the message again for me?

**Henry** Now Jenny, please don't worry. Tell Rob his old man will be in his study again soon.

**Rob** That sounds strange.

**Luke** What sounds strange?

**Rob** 'His old man.'

**Luke** Why is that strange? He is your dad!

**Rob** But he'd never call himself my 'old man'. It's just not like him.

**Jenny** So what are you saying? That he said it deliberately?

**Rob** I think it could be a clue.

**Jenny** But 'old man'? What on earth can that mean?

**Rob** I don't know. But I'm sure it means something.

**Jenny** You know, there was something else. I could hear something in the background.

**Luke** Like a generator or something?

**Jenny** Not just that. At the beginning of the video. It sounded like a church bell ringing.

**Luke** That could be anywhere.

**Jenny** You're right.

**Rob** Anyway, I need to try and get a flight to London.

**Jenny** OK. Good luck. We'll call you later.

**Rob** Bye, guys.

**Jenny** Bye.

**Luke** Well, you definitely can't go back to Henry's house now.

**Jenny** You're right. I'll need to find a room in a hotel or a B&B.

**Luke** Don't be silly. You can stay here as long as you like.

**Jenny** Won't Simon mind?

**Luke** Simon? No, he'll understand. And we've got the spare room.

**Jenny** Are you sure?

**Luke** Of course I'm sure.

**Jenny** Thanks, Luke. That's very nice of you.

**Luke** No worries. I'll tell you about the house.

**Talking about house rules (7.25)**

**Luke** It's a great location, and the rent is cheap, but Simon can be a bit difficult.

**Jenny** Oh, right.

**Luke** He's got a few rules. After all, it is his house.

**Video Script**

**Jenny** That's fine.

**Luke** To start with, it's a no-smoking house.

**Jenny** Great.

**Luke** And he's a strict vegetarian so you can't cook meat or leave meat products in the fridge.

**Jenny** Uh huh.

**Luke** He just feels really strongly about not eating meat.

**Jenny** That's not a problem.

**Luke** What about you? Is there anything you need?

**Jenny** There is one thing – could I connect my phone to your wi-fi?

**Luke** Sure. The password's lukeandsimonrule, all lower case, all one word.

**Jenny** Got it.

**Luke** Anything else?

**Jenny** Yeah. I have some clothes I need to wash. Is it OK if I use your washing machine?

**Luke** Of course you can. But Simon prefers us to use the eco-friendly detergents. There's some in the cupboard.

**Jenny** Cool.

**Luke** Oh, and you mustn't use a hot water programme. He's very keen on saving energy.

**Jenny** OK, and do you mind if I use your dryer too?

**Luke** Sorry, we don't have one, but you can hang it out on the washing line.

**Jenny** Great. Is there anything else I should know?

**Luke** No, I don't think so – oh! You should probably move your car.

**Jenny** I guess Simon doesn't like cars either.

**Luke** Well no, but it's not that. We know the kidnappers have been watching us, right? They might see it and recognize us.

**Jenny** You're right. I'll move it right away.

**Luke** Look, I'll come with you and we can get a coffee. There's a nice café round the corner.

**Jenny** Thanks, Luke.

**Talking about house rules – listen and repeat (7.26)**

**Luke** To start with, it's a no-smoking house.

**Luke** ...you can't cook meat or leave meat products in the fridge.

**Jenny** That's not a problem.

**Luke** Is there anything you need?

**Jenny** There is one thing – could I connect my phone to your wi-fi?

**Luke** Sure. The password's lukeandsimonrule, all lower case, all one word.

**Luke** Anything else?

**Jenny** Is it OK if I use your washing machine?

**Luke** Of course you can.

**Luke** ...you mustn't use a hot water programme.

**Jenny** ...do you mind if I use your dryer too?

**Luke** Sorry, we don't have one,...

**Jenny** Is there anything else I should know?

**Luke** No, I don't think so...

**Taking a risk (7.27)**

**Jenny** Oh, I hope we're doing the right thing.

**Luke** What do you mean?

**Jenny** Maybe we should just go to the police.

**Luke** We can't. You heard what the kidnappers said.

**Jenny** I know, I know...but it's all such a mess. What will we do if we can't find him?

**Luke** We will!

**Jenny** I hope so. I just don't know.

**Luke** Is that Rob?

**Jenny** Yes. Rob, hi!

**Rob** Hi, Jenny.

**Jenny** Any news?

**Rob** It's snowing really heavily and there aren't any flights to London. I don't know when I'm going to get back.

**Jenny** Oh, Rob, that's terrible!

**Rob** I know, but I'll keep trying.

**Jenny** Is there anything we can do?



## Video Script

**Rob** Yes, actually. I've been thinking about Dad's message – that 'old man' business.

**Jenny** What about it?

**Rob** He must be telling us where he is. It's the only explanation.

**Jenny** But what can we do about it? We don't know what it means.

**Rob** Well, Dad also mentioned something about his study, didn't he?

**Jenny** Yeah, but...

**Rob** I'm sure I remember something about an old man. It's the name of a book or a painting or something, and I think it's in the study.

**Jenny** Henry's study?

**Rob** Yeah. Listen Jenny, I think you'll have to go back there.

**Jenny** Back to Henry's house? But we know they're watching.

**Rob** I know, and I'm really sorry, but it's our only chance.

**Jenny** You're right. Luke and I will figure something out.

**Rob** Thanks, Jenny. I wish I was there to help.

**Jenny** Don't worry, we'll be OK. Talk to you soon.

**Rob** Bye Jenny. And be really careful!

**Jenny** Did you get that?

**Luke** Yes, but we can't go to the house now. If they're there, they'll see us immediately.

**Jenny** We'll have to go when it's dark.

**Luke** But they still might see us.

**Jenny** We can sneak in the back way. There's a footpath.

**Luke** Good idea. I know that way really well. I used to play around there when I was a kid.

**Jenny** We'll need flashlights though.

**Luke** I've got some.

**Jenny** OK. We'll have to be careful, but we just might be able to do this!

## Social English phrases (7.28)

**Narrator** 1

**Jenny** It's all such a mess.

**Narrator** 2

**Jenny** I hope so. I just don't know.

**Narrator** 3

**Jenny** Any news?

**Narrator** 4

**Rob** I know, but I'll keep trying.

**Narrator** 5

**Rob** I've been thinking about Dad's message – that 'old man' business.

**Narrator** 6

**Jenny** Did you get that?

## 8B Video Listening

### The Globe Theatre

Hello, I'm Charlie. Welcome to Shakespeare's Globe. It's an incredible building. It's made almost entirely of wood, following authentic building practices, and it has a thatched roof. Believe it or not, this is the only thatched roof that has been allowed in London since the Great Fire of 1666.

In fact, it's almost exactly the same as the original theatre. The first Globe was built by Shakespeare's playing company – who were called the Lord Chamberlain's men – in 1599. It looked just like this but it was about 230 metres that way.

The first theatre burned down during a performance of Shakespeare's Henry VIII on the 29th June 1613. The company soon had the theatre rebuilt but sadly this second theatre was destroyed by the British government in the 1640s, because they believed theatre was immoral.

This site was almost completely forgotten about for almost three hundred years, until an American called Sam Wanamaker tried to find it in the 1950s.

## Video Script

Sam Wanamaker was an actor. He was from the United States, but the Government banned him from working due to his political views. He decided to move to England, the home of his hero – William Shakespeare. He started performing in Shakespeare plays all over the UK, especially in Stratford-upon-Avon – Shakespeare’s birthplace. Eventually Wanamaker followed his hero’s footsteps and came to London. He wanted to see the spot where the world-famous Globe Theatre had been. He hoped to find a statue or a memorial. He was shocked when all he found was a dirty, old plaque.

He came up with a plan to rebuild the famous Globe. In 1970 he launched the Shakespeare Globe Trust and put his plan into action. But it wasn’t easy. First of all, he tried to find out the size of the original theatre. But the owners of the site refused to have an archaeological survey carried out.

Then he struggled to buy this riverside site from the local council. All this time everybody was telling him that a true reconstruction of the Globe was impossible.

But Wanamaker didn’t give up. He managed to buy the site, and with the help of historical advisers and extensive research, he had a theatre built that was as close as possible to Shakespeare’s 1599 playhouse.

Sadly Wanamaker died four years before Shakespeare’s Globe opened in 1997. He is remembered as the ‘visionary who recreated Shakespeare’s Globe’ and the theatre he worked so hard to rebuild has been a huge success.

Today it’s a fantastic place to see Shakespeare’s famous plays. There are 857 seats in the stalls and 700 people can stand in the pit, an area with no seats, which is in front of the stage.

Attached to the outdoor theatre is a modern building. The Globe Exhibition and Tour is here, housing the largest permanent exhibition on Shakespeare

in the world. This explores the life of Shakespeare and recreates the London he lived in.

Since 2014, there has also been an indoor theatre on the site, which, like the Globe, looks and feels like a theatre from Shakespeare’s time. It was built using plans from the 17th century. The interior is made entirely of oak wood. Above the stage there is a musician’s gallery and a beautiful painted ceiling. There are no electric lights on stage – all the lighting is provided by candlelight, giving the theatre an authentic Shakespearean atmosphere. And can you guess what it’s called? It’s the Sam Wanamaker playhouse, in honour of the man who made all of this possible.

### The Globe Theatre – extracts

- 1 ...and it has a thatched roof...
- 2 He was shocked when all he found was a dirty, old plaque...
- 3 There are 857 seats in the stalls and 700 people can stand in the pit...
- 4 ...all the lighting is provided by candlelight...

## Revise and Check

### Can you understand these people? 7&8 (8.17)

#### 1 Diarmuid

**Interviewer** Do you still go to the bank or do you do all your banking online?

**Diarmuid** I do almost all of my banking online.

The only reason I’d go into a bank is to ask for advice, so maybe for big things, like a mortgage or a loan I would go in to have a face-to-face conversation, but other than that, it’s all online.

**Interviewer** Have you ever had a problem with online banking?

**Diarmuid** Yes, I’ve had problems, um, just glitches in the system that mean you can’t access it when you need to, um, I’ve never had a huge

## Video Script

problem though.

### 2 Victoria

**Interviewer** What's the best live event you've been to recently?

**Victoria** Um, I would say the best live event I've been to recently is, last time I was in LA I went to a Dodgers game. Um, the Dodgers are my favourite baseball team and, um, now they're in the World Series, so it was exciting to see them play this year.

**Interviewer** Why did you enjoy it so much?

**Victoria** I enjoyed going to the Dodgers game so much this year because I live in New York now and I don't get to see them play in person that often, and they're a really good team this year, um, so getting to see them play was really exciting.

### 3 Keith

**Interviewer** Do you ever play board games or other kinds of games with friends or family?

**Keith** Yeah, I play, um, board games with my family, with my wife and with my children.

**Interviewer** What's your favourite game? Why?

**Keith** Um, my favourite game. I would choose either Monopoly or Cluedo. Um, I play both of them a lot with my children, and with my family. I'd probably say Cluedo's my favourite. My children love it and I've always loved it since I was a kid as well. It's a detective game where you have to solve a crime and who's committed it, what with and where they did it, and it's a really good game.

### 4 Carolina

**Interviewer** How often do you go to the hairdresser's?

**Carolina** Um, once a month, I think.

**Interviewer** What do you usually have done?

**Carolina** I get my hair cut. That's it.

**Interviewer** Have you ever had a haircut that you really didn't like?

**Carolina** Many times. Once I remember that it I, it turned out to be super short and I was very disappointed. I almost cried.

### 5 Erin

**Interviewer** What's the most interesting historical site you've ever visited?

**Erin** I almost hate to say it because it sounds like a cliché, but the Colosseum in Rome. Just the, the architecture and the things that people were capable of with their brains before computers is just mind-blowing. But also the Museum of Science, the Galileo Museum in Florence is also very cool.

**Interviewer** Why did you go there?

**Erin** We went to Rome and the Colosseum specifically because my husband wanted to. I wasn't very interested, but I was really surprised at how it - much I enjoyed it. And we went to the Galileo Museum because someone else had recommended it and it seemed like an interesting thing to do, sort of off the beaten tourist path. And it was amazing. I think my brain melted a little bit.

**Interviewer** Would you recommend it to other people?

**Erin** Absolutely. If you do the Colosseum, pay extra for the guided tour. You get through the line faster.

## Video Script

### Practical English Episode 5

#### What the clue means (9.20)

**Jenny** Keats, The Iliad, poems by Byron, The Complete Works of Shakespeare...nothing about an old man!

**Luke** Not even a picture on the front cover.

**Jenny** What about those paintings? Anything there?

**Luke** I've already checked them. Nothing. Should we look through each book?

**Jenny** That could take forever and we don't have time. This is hopeless. It's OK, it's Rob. Rob.

**Rob** Jenny. Any luck?

**Jenny** No. We've been here for hours and we've looked everywhere. We haven't found a single thing about an old man. Look Rob, maybe the 'old man' thing wasn't a secret message at all.

**Rob** But it sounded so odd. And why would he mention his study?

**Jenny** Well, he's under a lot of pressure. He probably just...

**Rob** Wait!

**Jenny** What?

**Rob** Is there anything on top of the bookcase?

**Luke** Just a load of old books. We've already been through them.

**Rob** Isn't there anything else?

**Luke** Wait a second. Yeah, there are two small paperweights.

**Rob** Do they have anything written on them?

**Luke** This one says 'Apollo, god of music and poetry'.

**Rob** What about the other one?

**Luke** It says 'Proteus...the old man of the sea'!

**Rob** That must be what Dad meant!

**Jenny** What does it mean? Who's Proteus?

**Luke** You know, that name sounds familiar.

**Rob** I think he's a Greek god. Dad's got loads of stuff like that.

**Luke** No, no, not that. I'm sure I've seen it

somewhere. I'll google it.

**Jenny** Does it mean anything to you, Rob?

**Rob** No. I can't remember hearing it before.

Maybe it's someone's name or...

**Luke** Got it! Proteus is a biochemical company. It's based in Oxford and...oh, I don't believe it!

**Jenny** What is it, Luke?

**Luke** It's right by St Bartholomew's church. You know, the one with the famous bells!

**Jenny** The bells we heard in the recording. That must be where Henry is! Rob, we've got to go call the police.

**Laing** Laing speaking... Yes?... Oh, Jenny Zielinski... OK, slow down... Where? Proteus?... Yes, I know it... No, Jenny, you can't go down there... It's too dangerous... and it's illegal...I know but... OK, OK, but not on your own... we'll meet you there in ten minutes.

**Jenny** It was night time and we could hear a generator in the background.

**Laing** Right, so we're looking for a room with a generator. How are you doing, Luke?

**Luke** I'm just downloading the plans for the Proteus building now. That's it. Done. OK, there's only one room with a generator. It's in the basement.

**Laing** Excellent. Tom, where are you?

**Tom** We're approaching a side entrance. There's nobody around.

**Laing** OK, Tom. I'm going to hand you over to Luke. He's going to guide you to a room in the basement. That's where we think Henry's being held.

**Tom** Got it.

**Laing** Be careful.

**Tom** Don't worry. Come on.

#### Giving directions in a building (9.21)

**Luke** OK, go to the end of the corridor, go through

## Video Script

the door and turn right.

**Tom** We're in a large open area.

**Luke** That's right. Now, go straight ahead. You should see some stairs on your right. Go past the stairs and a coffee bar. Turn right. Carry on and you should see a set of double doors.

**Tom** Should we go through?

**Luke** Yes. Now, you should see some stairs on your left.

**Tom** Yeah, I see them.

**Luke** Right. Go down the stairs, continue straight on, and walk down the ramp.

**Tom** We're at the end of the ramp. Which way now?

**Luke** Turn right and carry on straight along the corridor. Go past a maintenance room and two fuse boxes, and try the next door on your right.

**Tom** The door's locked. Is there another way?

**Luke** Hold on. OK. Turn round and go back down the corridor.

**Tom** Should we go back up the ramp?

**Luke** No. Go straight to the end of the corridor and turn left.

**Tom** We're here. There are two doors. Which one should we take?

**Luke** Try the one on your left.

**Tom** It's open!

**Luke** What can you see?

**Tom** There are three big safes and cages full of documents. Are you sure this is the right way?

**Luke** Yes, you're in the store room. Can you hear a generator?

**Tom** Yes! It's coming from the end of the corridor.

**Luke** Head towards it. But watch out for guards!

**Tom** There's a door here and a narrow corridor to the right. What should we do?

**Luke** I don't know!

**Tom** Wait. I can hear voices. There are people in there.

**Laing** That must be the room.

**Tom** OK. We're going in.

### Giving directions in a building – listen and repeat (9.22)

**Luke** OK, go to the end of the corridor, go through the door and turn right.

**Luke** Now, go straight ahead.

**Luke** You should see some stairs on your right.

**Luke** Go past the stairs and a coffee bar.

**Luke** Turn right. Carry on and you should see a set of double doors.

**Tom** Should we go through?

**Luke** Now, you should see some stairs on your left.

**Luke** Go down the stairs, continue straight on, and walk down the ramp.

**Tom** Which way now?

**Luke** Turn right and carry on straight along the corridor.

**Tom** Is there another way?

**Luke** Turn round and go back down the corridor.

**Luke** Go straight to the end of the corridor and turn left.

**Tom** Which one should we take?

**Luke** Try the one on your left.

**Tom** Are you sure this is the right way?

**Luke** Head towards it.

### A happy ending? (9.23)

**Newsreader** Police have arrested a man and a woman following a raid on the Proteus building in Oxford early this morning. They have been named locally as Selina Lavelle and Grant McFadden. Mr McFadden has been charged with assault following the brutal attack on research scientist Andrew Page, who is still recovering in hospital. Ms Lavelle has been charged with false imprisonment, extortion, blackmail, and industrial espionage. Police believe she organized the kidnapping of university lecturer Henry Walker. Mr Walker, who was rescued in the raid,

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told reporters he'd been through a terrible ordeal, but hadn't been badly hurt. He wished Andrew Page a speedy recovery and said he would visit him in hospital. Mr Walker thanked the police for their hard work. He said that he was too tired to talk to reporters in detail and was just looking forward to returning home.

**Jenny** Well, Henry, you're kind of a star.

**Henry** I never expected to become a celebrity, not at my age.

**Rob** Well, next time you're kidnapped, Dad, try to set us an easier clue.

**Henry** I must admit, I was beginning to lose hope. It took you a long time to work it out.

**Rob** You can't blame us! Proteus – the 'old man' of the sea? How were we supposed to know that?

**Henry** You need to brush up on your classics.

**Luke** Oh come on, Henry, I think we did really well!

**Henry** I'm joking, I'm joking. You were great. I really have to thank you. Goodness knows what would have happened if you hadn't found me in time.

**Jenny** We're just glad we did.

**Henry** Now, I had been saving this for a special occasion and, well, I think this is it. Could you fetch the glasses, Luke?

**Luke** No worries.

**Rob** It's great to have you back, Dad.

**Jenny** It sure is.

**Henry** I just wish you were here, Rob.

**Rob** Well, it's just stopped snowing. I could get a flight now and maybe we could stay there for longer. What do you think, Jenny?

**Jenny** Oh, I don't know. The English countryside is a little too wild for me. I can't wait to get back to the peace and quiet of New York!

### Social English phrases (9.24)

**Narrator** 1

**Henry** I must admit, I was beginning to lose hope.

**Narrator** 2

**Henry** Goodness knows what would have happened if you hadn't found me in time.

**Narrator** 3

**Henry** Could you fetch the glasses, Luke?

**Narrator** 4

**Rob** It's great to have you back, Dad.

**Narrator** 5

**Henry** I just wish you were here, Rob.

**Narrator** 6

**Jenny** I can't wait to get back to the peace and quiet of New York!

## 10B Video Listening

### Speaking exams – top tips for success

**Presenter** Welcome to Regent Oxford, one of the oldest English language schools in the UK. For many years, Regent has helped people to improve their English, and a big part of this is preparing for English exams. Most of the students here are hoping to get a qualification in English. There are several different tests and certificates for them to work towards, but almost every exam tests reading, writing, listening and, of course, speaking. For a lot of students, the speaking exam is often the most stressful. Unlike any other exam, students are face-to-face with their examiner, so it can feel like there's less thinking time and more pressure. But don't worry, here are some tips that can help.

**Narrator** Tip one. Give yourself plenty of time.

**Presenter** The first tip may seem obvious, but it's important – get to your speaking exam in plenty of time. You should arrive at least half an hour beforehand, if you can. You need to feel relaxed, and if you're late, you'll be stressed, which will make the exam much more difficult.

**Narrator** Tip two. Engage with the examiner.

**Presenter** When you first go into the exam

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room, greet the examiner and try to smile, even if you feel nervous. Remember, examiners want you to do well, so just be polite and friendly. Body language is really important too, so make eye contact, smile and sit up straight throughout the exam.

**Examiner** And Marcus, what do you enjoy doing at weekends?

**Marcus** I enjoy going to the beach and hanging out with my friends, to maybe the shopping mall or some parties.

**Examiner** Valentina, where do you meet your friends?

**Valentina** Mostly at school, but we like hanging out at other times as well.

**Examiner** OK. And Marcus, what did you do yesterday?

**Marcus** Yesterday, I did a tour at Oxford city and I really enjoyed know, knowing new places, yeah, and knowing new people.

**Examiner** OK, good. Excellent.

**Narrator** Tip three. Involve your partner.

**Presenter** Always look interested in what your partner is saying, respond to their suggestions and make sure you give them the opportunity to speak. Ask for their opinion and try to involve them in the conversation as much as possible.

**Examiner** Here is a picture with some ideas to help you.

**Presenter** Hopefully, they will do the same for you.

**Marcus** Would you like to start?

**Valentina** Oh, yeah. What do you think about the vending machine?

**Marcus** Oh, it will be a nice thing, but it's better to invest in something related to education. Don't you think?

**Valentina** Oh, yeah, I agree.

**Marcus** And what about the tablets?

**Valentina** Oh, I think they wouldn't be really

helpful because we would access another side perhaps and we wouldn't focus on the lessons.

**Marcus** Mmmhmm, I see your point, but maybe we can put rules in the use of it, and just put things related to the lessons and about subjects that we're going to work with them.

**Valentina** Oh yeah.

**Narrator** Tip four. Avoid one-word answers.

**Presenter** Another useful tip is not to just say one word when you're answering the examiner or your partner. Always answer in full sentences and add more detail wherever you can. This will not only impress the examiner, it will also make it feel much more like a natural conversation, which can help you to relax.

**Examiner** Marcus, where are you from?

**Marcus** Rio.

**Examiner** And Valentina, where are you from?

**Valentina** I live in Brazil as well, but I live in a really small town. It's called Santo Gusto, and I live there with my whole family. It's, um, it has only 13,000...

**Examiner** Inhabitants.

**Valentina** Inhabitants, yeah.

**Narrator** Tip five. Don't be afraid to say that you don't understand.

**Presenter** It's perfectly normal to not understand a person that you're meeting for the first time. When the examiner asks you a question, don't panic if you don't understand. Just ask the examiner to repeat it.

**Examiner 2** What sort of accommodation would you most like to live in?

**Student** Could you repeat that, please?

**Examiner 2** What sort of accommodation would you most like to live in?

**Student** In apartments, of course. I don't really like living in houses.

**Narrator** Tip six. Don't memorize answers.

**Presenter** Whatever you do, don't give answers

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you've learnt word-for-word. It's fine to memorize words and phrases that you might need, but not whole sentences or paragraphs. These are easy to spot and give a bad impression. Remember - it's a test of your English - not your memory.

**Narrator** Tip seven. Don't freeze if you can't find the word you need.

**Presenter** When it's your turn to speak, if you can't think of the word you need, don't just panic and say nothing. Just try to explain it in a different way. This is also quite normal – it happens to people all the time, even in their own language.

**Examiner 2** ...and here's your topic. I'd like you to describe an event that you attended recently. Can you start speaking now, please?

**Student** Yes. A couple of weeks ago, I went to my cousin's wedding. And we had a really... A couple of weeks ago, I went to my cousin's wedding, and we were really glad that he invited us. And we had to go to another country. Um, I was really glad that, that he got married... how can I say... it was... it was a really nice wedding, he's from another country, so I went to Paraguay. We went there and it was so nice and beautiful. In other words, so it was so emotional and touching, but my favourite part was when his mother, my, my aunt, she sang a love song to the newlyweds, and...how can I explain...? Everyone in there cried.

**Presenter** There's no doubt that speaking exams are challenging, but these tips will help you to feel more confident and speak more naturally. But of course, the best preparation is practice. And the best way to practise? Get talking! Goodbye... and good luck!

## 10B Video Listening

### Speaking exams – exam task

I'm going to describe a situation to you.

A British couple with two children aged 12 and 14 are going to visit your country next month. You have been asked to show them some places in your town. The parents are especially interested in history, and the children in sport and nature. Talk to a partner about the different places they could visit, and say which they would enjoy most and why.

Here is a picture with some ideas to help you.

## Revise and Check

### Can you understand these people? 9&10 (10.14)

#### 1 Victoria

**Interviewer** Do you have a good memory?

**Victoria** I have a good memory for, for things that I can picture, like details in my head. So when I meet someone, I'm really good at remembering their name because I, I just kind of plant it in my head. Um, but I'm not as good at remembering, like if you ask me what I had for dinner three days ago, I wouldn't remember that.

#### 2 Jan

**Interviewer** When was the last time you went to a wedding?

**Jan** It was approximately two and a half weeks ago. And it was my wedding.

**Interviewer** Did you have a lovely time?

**Jan** I did. I had a lovely wedding. And the wedding was a second time around for me. I was a widow for eight years, and I met my new husband online, which is quite avant-garde for someone my age.

#### 3 Keith

**Interviewer** What's the best influence that the USA has had on the world?



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**Keith** Um, I think the best influence that the US has had on the world is in TV and movies. I think a lot of countries, or most countries, um, that watch a lot of US TV, US drama, US movies. I watch a lot. I've been watching Breaking Bad and Ozark recently, which are two of my favourite shows, and I just think the, the influence that they've had on TV and drama is, is a really big influence.

**Interviewer** And the worst influence?

**Keith** The worst influence, I'd probably say, is the amount of commercialism. I think, you know, the American dream was always, you know, about making money, um, and being successful, and I think that's had quite a negative impact on the world, that, um, so much now is driven by the need to be, er, er, making profits and I think all in all society's, er, not really benefitted from that.

### 4 Royce

**Interviewer** Are there any American fast food places near where you live?

**Royce** Er, yeah, there are several fast food places near where I live.

**Interviewer** Do you ever go to any of them?

**Royce** Um, I don't, I try not to. I don't particularly like it very much and it's quite bad for you.

### 5 Diana

**Interviewer** How do you feel about taking exams?

**Diana** Um, I feel alright, I like studying so I am kind of alright at handling that situation. It's always a little bit nervous, but it's alright.

**Interviewer** Have you ever had an exam disaster?

**Diana** Um, well I remember in, um, in an oral exam I went, er, blank for, like, 20 very long seconds, but then I was alright. I was just like, blank for a while.

**Interviewer** Did you pass the exam?

**Diana** Yes, I did.