#### Listening Activity No. 1

Listen to a telephone conversation and indicate whether the statements are true or false.

Operator: Operator. Can I help you?

Tom: I'm calling from a pay phone in Ealing Shopping Centre. I've been trying to get through to a number for the past 15 minutes, but I keep getting a funny noise.

Operator: Are you sure it's the right number, Sir?

Tom: Yes. I've checked in the telephone book. Are the lines busy?

Operator: What kind of sound are you getting?

Tom: A continuous humming sound.

Operator: Did you put in enough money?

Tom: Yes. I put in the correct amount.

Operator: What number are you calling, Sir?

Tom: 567 0802.

Operator: I'm sorry, Sir. Could you repeat that once more slowly, please?

Tom: 567 0802

Operator: Ah, that explains it then. We've been having a lot of trouble with that area because of crossed lines. One moment, and I'll try and get the number for you. . . I'm just trying to connect you, Sir. . . (ringing of the telephone)

Your number's ringing now. Put in 20p, please.

Tom: Thank you very much.

Operator: Go ahead, please.

#### Listening Activity No. 2

You are going to hear some announcements. As you listen, answer the questions below.

Ladies and gentlemen, if I could have your attention for a moment, please. I have the final notices for this final session of the conference. Now, first of all I'd like to mention that the cross cultural session has been very popular, so we're moving the final discussion to Room 203. That's Room 203, which means that the grammar session will be changed from Room 203 to Room 302. That's the grammar session in Room 302. I hope everybody's got that.

Now, I have a notice here that you must return your keys to the reception desk before you leave. Thank you.

Turning now to your discussion records, I would like to see you return them to the session chairpeople by four o'clock this afternoon. That's 16:00 hours. Thank you.

Regarding coaches for the airport. . . er. . . they will be gathering outside the main building at 3:30. That's. . . er. . . 15:30 hours. And there will be another one a little later than that. . . That's

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17:15. That's 5:15. I'd like to ask you all to be there, ready for the buses, at least five minutes before the departure times, so we can all leave promptly and everybody will get home on time. Thank you.

I have particular messages for. . . er, Professor Hurst and Professor Cole and Professor Malnachurk. I'd like to ask you three—are you here? Professor Hurst, Professor Cole? Yes. And Professor Malnachurk? I'd like to ask you to collect your reprints from the conference desk before you leave. Thank you.

Finally, I have a reminder from Professor Olsen of Leeds University, that the Sixth Annual Convention of EFL will be held in Bangkok in October. I think you'll all be. . . er interested in marking that date on your calendar. That's the Sixth Annual Convention of EFL, October. And I'd like anybody that's interested in that conference to leave your name at the conference desk. Thank you very much.

Ladies and gentlemen, I know it has been a very happy event for me, this conference, and I hope that you, too, have found it a happy and productive time. Thank you all for coming.

### Listening Activity No. 3

You are going to hear a conversation between Jane and her parents. Listen to the conversation carefully and answer the questions.

Jane: There's a letter here for you, Mum.

Mum: Thanks, Jane. Oh, no, not another telephone bill. I hope it is not as much as last time.

Jane: How much is it?

Mum: £130.94 for three months. How can it be so much? Your father and I hardly make any calls. You must have been using the phone all the time.

Jane: Only to speak to my friends.

Mum: Jane, I don't think you realise just how much it costs when you telephone your school friends, and you speak to them for so long, especially during the day. Why can't you call them after 6 pm when it is cheaper? Your father is going to be so upset when he finds out.

Jane: I'm sorry.

Mum: Well, being sorry just isn't good enough. I've told you often enough not to use the telephone so much. If you had to pay the bill, you wouldn't be so irresponsible with the telephone. You see your friends every day. Why do you need to phone them up as well?

Dad: Hello.

Mum: Hello. Look at this bill for the telephone. Jane has been phoning all her friends again.

Dad: £130.94 for three months. Jane, this has got to stop. We both told you the last time to be more responsible when phoning your friends and not to take so long speaking to them. It costs too much. You'll have to pay half of this bill out of your wages from your Saturday job.

Jane: But Dad, that's not fair.

Dad: To teach you that the phone costs a lot of money you will have to pay half of this bill. You are lucky I'm not going to make you use the phone box down the road to make your calls.

Jane: OK. But it'll take me weeks to pay your half of £130.94.

Mum: We may have to get one of those phone locks and I'll keep the key, then you won't be able to make any calls.

### Listening Activity No. 4

You are going to hear a talk about underground tickets in London. Look at questions 1-8. Now listen to the talk and answer questions 1-8.

Underground tickets are available at all underground stations. Ticket prices for the underground vary according to the distance you travel. The network is divided into five zones, a central zone and four outer zones. Generally, your fare will increase, the more zones you travel through. You must buy your ticket before you start your journey, from a ticket office or machine. Keep your ticket for inspection and collection at your destination.

The easiest and most economical way to travel around London is with a travelcard. This gives you the freedom of London's trains, tubes and buses in whichever zones you choose. It's perfect for the visitor because one ticket combines travel on the trains of Network Southeast with the underground, Dockland Light Railway and most of London's buses. It's more convenient than buying separate tickets for each journey. Travelcards are available from any train or tube station.

A one-day travelcard is ideal for a day's shopping, sightseeing, and all tourist trips in London. You can travel anywhere you like within the vast 650 square mile travelcard area. No need to keep queuing for tickets or carry a pocketful of change for ticket machines, just use whatever form of transport suits you best for any combination of trips. One-day travelcards can be bought from staffed train or tube stations after 9:30 am at weekdays and any time at weekends.

Travelcard season tickets include 7-day, monthly and annual tickets. This is the modern, convenient and flexible ticket for your daily journey to work. For travelcard season tickets, please bring a passport-size photograph with you. Smoking is not allowed anywhere on the underground. Smoking is permitted, however, on the back of the upper deck of buses.

#### Listening Activity No. 5

You are going to hear a conversation about looking for a job. Look at questions 1-8. Now listen to the conversation and answer questions 1-8.

Ann: Look. Here's one that might interest you.

Philip: What is it? Are you sure? The last one you sent me off to was a disaster.

Ann: Yes. Look. It says they want a junior sales manager, and it looks like it's a big international company. That'd be good. You might get to travel.

Philip: What kind of company is it, though?

Ann: Um, let's see. Yes, it's a textile company that seems to import from abroad. That's odd, isn't it? What else? . . . They say the salary is really good. They operate a system of paying you a basic salary and then offering a sales commission on top of that. They say it's high. And, oh look! They give you a car to travel round in. Gosh! That's not bad, is it?

Philip: Um. . . do they say anything about experience?

Ann: Um. . . let's see. No, they want someone young with ambition and enthusiasm. Oh yes, they want graduates, so that's OK. You've been to university. Now what else? Let's see.

Philip: There must be some catch.

Ann: No. The only thing is you have to travel, but then that's what the company car's for. Oh, and you have to be able to get on well with other people 'cause it says you have to be good on a team.

Philip: Um, perhaps I'll have a closer look at that one.

#### Listening Activity No. 6

You will listen to a conversation between two friends. As you listen, answer the questions below.

Tom: Hello, Mike. What's up with you?

Mike: Oh, Tom. It's my landlady again.

Tom: You're always in trouble. What is it this time?

Mike: You see, she's left a note for me. Just read it.

Tom: Well, did you leave the front door open?

Mike: I honestly don't remember. I got back late from a party. Anyway, what does it matter? It's all complaints in that house, first noise, then the bathroom.

Tom: Well, in that case, why don't you look around for another place?

Mike: I've already started. I looked in the paper this morning, plenty of advertisements as usual, but most of the places are too far from school.

Tom: Look, why don't you come and share with us?

Mike: But surely there are four of you in the flat already, aren't there?

Tom: Yes, but, you know, Jane is leaving at the end of the month. She's got a job down south. There will be a spare room. It's rather small, but you can sleep there for the moment till you find a nice one.

Mike: That's a good idea. How many rooms do you have?

Tom: We have four bedrooms and a big living room.

Mike: What are the arrangements?

Tom: Oh, we share all expenses, of course, rent, light, and heating.

Mike: What about food?

Tom: Oh, we each buy our own. It works out fine that way. And you can do anything you like in your own room, but there is one thing. . .

Mike: What's that?

Tom: Don't leave the front door open. Strange people may wander in.

Mike: All right. I promise that won't happen again. By the way, when is Jane leaving?

Tom: Let me see. . . yes, this time next week.

Mike: Today is the 22nd, Tuesday, so she's leaving on the 29th. Well, I will move in one day after she leaves.

Tom: Yes, no problem. We will get ready by then.

Mike: Thanks a lot.

Tom: You're welcome.

#### Listening Activity No. 7

You will hear a dialogue between a researcher and a chief librarian. Listen to the dialogue and answer the questions.

Librarian: Good morning, Julia.

Researcher: Good morning, Peter.

Librarian: Do come in. You've brought the results with you, I see.

Researcher: Yes, in fact, I completed the survey last week.

Librarian: So, I can hear the criticisms now, then?

Researcher: That's right. And perhaps you'll be able to tell me what can be done about them.

Librarian: I'll certainly do my best. Well, what would you like to start with?

Researcher: The catalogues. I'm afraid many of the Science students complain that they're incomplete and out of date. They think they're really bad. Is there anything you can do to improve things there?

Librarian: Oh yes. We can either check all the cards and reprint them where necessary, or we can change to a computer system.

Researcher: How much would it cost to do the first?

Librarian: About six thousand pounds.

Researcher: And how long would it take?

Librarian: Oh, maybe three months.

Researcher: And how much would it cost to do the second?

Librarian: Change to a computer system? Yes, oh, about sixty thousand pounds.

Researcher: And how long would that take?

Librarian: Oh, nine months, I'd say. About nine months.

Researcher: Thank you. Now. . . next I'd like to move on to the borrowing facilities. The Social Science students described these as rather disappointing. They complained that they were only allowed to borrow three books. Most of them felt they ought to be able to borrow more books, perhaps five or six for undergraduates and up to ten for graduates.

Librarian: That may be possible.

Researcher: Also, they'd like to be able to keep the books for a longer period, say three weeks instead of the present two.

Librarian: That also sounds reasonable. I'll see what I can do.

#### Listening Activity No. 8

You are going to hear a conversation between a student and a counsellor. Listen to the conversation and answer the questions.

Counsellor: Good morning. Sit down, please.

Student: Good morning.

Counsellor: What can I do for you?

Student: I've come for some advice. My name is Sophie Cole and I'm Italian. I came to this country about six months ago.

Counsellor: Yes?

Student: And I don't know if I can use my. . . qualifications here. Maybe I need to do another course. And then I'm worried about my English. You see, I'm worried about not understanding. . . er. . . people very well.

Counsellor: I see. Mm. . . Well, I need to get a bit more information about you. What are you doing at the moment?

Student: Now I'm studying English because my English is very poor.

Counsellor: How many hours a week?

Student: Twelve hours a week.

Counsellor: Yes, but how many. . . well, never mind. What sort of job do you see yourself doing in this country?

Student: Well, in this country. . . er. . . well, it seems that it's very difficult for me to get a job.

They want experience in this country and I have not got any. My qualifications may

not be accepted here and with. . . all the unemployment and everything I'm. . . I'm really worried.

Counsellor: Yes, but. . . what kind of work do you want to do?

Student: I'm a civil engineer, but that's not the problem. If I have a degree, I can work for myself.

Counsellor: Do you have any engineering qualifications?

Student: Yes. I studied civil engineering at the university in Rome.

Counsellor: Oh, when was that?

Student: About three years ago.

Counsellor: Mmhmm. And then, what did you do? I mean did you have any work experience in your own country?

Student: Oh, yes. I worked for a big company for about two years after the university. Now, I

would like to get. . . a Master's degree in this country. But first I need to study more English.

Counsellor: Yes. I think you are quite right. First you need to improve your English, then you could start looking for a university and apply for the degree in engineering for next year. Have you enrolled in our intensive English courses?

Student: Yes.

Counsellor: I suggest you study English for another six months, then take the IELTS test. This test will check how well your English is and the score will be accepted by all the universities in the UK. Here is the IELTS test booklet. You can get more details about this test.

Student: That's a great help. Thank you very much.

Counsellor: You are welcome.

#### Listening Activity No. 9

You are going to hear a talk about the services in Ealing College. Look at questions 1-10. Now listen to the first part of the talk and answer questions 1-10.

Welcome to Ealing College of Higher Education. Today I'll talk about student services at the college.

All student services are to be found in the North Building. Social life and some of the welfare services are run by the Student Union, of which all students are automatically members. After enrolment, take your receipt to the Student Union and they will give you your student card. Your student card also entitles you to membership in the Student and Staff Club.

The Student Union will give you a handbook which gives more details on all the services offered plus more information on the health service, accommodation and so on.

Let's talk about medical services first. ECHE has a student health centre. The centre is open from 9:30 to 8:45 Monday to Thursday and from 9:30 to 5 on Fridays during term time. The college doctor, Dr. B. Kearns, holds a surgery in the Medical Centre four days a week: Monday and Tuesday mornings, Thursday afternoons and either Wednesday or Friday afternoons. The nurse will tell you which one on any particular week. Appointments for these are made through the nurses and are usually for the following day. Outside of these times Dr. Kearns can be found at her surgery which is located at No. 2 Ascott Avenue, W5 (very close to college). During your stay in England you must register with a local doctor and if you live in the London Borough of Ealing you can register with Dr. Kearns.

### Listening Activity No. 10

You will hear the last part of the talk about the services in the college. Look at questions 1-10. Now listen to the rest of the talk and answer questions 1-10.

Last time I talked about the student services in the college. Today I'd like to talk about the Counselling Services.

The College Counselling Service is located in the North Building. The counsellors are Ms. Penny Rawson and Ms. Ann David. I have asked Ms. Rawson to join us today to discuss their role. Ms. Rawson. . .

Ms. Rawson: Thank you. Both Ann and I are full-time counsellors. Students either come to us on their own or are referred to us by a tutor. We see students individually, run group therapy sessions and courses of sessions as we think necessary. We are here to help with any problems, no matter how great or small, such as homesickness, relationship difficulties, death and separation, sexual problems, undue stress due to work and so on. You will not be the first to be homesick, find college life stressful, or decisions problematic. So please don't hesitate to come and have a chat if there is anything bothering you.

This is a confidential service but we are willing to arrange with your course directors, your tutors, Student Union officers, career department or doctors. We can also put you in touch with outside counselling services. As a part of the university, all counselling is free of charge for full-time students. I know some of you may feel that seeing a counsellor has a stigma attached to it, but let me assure you even the best balanced individuals encounter situations where they need someone to talk with. So please don't hesitate.

You're welcome to make use of this service. We hope you will enjoy your studies at the university. Thank you.

#### Listening Activity No. 11

Susan came to a Barclays Bank and talks to a bank clerk. Listen to their conversation and answer questions 1-10.

Clerk: Good morning. What can I do for you?

Susan: Good morning. I'd like to open a bank account.

Clerk: What kind of account do you want?

Susan: I'm not quite sure. I'll be a college student. I simply require a safe place to keep my money and easy access to it. Can you recommend an account for me?

Clerk: All right. Do you get a grant?

Susan: No. I will be supporting myself.

Clerk: I see. You could open an Instant Account.

Susan: What's an Instant Account?

Clerk: Basically, it's an interest account. It has all the usual current account facilities such as a cashcard and a deposit book, except a chequebook, and pays competitive interest on your account when it's in credit. There are two levels of interest for this account. If your balance is up to five hundred pounds, the interest is five point two-five per cent. If your balance is five hundred or over, it attracts an even higher rate of interest which goes up to seven point two-five per cent. You will receive a cashcard for our machines, so you can withdraw money with the card from any machines at any Barclays branches when the

bank is closed.

Susan: Oh, I see. How can I withdraw money if I have no chequebook?

Clerk: Well, you have to withdraw money either using your card or visiting your branch.

Susan: I see. How can I find out how much money I have in my account?

Clerk: You can ask your branch and tell them how often you would like to receive your statement, which provides you with a permanent record of income and expenditure. It will show every transaction on your account and the balance remaining at the end of each day. You can also use your cashcard to check your balance.

Susan: That's fine. I think I'll open an Instant Account.

#### Listening Activity No. 12

You will hear a job interview. As you listen, answer questions 1-10.

Smith: Please sit down, Mr. Wilson. My name's Jane Smith and I'm the personnel manager.

Wilson: Hello. How do you do?

Smith: Now, this is just a short preliminary interview. I'd like to talk about your present job and what you've done up till now.

Wilson: Yes, of course.

Smith: Well, could you tell me how long you've had your present position in Evening News? It is Evening News, isn't it?

Wilson: Yes, that's right. Um, I'm not sure. Let's see. I left university in 2010. . . is that right?—
Yes, 2010. Then I was unemployed for about two months, and then I travelled round
Britain for a few weeks, so it must be more than three years now in fact.

Smith: Um. . . yes. And have you any particular reason for wanting to change your job? I mean why do you want to move?

Wilson: Well, I actually like my present job and still find it interesting. The salary's OK so it's nothing to do with money, though you can always do with more. I suppose the thing is that I'm really very ambitious and keen to get promoted, so that's the real reason.

Smith: You say you like your job. Can you tell me what aspect you like most?

Wilson: Oh, dear. That's difficult. There are so many things. My colleagues are quite nice to go along with so there's a good cooperative atmosphere. And compared to other presses the working conditions are great. I mean the office itself is good.

Smith: Um, yes.

Wilson: And then there's the fact that as a journalist I regularly write articles about what is happening at home or in the world so I have to make decisions. I must be responsible for what I have written. You know, that is what I really like most about the job. They give me lots of room for initiative.

Smith: Yes. Well, we are looking for someone who isn't a clock-watcher and who isn't too concerned about working fairly long hours.

Wilson: Oh, I don't mind that. I'm used to it. I often work irregular hours. I was very often made

to work at night. Some sort of job that would come up. . . that was very important and they said it had to be finished. . . er. . . it's got to go into the newspaper the next day. There was a lot more pressure in writing an article for the newspaper.

Smith: And what about your education? You went to Leeds University, didn't you?

Wilson: Yes. After leaving school I started a diploma course in design at the university but I decided to change courses and did a postgraduate diploma in Social and Public Policy instead.

Smith: Good, and have you done any courses since? . . .

### Listening Activity No. 13

You'll hear a dialogue between a foreign student and a Student Union officer. As you listen, answer the following questions.

Officer: Good morning. Can I help you?

Student: Yes. I'd like to know something about the British Medical Scheme.

Officer: Yes. What's your question?

Student: Can I use British doctors if I fall ill?

Officer: That will depend on how long your course of study is. If it is six months or more, then you are entitled to treatment from the British Medical Scheme called the National Health Service—NHS, as if you were a British citizen. With the NHS, consultations with doctors are free, but you will be asked to pay something towards the cost of medicines. You are also entitled to free treatment in British hospitals. Always make sure the doctor knows you want treatment from the NHS, as doctors also take private patients, who pay the full cost of all their treatment.

Student: How do I make sure I can be treated by the NHS?

Officer: If you are eligible for treatment, that is, you are registered on a course of six months or longer, then the first thing you should do is to register with a doctor. You should register with any doctor close to where you live—local post offices have lists. All you need to do is visit the doctor or the doctor's receptionist during consulting hours and ask to be included on the doctor's list of patients. If the doctor decides to accept you, you will then be sent a medical card by post which will carry your National Health Service number. Take great care not to lose this. If the doctor cannot accept you, try elsewhere or contact the local Family Practitioner Committee. You can get the address from the post office or any doctor. Find out your doctor's consulting hours from the doctor or the receptionist and ask whether or not you need to make an appointment before seeing the doctor. Remember to be on time for any appointment you make. You can see him or her during those hours, unless you are seriously ill. If you are seriously ill, the doctor can be called out to see you. Once you have registered, you should tell your warden, landlord, landlady or a friend the name, address and telephone number of your doctor, so that if you are suddenly taken ill, the doctor can be called out to see you.

Student: I see. Could you tell me something about British hospitals?

Officer: Yes. Hospitals provide specialist treatments, or treatment for which any kind of extended stay is required. Your doctor will recommend you to go if it is necessary. Casualty or emergency treatment following accidents is free for everyone. As not all hospitals provide such services, you should find out which local hospitals do in case you ever need treatment.

Student: How about dental care in Britain?

Officer: You can find lists of dentists who give National Health Service treatment at local main post offices. You do not register with a dentist, but you should ask whether they are willing to give you NHS treatment, as dentists are free to accept or refuse patients and to provide private treatment only. If you are accepted, you should give the dentist the NHS number which is on your medical card. There is a charge for all dental treatment. For basic treatment this could be up to seventeen pounds. More extensive dental treatment will cost more if you are not registered with a doctor. You will have to pay the full cost of dental treatment as a private patient. You will have to make an appointment to see your dentist and should give notice if you are unable to attend an appointment, or you will be charged for loss of time. You should try to have your teeth checked at least once per year by the dentist. From the NHS you are entitled to a free 6-monthly checkup.

Student: Thank you very much. This helps me a lot.

#### Listening Activity No. 14

You are going to listen to the director of a college talking about his school. Listen to the talk and answer the questions.

Many of you already have a reasonably firm idea of the general subject area you wish to study. Others are more open and searching for ideas. Whatever your situation, I hope you find that we have a course that meets your needs.

Our firm aim is to be a student-centred institution with a special emphasis on flexibility. This begins with our attitude to access. We judge people on their motivation and commitment to study as much as, if not more than, formal qualifications. This is reflected in the vitality and diversity of our student population.

Some of our students come direct from sixth form or college; others are coming into higher education after a short or long gap from formal education. Some are seeking a specific set of skills with a particular job or profession in mind; others are re-training or studying to give their careers a new direction or dimension. Some are learning about the very latest scientific, technological and commercial knowledge; others are stretching their mind on sensitive environmental, social and cultural issues. Even a casual observation of the mix of our student body indicates that we are close to our aim of being a polytechnic for the whole community.

To meet our students' needs we have 500 academic and a further 500 support staff

committed to good quality teaching, high standards and sensitive and sympathetic student care. We have probably the longest experience of understanding and dealing with the differing needs of a diverse student population.

I hope you will find a suitable course at the polytechnic college. If you want to come to the college and we consider you suitable, we will do our best to find you a place. And when you are here, we will work hard to make your experience enjoyable, stimulating and educationally rewarding.

#### Listening Activity No. 15

You are going to hear a talk about Bell College. As you listen, answer questions 1-10.

Welcome to Bell College. The aim of the college is to foster the growth of international understanding through the provision of high standard educational courses. Second, the college is based in a residential setting for adult students from abroad. And last is to make a positive contribution to the development of teaching English as a foreign language. Bell College is one of a group of schools run by the Bell Educational Trust, a non-profit-making educational foundation.

The college offers an attractive environment for study and leisure for students aged 18 or over. A hundred and sixty students live in comfortable single and twin study bedrooms on the campus, and a further seventy or eighty with carefully selected local families. The excellent common room facilities in the college are matched by the extensive gardens and sports fields.

Superb academic facilities including a modern learning centre and library and sophisticated computer networks are available for students' use in class hours and in the evenings and at weekends.

A wide range of courses is offered in three areas: the Main English Programme, Teacher Training and English for Specific Purposes. The teaching staff are highly qualified native speakers with wide experience of working in schools, colleges and universities in many parts of the world.

Living in an international community of thirty or more nationalities is an important part of the Bell College experience. Great stress is laid on pastoral care and the college has its own medical centre.

A busy and interesting programme of sporting, cultural and social activities is provided in the evenings and at weekends with excursions to many parts of Britain.

### Listening Activity No. 16

You will hear a conversation between a new student and a welfare officer. As you listen, answer questions 1-10.

Caesar: Good afternoon. My name is Caesar Bautisto.

- Wendy: Hello. I'm Wendy-one of the welfare officers. Can I help you?
- Caesar: Yes. I have to move out of my accommodation in two weeks and I can't find anywhere else to live.
- Wendy: Okay. I'll need to know some details about your current situation.
- Caesar: I'm an overseas student, from the Philippines. The college gave me a temporary room for one month. I can't find anywhere else and I have no money.
- Wendy: Have you told the college about your position or asked them to let you stay longer in your accommodation?
- Caesar: No, not yet. I didn't think that would be possible.
- Wendy: Well, we can contact the accommodation service on your behalf to see if they'll let you stay a little longer, until you find an alternative.
- Caesar: Thank you. But I'm not sure that I can find another place, as they all ask for money before moving in and I don't have any.
- Wendy: Yes, it is usual in this country for landlords to ask for up to a month's rent in advance.

  Don't you have any money at all?
- Caesar: Hardly any. I'm waiting for my grant cheque to be sent from the Philippines at the moment. It should have been here for me to collect when I arrived in Britain, but it seems to have been lost.
- Wendy: You can apply for an emergency loan from the Union if you want. The loan can be for up to £200, and we ask for a post dated cheque for the same amount to be given to us so that we can recover the money once you receive your grant cheque.
- Caesar: That would be very good. I'll apply, but I'm still worried about how to find new accommodation.
- Wendy: As I said earlier, we can ask the college to extend the time you are allowed to stay in your present accommodation. They may refuse, of course.
- Caesar: Then what will happen?
- Wendy: If the worst comes to the worst, the Union may be able to provide some very short term emergency accommodation. If you want me to, I'll contact one or two of the addresses on the notice board and arrange for you to visit them.
- Caesar: But what if they ask me for the rent in advance? I only have £90 left and I need that for food and books.
- Wendy: It'll be all right. By the time they actually need the money, we'll have your emergency loan ready. Just fill in this application form and write me a cheque for £200 please, payable to the Student Union.
- Caesar: Right. I'll do that. Thank you very much for your help. I'm feeling more optimistic now.

#### Listening Activity No. 17

Anna receives a phone call from her friend Peter. You will hear an extract from

their conversation. As you listen to the conversation, answer questions 1-10.

Anna: Hello.

Peter: Hi, Anna. Look, I'm sorry to bother you so late. I just wanted to ask you a little favour.

Anna: Oh, sure. Well, I'd like to help out. Anything you want.

Peter: Look, I'm. . . um. . . I'm going to London for a week.

Anna: Oh, how wonderful. Oh, I wish I could get away on holiday.

Peter: Look, I got a problem though, I. . . you know, I got some cats and. . . er I. . . I need a home for them.

Anna: Oh, er. . . well, the only thing is, how many of them are there?

Peter: Well, there're only two.

Anna: Oh, well, that's okay then. I think I still have a box. But it's pretty worn out and a bit dirty, not too nice, you know.

Peter: Well. . . um, I think that'll be all right. I. . . I'm sure it'll be fine as long as you clean it up. I mean you will have to clean it up because. . . er. . . er. . . well, I didn't. . . didn't want to mention this earlier, perhaps, but. . . er. . . one of them is pregnant, you see. One of the cats is pregnant and she's going to be delivering. . . er. . . pretty soon.

Anna: Oh, no. I'm a little nervous about it now. I mean. . . er. . . I don't know if I can cope with that.

Peter: Of course you can. Look, I mean, they're okay. She looks after her babies. She had six the last time. You'll love them.

Anna: Six? Wow, that's just a little too many. I mean, oh, I. . . I don't think I could cope with that, I mean. And. . . and how do I tell when they are due, you know, when. . . when they're going to be delivered?

Peter: Very simple. You see, the mother starts spending more time in her box and starts meowing a lot. You will know that she's ready to have the babies.

Anna: Well, what kind of food do I have to give them?

Peter: Very simple. They don't need anything and the mother nurses them for about five to six weeks. You just give the mother cat food and milk.

Anna: Well, does it have to be hot?

Peter: No, just fresh milk.

Anna: Anyway, why do you keep them? I mean, don't they cause you an awful lot of work and trouble?

Peter: Oh, no. They're so sweet. They are so beautiful. You're going to just love them when you see them. They're so nice. Er. . . look, the mother also needs some fresh milk every day.

Anna: Well, how often do I have to give her milk?

Peter: Just two or three times a day.

Anna: Well, here's an idea. Why don't you bring what they need, then I'll just have—then I won't have to worry about it.

Peter: Okay, I could do that. I'll bring a big bottle of fresh milk and a large box of cat food, then that should be okay.

Anna: A large box? How long did you say you were going to be away?

Peter: Now look, don't start worrying too much. She may not produce these little cats this week at all.

Anna: Well, I sincerely hope not. I mean, I'm not used to this sort of thing, you know.

#### Listening Activity No. 18

You are going to listen to a talk about the food we eat. Look at questions 1-10. Now listen to the talk and answer questions 1-10.

Welcome to *The Food We Eat*, sponsored by Safeway. Increasingly, we know more about the effects of our eating habits and lifestyles on our health. While new information can change old ideas, the new stories can often be confusing. At Safeway we try to help customers not only in the range and types of food offered, but also by providing up-to-date reliable information in areas we know are of interest and which relate to the diet we eat. Today we are going to talk about sugar. Recently, doctors have been advising us to eat less sugar.

The health recommendation to use less sugar is for two reasons. Firstly, for the sake of our teeth: since the amount and frequency of sugar consumption links to decay. Secondly, as sugar is a good source of calories, it can easily be a problem if we tend to be overweight.

The dental risk is because bacteria which occur naturally in our mouth feed on carbohydrates—sugar and starch—to form plaque and acid. Plaque is a sticky coating that prevents the bacteria from being removed by saliva. The acid attacks the tooth itself.

This takes time, however, so the trick is to avoid sticky foods like sweets which stay around in crevices feeding the bacteria. Regular brushing, preferably with a fluoride toothpaste, helps remove particles and resist acid. The worst thing you can do is nibble sweet things between meals—it puts your teeth under constant attack.

A sweet tooth develops gradually. . . and you might be surprised at how you can steadily "unlearn" the taste, taking in fewer calories, and saving your teeth. Here's some ways:

- A. Gradually cut down the sugar in tea and coffee till you can stop altogether, or switch to sweeteners.
- B. Choose snacks with a lower sugar content—fresh fruit, raw vegetables, crackers, milk or low-fat, natural yogurt. Remember some fruits, like raisins, have lots of sugar.
- C. Look for reduced sugar alternatives: there are more and more around, from diet drinks to yogurts, even jams and sauces.
- D. Try gradually to cut back on the sugar you use in cooking—especially in baking.

#### Listening Activity No. 19

You are going to listen to a talk about au pairs in the UK. Look at questions 1-10. Now listen to the talk and answer questions 1-10.

What is an au pair? An au pair is a single girl without any dependants who comes to the UK to learn English and to live as part of an English speaking family. She is not a domestic servant but may help in the house for up to 5 hours a day for pocket money. Suitable tasks would be light housework and taking care of children. She should have one day each week completely free and she should be free to attend language classes and religious services if she wishes. Pocket money should be between 15 and 20 pounds per week and she should have her own room.

Before she arrives, she should have as much information as possible about the home she is going to and what she will be expected to do. She will find it helpful to have a letter from her hostess explaining the arrangements to show the immigration officer when she arrives.

An au pair must be a single girl aged at least 17 and no older than 27 when she first becomes an au pair. She must be a national of a Western European country, which includes Malta, Cyprus and Turkey. The longest a girl may stay in the UK as an au pair is two years. A girl who has been in the UK before as an au pair will be allowed to come to the UK again as an au pair only if the total period is not more than two years.

An au pair is not allowed to take a job in this country—the light household duties which are part of the au pair arrangement are not regarded as employment.

An au pair who is a national of a country which is not in the Commonwealth or European Community (EC) and who is admitted for longer than 6 months will normally have to register with the police. This will be shown in her passport. She must take her passport and two passport-size photographs to a police station. She will have to pay a fee, about 25 pounds.

If an au pair wishes to stay longer than the time stamped in her passport, she may apply either by post to Lunar House, Croydon, or in person at one of the Public Enquiry Offices. If she applies by post, it is a good idea to send any valuable documents by recorded delivery post. She should apply before the time limit on her permitted stay runs out. She must show that the arrangements are still those of an au pair. She may change host families during her time in the UK, providing that the new arrangements are also those of an au pair.

#### Listening Activity No. 20

You are going to hear a travel agent discussing a holiday booking with two customers. Listen to their conversation and answer questions 1-10.

Agent: Good morning. Can I help you?

Customer 1: Yes, good morning. We'd like to book a holiday for July, please.

Agent: Certainly. Where did you have in mind?

Customer 1: Oh, well, we haven't thought a lot about it, really. We'd just like to go somewhere hot, you know, and it must be in July.

Agent: I see. Well, let's get the dates cleared up first, then we can see about availability. What part of July were you thinking of?

- Customer 2: Oh, well, you see, we have slightly different holidays. I've got the whole month except for the last five days, so I could go from the first to the twenty-sixth, but my friend here doesn't start until the seventh, so I suppose it will have to be the middle two weeks really.
- Customer 1: Yes, but I've got to be back before the twenty-third.
  - Agent: OK. Now, let's find a destination. Any preferences. . . France. . . Italy. . . ?
- Customer 1: Oh, not France. We went there last year and it was absolutely packed with teenagers making noise and getting drunk all the time.
- Customer 2: Yes, it was terrible. We definitely want somewhere quieter this year.
  - Agent: Well, of course it depends more on the resort rather than the country. There are resorts in every country which cater for the family or the slightly older person. They're usually a shade more expensive, though, as you might expect. . .
- Customer 1: Oh, well, we don't mind paying a bit more if it means more peace and quiet, do we?
- Customer 2: Definitely not. It'll be well worth it.
  - Agent: All right. Let's have a look at what we've got on the computer. . . July. . . was it ten or fourteen nights you wanted?
- Customer 1: Oh, the fortnight, please.
  - Agent: Right. Well, let's start with Italy. Umm, we've got fourteen nights' bed and breakfast in Sorrento for three hundred and forty-five pounds, from Manchester, on the fourteenth, or we've got. . .
- Customer 1: No, wait a minute, that's no good for me. We wouldn't get back till the twentyeighth, and I've got to be back at work before that.
  - Agent: Oh, yes. Umm. . . how about Sweden, two weeks, half-board. . .
- Customer 2: How much would that be?
  - Agent: That would be five hundred and forty pounds, from Manchester again.
- Customer 1: Well, five hundred and forty. . . er. . . that seems too much.
  - Agent: Well, madam, there's a surcharge for the airport, and it has a five-star hotel.
- Customer 2: Oh, well, it's a bit over our budget, really. . .
  - Agent: All right. Let's try somewhere else. How about Portugal?
- Customer 2: Oh, that sounds great. We've never been there before, have we?
  - Agent: Let's see now. We've got fourteen nights in Albufeira, half-board, from Gatwick, for three hundred and eighty-five pounds.
- Customer 1: Albufeira? Oh, wait a minute. Did you say the flight was from London?
  - Agent: That's right, from Gatwick.
- Customer 1: Oh, well, we'd prefer a flight from the north somewhere, Manchester perhaps, or even Glasgow. . .