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Learn hot english magazine

No.154

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Grammar!

Quick tips to improve your grammar.

Language

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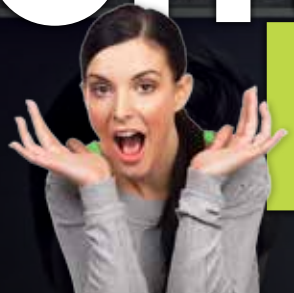
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EDITOR'S INTRO

How you learn English with Learn Hot English magazine

WHY ARE YOU LEARNING ENGLISH? TO GET A BETTER JOB, TO PASS AN OFFICIAL ENGLISH EXAM, TO TRAVEL, OR JUST TO COMMUNICATE IN ENGLISH? LEARN HOT ENGLISH MAGAZINE HELPS WITH ALL THIS.

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



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

In this month's issue, we're looking at interjections – words and sounds you can use to express emotions such as shock, surprise and anger, etc. Understanding them will really help improve your ability to follow conversations. On the topic of language, we're also looking at whether English is an easy language to learn. And you can find out all about limericks – short poems that can help with your pronunciation.

We've also got an article on the Present Simple Passive, and how to say and write numbers, as well as some vocabulary pages on adjectives to describe clothing, idioms for **clarifying** a situation and phrasal verbs that are used in e-mails.

Of course, that's not all. We're also looking at popcorn, vloggers, a cat that's made its owner millions, the European Union, passive-aggressive people, the benefits of cycling, unusual arrests by the police, people who get stuck in embarrassing places and how not to get a job.

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

Happy learning!



AUDIO FILES

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

Yours,

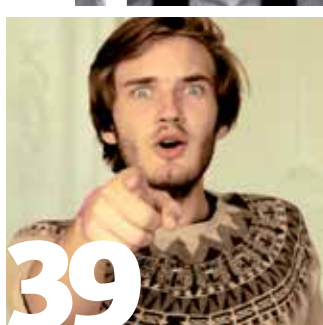
Andy

GLOSSARY

to clarify *vb*
if you "clarify" something, you make it clear and easy to understand

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Pre-Intermediate (CEF level: A2)

- 3 Editorial
- 4 Vocabulary: housework
- 5 Housework **TRACK 1**
- 6 Cycling **TRACK 2**
- 7 Interview **TRACK 3**
- 8 Grammar Booster: The Present Simple Passive **TRACK 4**
- 9 Word Booster: Giving a speech
- 10 English in Action... Describing clothes **TRACK 5**
- 11 Natural English: Holidays **TRACK 6**
- 12 Listening activity: Connecting someone **TRACK 7**
- 13 Practical English: How to say numbers **TRACK 8**
- 14 Grammar - quick tips **TRACK 9**

Intermediate (CEF level: B1)

- 15 Stuck **TRACK 10**
- 16 Popcorn **TRACK 11**
- 17 Limericks **TRACK 12**
- 18 Listening activity: Phone problems **TRACK 13**
- 19 Business news: Grumpy Cat **TRACK 14**
- 20 English is easy **TRACK 15**
- 21 Music... in English: Rap **TRACK 16**
- 22 Travel English: The B&B **TRACK 17**
- 23 How to improve your reading skills
- 24 Interjections **TRACK 18**

Upper Intermediate (CEF level: B2)

- 27 Recipe: Veg fried rice / Film Script: *Midnight Run*
- 28 Pranks **TRACK 19**
- 29 Positive **TRACK 20**
- 30 White elephants **TRACK 21**
- 31 Vocabulary Clinic: Socialising words & expressions
- 32 Quirky News: Unusual arrests **TRACK 22**
- 33 Directory
- 34 Listening activity: Placing an order **TRACK 23**
- 35 Idioms: "Clarifying information" idioms

Advanced (CEF level: C1)

- 36 Group Talk: Websites **TRACK 24**
- 37 Slang Conversation: The phone **TRACK 25**
- 38 The EU **TRACK 26**
- 39 Vlogging **TRACK 27**
- 40 Passive aggressives **TRACK 28**
- 41 Listening activity: The meeting **TRACK 29**
- 42 Phrasal Verb Themes: E-mails
- 43 Subscriptions
- 44 Answers
- 46 Story Time **TRACK 30**

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All material in this publication is strictly copyright, and all rights are reserved. Reproduction without permission is prohibited. The views expressed in *Learn Hot English* magazine do not necessarily represent the views of Hot English Publishing SL. However, we do think that vloggers are popular, Grumpy Cat should cheer up and passive-aggressive people are highly dangerous.



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HOUSEWORK

Learn some useful words and expressions for talking about doing housework.



Do the hoovering / do the vacuuming (US) (with a vacuum cleaner or Hoover)



Do the cleaning (with a cloth)



Sweep the floor (with a brush and pan)



Mop the floor (with a mop and bucket)



Do the dusting (with a duster)



Do the washing (in a washing machine)



Do the ironing (with an iron and ironing board)



Hang up the clothes (with clothes pegs)



Fill up or empty the dishwasher



Do the washing up / do the dishes (US) (with a sponge)



Make the bed



Tidy up / pick things up / put things away

Objective To improve your reading and listening skills.

Think about it What type of housework do you do? How often do you do the ironing? When was the last time you did the washing up? Do you make your bed every day? Why? Why not? When do you do the housework? How long does it take?

© TRACK 1: ENGLISHMAN & US WOMAN

WHEN YOU'VE FINISHED, YOU CAN SWEEP THE FLOOR!



HOW TO DESCRIBE HOUSEWORK

We asked a few people what sort of housework they do.

The shared flat

I live in a **shared flat** with six other people. It used to get quite **messy** in the common areas, so we **drew up** a **cleaning schedule**. Now, we each take turns sweeping and mopping the floor in the living room, and cleaning the kitchen and bathroom. We've also got these new rules that you have to wash up immediately after cooking, and you can't leave anything **lying around** in the living room. **[Greg, a student]**

The house

I live in a four-bedroom house with my partner and our two children. I'm in charge of all the admin stuff like paying the **bills**, and I do the **school run** in the morning. My husband **picks** the kids **up** after school and **looks after** them in the evening as he gets home from work earlier than me. At the weekend, I do the ironing and hoovering while he cleans the kitchen and bathrooms. **[Natalia, a doctor]**

The apartment

I live on my own in an apartment in the city centre. I hate doing any **DIY** or stuff like that. I can just about manage to change a light bulb, but I hate having to do any repairs. So, I usually just call a **plumber** or **electrician**. I go shopping at the weekend in a big supermarket fairly nearby, and cook most evenings. I have a dishwasher, so I don't have to do any washing up, and a cleaner comes in twice a week to do the cleaning, vacuuming, dusting and ironing. **[Piers, a company director]**

The semi-detached house

I live in a little **semi-detached** house with my boyfriend. We both do the washing up, and we take turns to do the vacuuming and cleaning – I do it one week and my partner does it the next. It tends to work out quite well because we're both quite clean, but not **obsessively** so. I do a bit of ironing, but I only iron my clothes if I absolutely have to, and I'll never iron anything like **pants**, **socks** or **sheets** – what's the point? **[Jessica, an accountant]** ✨

GLOSSARY

a shared flat *n*
a flat with different people living in different rooms, and each person paying separately for their room

messy *adj*
if a house is "messy", there are clothes, toys, etc. all over the floor

to draw up *phr vb*
if you "draw up" a plan (for example), you prepare it

a cleaning schedule *n*
a list of the cleaning jobs that each person has to do in a house, flat, etc.

lying around *exp*
if clothes are "lying around", they're on the floor, on furniture, etc.

a bill *n*
a piece of paper with information about how much you must pay for something

the school run *n*
if you do the "school run", you take the children to school in the morning

to pick up *phr vb*
if you "pick up" a child from school, you go to the school to collect the child

to look after *phr vb*
if you "look after" someone, you take care of them, you protect them, you help them, you give them food, etc.

DIY *abbr*
an abbreviation of Do It Yourself. DIY jobs are jobs or repairs you do at home: putting up a picture, fixing a toilet, etc.

a plumber *n*
a person whose job is to fix pipes, toilets, etc.

an electrician *n*
a person whose job is to fix lights, electric cables, etc.

a semi-detached (house) *exp*
a house that is next to (and also joined along one side) another house that's exactly the same

obsessively *adv*
if someone is "obsessively" clean, they can't stop cleaning and want to clean all the time

pants *n*
clothing you wear under your trousers, etc.

socks *n*
clothing you wear on your feet

a sheet *n*
a piece of material you sleep on when you lie down on your bed

Answers on page 44

1 Pre-reading

Make a list of all the housework you do at home. What do you like doing? What do you hate doing? Why?

2 Reading I

Read or listen to the article once. Were any of the things you thought of mentioned?

3 Reading II

Read the article again. Then, answer the questions. Write Greg, Natalia, Piers or Jessica. Who...

- ...does the ironing and hoovering at the weekend?
- ...only irons if she has to?
- ...takes turns sweeping or mopping the living room floor?
- ...doesn't do any washing up?
- ...lives in a shared flat?
- ...lives on his own?
- ...is in charge of the admin stuff in the house?
- ...does the vacuuming every other week?

Objective To improve your reading and listening skills.

Think about it How do you get to work? What are the pros and cons? What do you like or dislike about cycling? How often do you go cycling? Would you be able to cycle to work? Why? Why not? Where would you put your bike?

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

CYCLING IS FREEDOM!



THE BENEFITS OF CYCLING

When was the last time you went cycling? Where did you go? How did you feel? Have you ever cycled to work? We asked a few people who cycle to work what they like about it.

Brian
I cycle to work most days, unless it's **pouring with rain**. I really like it because it keeps me fit. In fact, since I started cycling to work, I've lost a lot of weight. And that's just from doing an hour of cycling a day – half an hour there and half an hour back. Before, I used to go to work on the **Underground**, but now I'm getting an hour's exercise every day. And that's worth money because if I joined a gym, it'd cost me about £600 a year.

Samantha
Cycling puts me in a great **mood**. I used to have to drive to work, and that'd really stressed me out, but cycling is different. I don't know how but it sort of **energises** you – it must be all the cold, fresh air. Before I go to work, I **drop**

my daughter **off** at school first. She sits on a little seat at the back of the bike. It's **downhill** most of the way and she seems to enjoy it too as we go through a park near our house, and **stop off** to see the ducks on the way. Also, it makes me feel good to think that I'm helping with the city's **pollution** problems. Plus, I don't **get stuck** in traffic anymore!

Mike
Going by bike **saves** me money. It's really expensive to get to work by train from where I live. Last year, it cost me about £700 for a **season ticket**, and it's only about 13km away if you go there on a more direct route along the road. Anyway, one day, I thought I'd try going by bike. I didn't think I'd be able to **keep it up**, but I soon **got used to** it and now it doesn't seem so far. It took me about 55 minutes the first time, but I can do it in about 25 minutes now, which is great. That's about how long it was taking me by train anyway, with all the waiting and the stops, and then getting stressed when I **missed** a train. ☺

SAVINGS

If one in 10 journeys in the UK was made by bike, the National Health Service would save £250m a year, according to Cambridge University research on the health benefits of cycling.

VIDEO

YouTube

Watch a video on the benefits of cycling to work. Search YouTube for "Benefits Of Cycling To Work - My First Commute".

GLOSSARY

to pour with rain *exp*
to rain a lot and very heavily
fit *adj*
if you're "fit", you're strong and healthy
the Underground *n*
a train system that runs under the ground in London
a mood *n*
if you're in a good "mood", you're feeling happy and positive
to energise *vb*
if something "energises" you, it gives you a lot of energy and makes you feel positive
to drop off *phr vb*
if you "drop someone off" at a particular place, you take them there by car (for example) and leave them there
downhill *adj*
if you're going "downhill", you're going towards the bottom of the hill
to stop off *phr vb*
if you "stop off" somewhere during a journey, you stop there for a short time
pollution *n*
bad, dirty or poisonous substances in the air, earth or water
to get stuck *exp*
if you "get stuck", you become trapped somewhere and you can't get out
to save *vb*
if going by bike "saves" you money, you have more money because going by bike is cheaper than going by car (for example)
a season ticket *n*
a special ticket at a reduced price so you can travel on a train line for a period of 3, 6 or 12 months, for example
to keep up *phr vb*
if you "keep up" something, you continue doing it
to get used to *exp*
if you "get used to" something difficult, it becomes easy for you eventually
to miss *vb*
if you "miss" a train, you don't catch it

Answers on page 44

1 Pre-reading

Make a list of the pros and cons of cycling to work, or using the bike in general as a form of transport.

2 Reading I

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

3 Reading II

Read the article again. Then, answer the questions. Write Brian, Samantha or Mike. Who...

1. ...takes his/her daughter to school by bike?
2. ...has lost a lot of weight thanks to cycling?
3. ...takes about 25 minutes to cycle to work?
4. ...thinks that cycling keeps him/her fit?
5. ...has saved about £700 a year since he/she started cycling?
6. ...says that cycling puts him/her in a good mood?

Objective To improve your reading and listening skills.

Think about it When was the last time you went to an interview? What was it for? How well did it go? What could you have done better? What kind of things can go wrong in an interview? What was your worst ever interview?

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

TRACK 3: ENGLISHMANS & US WOMAN



HOW NOT TO GET A JOB!

DID I GET THE JOB?

Getting a job can be a long process. You need to prepare a **CV**, search for job offers, fill in **application forms** and attend interviews. The interview is the final stage of the process, and it's really important as it's your chance to show the interviewer that you're the right person for the job. However, not everyone seems to understand this, as these real-life examples clearly demonstrate.

The candidate in a job interview who...

...arrived with her dog.

...came in wearing only one shoe, claiming that she'd lost the other one on the bus.

...sang softly to himself while the interviewer was talking.

...stood up and walked out during the middle of the interview.

...wore a **track suit** for a position as financial vice president.

...**chewed** bubble gum and constantly **blew bubbles**.

...announced that she hadn't had lunch and proceeded to eat a hamburger.

...kept **giggling** throughout the interview.

...was wearing an **earphone** in one ear and listening to songs on her iPhone.

... **challenged** the interviewer to an **arm wrestle**.

...asked to check the interviewer's CV to see whether she was **qualified** to **judge** candidates.

...said he would demonstrate his **loyalty** to the company by having the corporate logo tattooed on his **forearm**.

...interrupted the interviewer to phone her **therapist** for advice on answering certain questions.

...asked who the "lovely babe" was in a photo on the interviewer's desk. It turned out to be the interviewer's wife.

...asked the interviewer **out on a date**.

...asked how regularly the company did drug tests on employees. ⚡

VIDEO

YouTube

Watch a video on what not to do during an interview. Search YouTube for "What Not To Do During A Job Interview".

GLOSSARY

a **CV** *abbr*

a curriculum vitae – a document with information about your work, education, etc

an **application form** *n*

a document you have to complete with personal information so you can apply for a job

a **track suit** *n*

clothing that consists of a jacket and trousers that you can use for doing sport: playing tennis, playing football, etc.

to **chew** *vb*

if you "chew" food, you use your teeth to break the food into very small pieces

to **blow bubbles** *exp*

to use bubble gum to make a bubble (a circle of air) from your mouth

to **giggle** *vb*

to laugh like a child, maybe because you're nervous or embarrassed

an **earphone** *n*

a small piece of equipment you wear in your ear so you can listen to music on an iPhone, iPod, MP3 player, etc.

to **challenge** *vb*

if you "challenge" someone to a fight, you ask them to fight with you as part of a competition

an **arm wrestle** *n*

a fight with another person in which you hold your opponent's right hand and try to push their arm down onto a table

qualified *adj*

if someone is "qualified" to do something, they have the right experience or qualifications, etc. to do it

to **judge** *vb*

if you "judge" candidates (for example), you decide whether they're the right person for the job

loyalty *n*

if you show "loyalty" to a person or company, you support them, work in their favour, act honestly towards them, etc.

a **forearm** *n*

the part of your arm between your hand and your elbow (the joint in the middle of your arm)

a **therapist** *n*

someone whose job is to treat patients with mental problems

to **ask out on a date** *exp*

if you "ask someone out on a date", you ask that person to go to the cinema, a restaurant, a bar, etc. with you

Answers on page 44

1 Pre-reading

Make a list of the things you should or shouldn't do in an interview.

2 Reading I

Read the article again. Then, answer the questions. What did one of the interviewees...

1. ...bring with her to the interview?
2. ...lose just before the interview?
3. ...wear for a position as financial vice president?
4. ...keep chewing throughout the interview?
5. ...wear in one ear?
6. ...ask to see?
7. ...say he would tattoo on his forearm if he got the job?

GRAMMAR BOOSTER

HOW TO USE THE PRESENT SIMPLE PASSIVE TO EXPLAIN A PROCESS

Affirmative	Negative	Interrogative
I'm paid in dollars.	I'm not paid in dollars.	Am I paid in dollars?
You're paid in dollars.	You aren't paid in dollars.	Are you paid in dollars?
He's paid in dollars.	He isn't paid in dollars.	Is he paid in dollars?
She's paid in dollars.	She isn't paid in dollars.	Is she paid in dollars?
It's paid in dollars.	It isn't paid in dollars.	Is it paid in dollars?
We're paid in dollars.	We aren't paid in dollars.	Are we paid in dollars?
They're paid in dollars.	They aren't paid in dollars.	Are they paid in dollars?

The full forms are: I'm = I am, you're = you are; he's = he is; she's = she is; it's = it is; we're = we are; they're = they are
Negative contractions: isn't = is not; aren't = are not

We form the Present Simple Passive with is/are and a past participle. For example:

- a) The wine **is produced** here.
- b) The rooms **are cleaned** every week.

We form negatives with isn't / aren't and a past participle. For example

- a) The wine **isn't** produced here.
- b) The rooms **aren't** cleaned every week.

In active sentences, the person or thing doing the action is the subject of the sentence. For example:

- a) **Jack prepares** the food at midday = Jack (subject) + prepares (verb) + the food (object)
- b) **Ellie sends** the e-mails every day = Ellie (subject) + sends (verb) + the e-mails (object)

However, with passives, the person or thing receiving the action is the main focus of the sentence. For example:

- a) **The food is prepared** at midday by Jack.
- b) **The e-mails are sent** every

day by Ellie.
Notice how the person who does the action can appear at the end of the sentence after the word "by". You don't have to add this information. For example, "The food is prepared at midday."

We use the passive when...

- a) ...we don't know who performs the action = "The goods are sent by train."
- b) ...it isn't important who performs the action = "Breakfast is served at 7am."
- c) ...it's obvious who performs the action = "Cereal is grown here." [Obviously, farmers grow the cereal.]
- d) ...we want to distance ourselves from something = "Mistakes are made." [This is instead of saying, "I make mistakes", which implies personal responsibility.]
- e) ...we need to explain a process = "The chemical is placed in a test tube. Then, it's mixed with another substance."



Dialogue: Starting a new job

Erin has just started a new job as an accountant at a glass factory. It's her first day and she's getting a tour of the factory floor. Jack Bates, one of the owners, is showing her around.
[Complete the dialogue with the correct past participles.]

Jack: So, this is where the champagne glasses are (1) _____.

Erin: Incredible!

Jack: Once the glasses are ready, they're (2) _____ on these tables over here. [They walk over to the table.]

Erin: Very impressive.

Jack: And then they're (3) _____ individually. Any glasses that aren't up to standard are discarded.

Erin: OK.

Jack: And then they're (4) _____ in bubble wrap

and placed in boxes ready to be shipped out.

Erin: Very good. So, how does the purchasing system work?

Jack: Well, when someone puts in an order for champagne glasses from our website, an e-mail is (5) _____ to the accounts department. And this is where you'll be working.

Erin: OK.

Jack: Your job is to process the orders and make sure the information is (6) _____ down to the factory floor. [Jack leans on one of the tables with the glasses on it.] Oh, I wouldn't lean on that table.

Erin: What?

Jack: [shouting] I said, I wouldn't lean on that table! [The table breaks and all the glasses are smashed.]

Erin: Whoops! Sorry.

Jack: What have you done? *

GIVING A SPEECH

Here are some words you can use to talk about giving a speech.

Speech



A speech is a formal talk which someone gives to an audience. Also, a "talk" or a "presentation" (which is often for selling something).

"He gave a speech on solar energy."

Speaker



The person who speaks to the audience.

"The speaker looked a bit nervous."

Audience



The people who listen to the speaker.

"Someone in the audience yawned really loudly."

Lectern



An object that you can put your papers or notes on.

"She was standing behind the lectern."

Stage



A raised area in a theatre where the speaker gives the speech.

"He ran from one side of the stage to the other."

Screen



A large flat surface for showing pictures.

"They projected the images onto the screen."

Projector



A machine that shows films or slides on a screen or wall.

"She couldn't get the projector to work."

Slide



A photo or image that you project onto a screen.

"The slide showed a picture of his family."

Chart



A diagram, picture, or graph that makes information easy to understand.

"The chart shows who people voted for in the election."

Graph



A mathematical diagram.

"The graph showed a rise in house prices."

Microphone



A device you use to make your voice louder.

"She used a microphone so the people at the back could hear her."

Laser pointer



A device that shines a powerful beam of red light.

"She used a laser pointer to show them where it was."

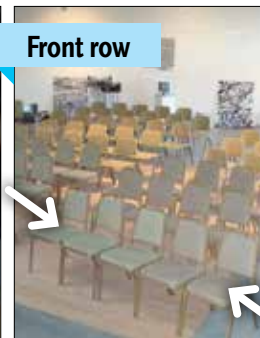
Laptop



A laptop (or laptop computer) is a small portable computer.

"She hooked her laptop up to the projector."

Front row



A line of chairs at the front of the hall or theatre.

"The chairs in the front row were reserved."

Learning expressions

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

Objective To learn some useful words and expressions for describing pictures.

Think about it What are some of your favourite clothes? How often do you go clothes shopping? Which shops do you go to? Do you ever buy any clothes from online shops? Which ones? What clothes would you like to buy? What fashions do you follow? What are some of the oldest clothes you've got? Do you ever buy second-hand clothes? Why?

ENGLISH IN ACTION...

DESCRIBING CLOTHES



Tight jeans – “tight” clothes fit very closely to your body. “Skin-tight” clothes fit exactly around your body, with no space.



Baggy trousers – “baggy” clothing is loose and a bit big for you.



Designer-label trainers – “designer-label” clothes are made by famous designers and are usually expensive.



Hooded top – a “hooded” top, sweatshirt or jacket has a hood on it (a piece of material you can put over your head).



V-necked jumper – a “v-necked” jumper, cardigan or sweater has the top part of it in the shape of a “V”.



Fake fur coat – a “fake fur” coat, jacket or scarf looks like it’s made out of fur (animal hair) but it’s actually made of a synthetic material (an imitation material).



Snake-skin boots – “snake-skin” boots or shoes are made out of the skin of a snake or a synthetic material.



Leopard-skin jacket – a “leopard-skin” jacket, shoes or coat has a material that looks like the hair from a leopard.



Loose fitting track suit – “loose-fitting” clothing is a bit big for you.



Old-fashioned top hat – “old-fashioned” clothing is from the past and isn’t fashionable any more.

Dialogue: The lost clothes

Bob is at the police station. He’s talking to a police officer about a robbery.

[Listen once and complete the dialogue with the correct words.]

[fades in]

Police: ...so, tell me what happened.

Bob: Well, I was walking down the road when this young couple came up to me and asked me the time. As I was getting out my mobile phone, the man pulled out a knife.

Police: Right. I see. So, erm, could you describe them?

Bob: Well, the guy was more or less 180 cm tall, about 25 years old and he had short, (1) _____. The woman was about the same age, a bit shorter, and she had long (2) _____.

Police: OK, and what were they wearing?

Bob: Well, the guy was wearing a pair of snake-skin (3) _____, skin-tight leather trousers, a v-necked (4) _____, a leopard skin jacket and a pink top hat.

Police: A pink top hat?

Bob: Yes.

Police: Well, he shouldn’t be too hard to find. And the woman?

Bob: She had a full-length, fake fur (5) _____,

a pair of baggy (6) _____ and a low-cut top.

Police: That’s great. So, what did they steal?

Bob: Well, my wallet and, erm, the snake-skin boots, the skin-tight leather trousers, the v-necked jumper, the leopard skin jacket and the pink top hat.

Police: Oh, so, erm, the clothes the guy was wearing were your clothes?

Bob: Yes, that’s right.

Police: So, what happened?

Bob: Well, they stole my (7) _____ then told me to take my clothes off.

Police: And you did?

Bob: Yes, well, the guy had a knife.

Police: So, where did you get the, erm, the (8) _____ you’re wearing?

Bob: The guy gave it to me – he was wearing it before he put on my clothes.

Police: Oh, right, erm, so, if you don’t mind me asking, why were you dressed like that, you know, in all those funny clothes and the pink top hat? Were you going to a fancy-dress party or something?

Bob: No, no, I always dress like that.

Police: Oh, right. Yes, of course, of course. So, erm, tell me what... *[fades out]*



NATURAL ENGLISH

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

What are some of the best holidays you've been on?

Photos and interviews by Georgie & Danielle

Cecilia (Denmark, sociologist)



The best holidays I've had have been with my friends, with really **good company** especially my holiday in New York was really really cool because there were so many things to see and it was just a great experience.

Jack (USA, actor)



My favorite holiday I ever took was to the Grand Canyon in the United States, in the west. And we took a river **raft** down the Colorado River, and slept on the side of the Canyon for one week.

Remember!

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

Jerneja (Slovenia, occupational therapist)



I don't know, probably in Turkey, erm, in September because in September my country is not warm anymore so we were there enjoying the beach and **having fun**.

Megan (England, fashion sales adviser)



I just love going on family holidays. They may not be the most exciting, fun thing that you might do, but spending time **relaxing** with your family at the beach, **round** the pool, or going to the **local markets**, **exploring** where you're staying is what I love. I've been to the south of France that was beautiful, exploring all that area. And that was one of my favorite holidays. We drove to the south of France and it took a very long time. When we got there, it was the most relaxing holiday I've ever been on. It was beautiful.

Jorge (Spain, freelance translator)



The best holidays I've been on were the Canary Islands because, well, I was really tired before and I could relax. Everything was very cheap, the beaches were very nice, the mountains, the Teide Mountain and I really enjoyed it because I was with my friends and it was the first time I went with them, so we really had a good time.

Indre (Lithuania, photographer)



I think it was in Canada. Er, I was only travelling there one week. We went to Toronto, Montreal, Ottawa. Why for me it was so amazing **cos**, erm, I speak some French and I really admire the language and I felt so, so good when I was somewhere in North America and people could speak French to me and, erm, the country has so many beautiful places there, like thousands of islands as well where they have little houses in the middle of the lake. And it has so much nature and the people are so friendly. I really loved Canada and I really **wanna** come back.

GLOSSARY

good company *exp*
if someone is "good company", they're nice and fun and you like being with them

a raft *n*
an object made of wood or rubber that you sit in so you can go down a river

to have fun *exp*
if you "have fun", you're happy because you're doing something you like

to relax *vb*
if you "relax", you feel calm and you aren't worried or stressed

round *adj*
if you sit "round" the pool, you sit on the edge of the pool, or near the pool

a pool *n*
a swimming pool – a hole in the ground filled with water

a local market *n*
a "market" is a place outside where you can buy things (fruit, vegetables, toys, etc.). A "local market" is in the area you're talking about

to explore *vb*
if you "explore" a place, you travel around it and discover things about it

cos *exp inform*
because

wanna *exp inform*
want to

Objective To improve your listening skills.

Think about it How often do you use the phone? How many calls do you make a day on average? What other forms of communication do you use? Why? When was the last time you were connected with someone? Who were you calling? Why did you phone them? Did you manage to speak to them, or did you have to leave a message?

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

TRACK 7: SEVERAL ENGLISH ACCENTS

Answers on page 44

1 Pre-listening

What sort of messages do people leave when they can't speak to the person they've called? Think of three more ideas to add to the list. Please tell him/her that...

...I'm going to be late.

...the meeting has been cancelled.

...the film is at 8pm.

...we've arranged to meet outside the theatre.

Other?

2 Listening I

You're going to listen to two phone calls in which people leave messages. Listen once. Which message don't they leave? Please tell him/her that...

- a) ...I'll send the report this afternoon.
- b) ...I'll call back later.
- c) ...I'll be late for the meeting.

3 Listening II

Listen again. Then, answer the questions.

Call I

- 1. Who does John want to speak to? a) Ms Bailey b) Mr Bates
- 2. What company is he calling from? a) Bailey & Nayles b) Bates & Sons
- 3. When is he going to call back? a) At about seven o'clock b) At about five o'clock

Call II

- 4. Who does Sheryl want to speak to? a) Marie Duchamp b) Mark Champion
- 5. Who is she calling from? a) *What House?* magazine b) A house in Watt Street
- 6. What time was the meeting planned for? a) 4pm b) 4:30pm
- 7. What time will she be there? a) 4pm b) 4:30pm

4 Listening III

Complete the audio script with the correct prepositions.

Note!

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

Audio script

Connecting someone

Call I

Georgia: Brian's Breakdown Services. Georgina speaking. How may I help you?

John: Oh, hi, could I speak (1) _____ Ms Bailey, please?

Georgia: May I ask who's calling?

John: It's John Nayles (2) _____ Bates & Sons.

Georgia: OK, I'll just put you through. One moment, please. *[music]* Oh, I'm sorry but she seems to be busy (3) _____ the moment. Would you like to leave a message?

John: Yes, could you tell her that I'll call back later this afternoon (4) _____ about five o'clock, please?

Georgia: OK. I'll make sure she gets the message. Thanks (5) _____ calling Brian's Breakdown Services. Have a nice day.

John: Thanks, bye.

Georgia: Bye.



Call II

Nigel: Duncan's Dairy Supplies. Nigel speaking. How may I help you?

Sheryl: Oh, hi, this is Sheryl Cook (6) _____ *What House?*

Nigel: I'm sorry?

Sheryl: Sheryl Cook. *What House?*

Nigel: What house?

Sheryl: Yes, that's right.

Nigel: You want a house?

Sheryl: No, sorry. I work (7) _____ *What House?* It's a magazine. I'm a journalist. Erm, could you put me through (8) _____ Marie Duchamp, please?

Nigel: Yes, of course. I'll just connect you. *[music]* I'm afraid the line's engaged. Would you like to leave a message?

Sheryl: Yes, erm, could you tell her that I'll be a bit late (9) _____ the meeting this afternoon. So, I'll be there (10) _____ 4:30 instead of 4pm.

Nigel: OK. I'll make sure she gets the message.

Sheryl: Thanks a lot. Bye.

Nigel: Bye. ☺

I'M SORRY BUT SHE DOESN'T WANT TO TALK TO YOU!



Think about it!

What rules are there for saying numbers in your language? When was the last time you had a problem with the bank? Have you ever had any money put into your account by mistake? What happened? Has any money ever come out of your account by mistake? What happened? How good are you at remembering phone numbers?

PRACTICAL ENGLISH

HOW TO SAY NUMBERS IN ENGLISH

Learn how to say numbers in English. [See below for American English variations.]

100s

- Put "and" between the hundreds and tens: 432 = four hundred **and** thirty-two

1,000s

- There's no "and" between the thousands and hundreds:
a) 2,932 = two thousand, nine hundred and thirty-two
b) 54,958 = fifty four thousand, nine hundred and fifty-eight

100,000s

- Put an "and" between the "hundred thousands" and the "ten thousands":
765,243 = seven hundred and sixty-five thousand, two hundred and forty-three.

Million / billion

- A million is a thousand-thousand (1,000,000); and a billion is a thousand-million (1,000,000,000):
4,568,345 = four million, five hundred and sixty eight thousand, three hundred and forty-five

Series of numbers

- When saying a series of numbers (for a credit card, bank account, flight, etc.) use "zero" or "oh" (British English):
0873 = oh eight seven three / zero eight seven three

Temperatures

- Use "point" to refer to the full-stop, and "zero" for °C:
a) 0°C = zero degrees centigrade
b) 2.5°C = two point five degrees centigrade

Decimals

- Use "zero" or "nought" (British English) for "0". Say "point" to refer to the full stop:
a) 0.5 = zero point five
b) 0.76 = zero point seven six

Days & months

- When saying the days, use "the" and "of": 3rd June = the third of June

Dates

- Use "oh" with dates. For dates from 2000, say "thousand":
a) 1904 = nineteen oh four
b) 1987 = nineteen eighty seven
c) 2010 = two thousand and ten

Phone numbers

- Use "zero" or "oh" (British English) for "0" when saying phone numbers. Use "double" for two digits that are the same:
0945 662344 = oh nine four five, double six two three double four

"A" or "one"?

- You can say *a hundred* or *one hundred* if it's the start of the number:
106 = a hundred and six / one hundred and six
However, if the 100 isn't at the start, you have to use "one":
2,150 = two thousand, **one** hundred and fifty (**NOT** *two thousand, a hundred and fifty*)

American English

- In general, Americans use "and" a lot less:
a) 2,932 = two thousand, nine hundred, thirty-two
b) 54,958 = fifty four thousand, nine hundred, fifty-eight
c) 765,243 = seven hundred sixty-five thousand, two hundred forty-three
Americans often use multiples of a hundred:
1,500 = fifteen hundred;
1,300 = thirteen hundred
Notice how Americans put the month first followed by the day: June 3rd = June third
Some Americans say "twenty" for dates from the year 2000: 2010 = twenty ten

Dialogue: Bank problems

Dawn has called the bank. She's asking about a letter she's received recently. [Complete the dialogue with the correct numbers, dates, etc.]

COULD YOU LEND ME A HUNDRED POUNDS?



Bank: City Bank. Mike Prentice speaking. How may I help you?

Dawn: Oh, hi, erm, I was just phoning about a letter I received yesterday. It says that I'm overdrawn.

Bank: OK. Can I have your name, please?

Dawn: Dawn Brown.

Bank: And your account number?

Dawn: (1) _____ .

Bank: OK. I just need to ask you a couple of questions for security reasons. Can I have your date of birth, please?

Dawn: Yes, it's (2) _____ .

Bank: And the first and third digits of your six digit security code.

Dawn: Eight and four.

Bank: Very good. Well, Ms Brown. I can see on screen that you've been (3) _____ overdrawn since the 4th of September.

Dawn: But I don't understand. I know I had £3,828 in my account on (4) _____ .

Bank: Yes, and as I can see from your records you made a payment of (5) _____ on 2nd September, so your balance was £1,369, and then another payment for (6) _____ on 3rd September, which left you with £1,082.75 in the account, and then you made another payment on 4th September for (7) _____ .

_____ which means you were £68 overdrawn.

Dawn: OK, so, erm, how much is that costing me?

Bank: Well, there's a £30 charge for being overdrawn, plus we apply a (8) _____ monthly interest rate on the overdrawn amount.

Dawn: Per month?

Bank: Yes.

Dawn: So, you're charging me about 25% interest rate per year!

Bank: Well, (9) _____ to be precise.

Dawn: So, erm, if I apply for an overdraft, will the interest rates come down?

Bank: I'm afraid it's a bit late now. The penalty rates will still apply. However, once your account is in order again, we can talk about securing an overdraft limit for the future.

Dawn: OK, thanks very much.

Bank: Thank you for your call. Have a nice day.

Dawn: Bye.

Bank: Bye. ☺

Objective To improve your reading and listening skills.

Think about it When was the last time you made any food? What did you make? What did you do last weekend? What time do you get home from work, college, etc.? When was the last time you ripped or tore something? What was it? How did it happen?

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

© TRACK 9: ENGLISHMAN & US WOMAN

PRACTICAL ENGLISH

GRAMMAR – QUICK TIPS!

Here are 8 quick tips to help with your understanding of English grammar!
[Read over the grammar explanations. Then, do the little exercise.]

Make



In general, we use the verb “to make” to refer to things we produce, construct or create: *to make a house, to make a model plane, to make some food*, etc.

For example, “I made a chocolate cake. Who wants to try it?”

Do



We use the verb “to do” to refer to actions in general: *to do something, to do a lot of things, to do nothing*, etc. For example, “What are you doing this weekend? We’re going to the cinema on Saturday if you want to come.”

O'clock



We use “o'clock” for times on the hour: *three o'clock, four o'clock, five o'clock*, etc. For example, “It’s eight o'clock. I’m late for work.”
Don’t say: “It’s three-thirty o'clock.”

Rip/tear



We use the words “rip” or “tear” to refer to clothes that are broken. For example, “She was wearing a pair of ripped jeans.”

Few



The word *few* means *not many* or *a small number of*. We use it with countable nouns: *few people, few books, few chairs*, etc. For example, “Fewer people are driving to work these days.”

Less



The word *less* means *a smaller amount of or not as much*. We use it with uncountable nouns (things that can't be counted easily): *less money, less water, less time, less salt*, etc. For example, “I’ve got less money now than I had four years ago!”

Agreement



You can say that you *agree with someone* or that you are *in agreement with someone*. For example, “I totally agree with you.”
Don’t say: “I am agree with you.”

Answers on page 44

Exercise

Complete the sentences with any words from this page.

1. I’m sorry but I accidentally _____ the jacket.
2. There’s _____ time than I thought – we’d better leave now.
3. What are you _____ this afternoon? We’re going to the theatre if you want to come too.
4. **A:** It’s terrible.
B: I completely _____.
5. **A:** What time is it?
B: It’s four _____.
6. I’ve _____ a salad. Are you hungry?
7. _____ people came than I’d expected, which was a pity.

I’VE MADE SOME DELICIOUS FOOD!



Objective To improve your reading and listening skills.

Think about it Have you ever been stuck in a lift? How long were you there? What happened? How did you get out? Have you ever been stuck anywhere else? Where? Have you read any stories in the news about people getting stuck? What happened? Have you ever been stuck in a really bad traffic jam? How long were you there for? What did you do?

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

TRACK 10: ENGLISHMAN & US WOMAN



STUCK... IN AN EMBARRASSING POSITION!

Have you ever been **stuck** anywhere? Here are some stories about people who got stuck in embarrassing places.

The toilet

An English passenger on a train in France had to be rescued after getting his arm trapped down a toilet. The 26-year-old **got stuck** when he tried to find his mobile phone, which had fallen into the **toilet bowl**. The high-speed train had to stop for two hours while fire-fighters cut through the train's **pipework**. The unfortunate man was carried away by emergency services, with the toilet still attached to his arm.

Washing machine

Fire-fighters in Australia had to use olive oil to **free** a **naked** man who was stuck in a **washing machine**. The man had reportedly hidden inside the **top-loading** machine so he could surprise his partner. But he got stuck and it took 20 minutes to get him out. In a statement to the press, one of the fire-fighters said, "My **advice** would be for people not to climb into **appliances**."

The baby chair

A man got stuck in a baby's

high chair in a fast food restaurant. After climbing in as a joke, the man quickly discovered that he couldn't get out. Police were called to the restaurant and the man was eventually freed. A spokesperson from the restaurant said, "High-chairs should not be used without **adult supervision!**"

Bottle bank

A 19-year-old student on a night out with her friends in Southampton put her head into a **bottle bank** looking for something to drink... then found that she couldn't get it out. She was eventually freed with the aid of a fire fighter who pulled her from behind. "I will never do that again," she said to the press.

The traffic bollard

A British man spent about two hours with a **traffic bollard** on his head. The 24-year-old put the bollard on "for a laugh", then found that he couldn't get it off. **Bystanders** filming the event eventually called police for assistance. He was freed with the help of three police officers, with two pulling on his feet while the third held onto the bollard. "It was a bit strange being inside the bollard because I could hear people talking about me

but I couldn't see them," the man explained.

How embarrassing! 🍷

VIDEO

YouTube

Watch a video about a man who gets stuck in a high chair. Search YouTube for "Man gets stuck in babies high chair".

GLOSSARY

stuck *adj*
if you're "stuck" somewhere, you're trapped and can't get out or escape

to get stuck *phr vb*
if you "get stuck", you become trapped and can't get out or escape

a toilet bowl *n*
the round part of a toilet that's full of water and where you go to the toilet

the pipework *n*
"pipes" are long, round, metal or plastic objects through which a liquid or gas can flow. The "pipework" refers to all the pipes that are part of a machine, building, etc.

to free *vb*
if you "free" someone, you help them escape or get out of a place

naked *adj*
with no clothes on

a washing machine *n*
a machine in the kitchen for cleaning clothes

top-loading *adj*
a "top-loading" washing machine, has a door at the top (not the side)

advice *n*
if you give someone some "advice", you give that person some useful information

an appliance *n*
a machine in the home that does a job: a washing machine, a dishwasher, etc.

a high chair *n*
a tall chair for babies or very young children

adult supervision *n*
if you do something under "adult supervision", you do it while an adult is watching so that everyone is safe

a bottle bank *n*
a large container in the street where people put bottles that are going to be recycled

a traffic bollard *n*
a plastic object used in the street to show where you can't go or park. They're often yellow

a bystander *n*
someone who is standing in the area you're referring to or talking about

Answers on page 44

1 Pre-reading

Make a list of all the places you could get stuck (become trapped). For example: on a mountain, in a car, in a lift, in a toilet

2 Reading I

Read or listen to the article once. Which situation is the most embarrassing? Why?

3 Reading II

Read the article again. Then, answer the questions.

1. How old was the man who got his arm stuck in a toilet?
2. What did fire-fighters in Australia use to free the man from the washing machine?
3. How long did it take to get him out?
4. Who freed the man who was stuck in the high chair?
5. What was the young woman with her head in the bottle bank looking for?
6. How many police officers helped free the man with the bollard on his head?

Objective To improve your reading and listening skills.

Think about it What are some of your favourite snacks? When was the last time you had some popcorn? Was it sweet or salty? What type do you prefer? Where were you eating it? How much did you eat? What do you like or dislike about popcorn? Do you like to eat popcorn at the cinema? Why? Why not? What other snacks do you eat at the movies?

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

TRACK 11: ENGLISHMAN & US WOMAN

WHY IS POPCORN SO POPULAR?

Every year, Americans eat enough popcorn to fill the Empire State Building 18 times over, according to the website TheNibble.com. In fact, they eat more popcorn than any other country. So, why's it so popular? And just how healthy is it?

Popcorn has had a long history. Experts believe that corn was cultivated by the Aztecs and Mayans around 7,000 BC – more than 9,000 years ago. The earliest evidence for popcorn dates from around 4,700 BC in Peru, according to Washington's Natural

History Museum. In 1948, 4,000-year-old ears of popcorn were discovered in a cave in New Mexico.

No one is exactly sure when popcorn was introduced to the US. According to randomhistory.com, sailors from America brought it back to New England from Chile as early as 1820. In 1848, the word "popcorn" was popular enough to be listed in John Russell Bartlett's Dictionary of Americanisms. One of the biggest events in popcorn history took place around 1893 when Charles Cretors (of Chicago, Illinois) patented the first steam-powered popcorn-popping machine. Interestingly, C. Cretors & Co. still manufactures popcorn-making machines today.

The connection between popcorn and the cinema began with the "talkies" – movies with sound. Before then, snacks weren't sold at the cinema. However, with the introduction of sound in 1927, everything changed, and popcorn became more and more popular.

These days, popcorn and other snacks are an important source of income for cinemas. It's estimated that 67% of revenue comes from ticket sales, with the rest coming from sweets, drinks and snacks (such as popcorn). And the profit for these items is extremely high. For example, a large bucket of popcorn at

the cinema sells for about \$8, but the popcorn kernels used to make it can cost as little as 80 cents. This represents a mark-up of around 1,000%, which isn't bad.

So, is popcorn a healthy snack? Popcorn is high in antioxidants and fibre; and air-popped popcorn only has about 31 calories per cup, which is quite low compared to most other snack foods. According to HealthAliciousNess.com, a 100g serving of air-popped popcorn has 4.5 grams of fat, 14.5 grams of fibre, 0.9 grams of sugar and 12.9 grams of protein. This is compared to a 100g bar of chocolate that has 29.6 grams of fat, 3.4 grams of fibre, 51.5 grams of sugar and 7.7 grams of protein. However, the problem with popcorn is that it's often covered in butter, caramel or salt, which increases the levels of fat, sugar and sodium.

So, why is popcorn so popular? There are lots of reasons: the delicious buttery smell, the way it's so light, crunchy and fluffy, how it sort of melts in your mouth, and the fact that you don't feel full even after eating a lot of it. Scientists have even found that the carbohydrates in popcorn help bring the amino acid tryptophan into your brain, where it's used to produce serotonin – a chemical that literally makes you feel good. Whatever the attraction, we've been eating popcorn for thousands of years, and we'll probably

go on enjoying it for many more.

VIDEO

YouTube

Watch a video on why popcorn pops. Search YouTube for "HowStuffWorks Show: Episode 1: Popcorn".

GLOSSARY

popcorn *n*
grains of corn that are heated until they burst (explode)
to cultivate *vb*
if you "cultivate" crops, you grow them so you can eat them
the Aztecs *n*
American Indian people who ruled in what is now Mexico until the 16th century
the Mayans *n*
American Indian people from around what is now known as Central America
BC *abbr*
Before Christ – about 2,000 years ago
an ear *n*
the top part of a plant with the seeds or grains in it
to patent *vb*
if you "patent" an invention, you register it in your name as the only person who can make or sell it
steam-powered *adj*
if a machine is "steam-powered", its parts move because of energy produced by steam (hot water vapour)
a popcorn-popping machine *n*
a machine that makes popcorn hot so it bursts (explodes)
a source of income *n*
a product, business, etc. that gives you a regular supply of money
revenue *n*
money that a business receives
profit *n*
an amount of money you gain after you've paid for your expenses
a bucket *n*
a container for water. It's often used for cleaning
a kernel *n*
the edible part of a plant that's inside a shell (a hard part around it)
a mark-up *n*
the difference between the cost of something and its selling price
air-popped *adj*
"air-popped" popcorn is made by heating the corn without adding any oil
caramel *n*
a sweet food made from sugar, butter and milk
sodium *n*
a white compound. "Salt" is a sodium compound
a buttery smell *n*
a smell of butter – a yellow substance made from cream
crunchy *adj*
"crunchy" food is a little bit hard, but in a nice way
fluffy *adj*
soft and light
to melt *vb*
if food "melts" in your mouth, it disappears slowly while it's in your mouth
a carbohydrate *n*
substances in food that give you energy
amino acid *n*
substances containing nitrogen and hydrogen and which are found in proteins. Amino acids occur naturally in the body
tryptophan *n*
an amino acid that's essential for our bodies
serotonin *n*
a naturally occurring chemical in the brain. It can make us feel good, and a lack of it can make us feel depressed

Answers on page 44

1 Pre-reading

Think of two or three questions to ask about popcorn. For example, Why does popcorn pop? When was it first discovered? Etc.

2 Reading I

Read or listen to the article once. Did you find the answers to any of your questions?

3 Reading II

Read the article again. Then, answer the questions.

1. How old were the ears of popcorn discovered in New Mexico?
2. When was the word "popcorn" first listed in a dictionary?
3. Who invented the first popcorn-popping machine?
4. What percentage of cinema revenue comes from sweets, snacks and drinks?
5. How many grams of fat has a 100g serving of air-popped popcorn got?
6. What's the name of the chemical produced by popcorn that can make you feel good?

WHY POPCORN POPS!

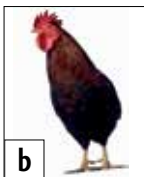
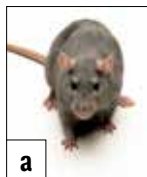
Popcorn is a type of maize (or corn) and is scientifically known as *Zea mays everta*. Popcorn differs from other types of corn as it has a very thick hull (an outer shell). Inside the hull, there's moisture and water. As the corn heats up, pressure builds up inside the hull and it eventually explodes. The ideal popping temperature for popcorn is between 200° and 240° Celsius.

Answers on page 44

1 Pre-reading

Match the animals (1 to 7) to the pictures (a-g). Can you write a short poem with any of these animals?

1. Owl
2. Hen
3. Bee
4. Rat
5. Bear
6. Lark
7. Wren



2 Reading I

Match the words from the two boxes to make rhyming sounds. Then, listen to the limericks once to compare your answers.

Box A

beard hen tree buzz
supposed rats Peru
hair Darjeeling door

Box B

wren closed feared
Ealing does do bee
floor hats bear

For example: *beard-feared*

3 Post reading

See if you can write a limerick with some rhyming sounds.

IMPROVE YOUR PRONUNCIATION WITH SOME LIMERICKS!

THIS IS NONSENSE!



A limerick is a short, funny poem with five lines. The first two lines have rhyming sounds at the end; the second two lines rhyme with a different sound; and the last line rhymes with the first two lines. The word “limerick” comes from the Irish town of Limerick where, apparently, limericks were often told or sung in bars and taverns. Here are some famous ones.

There was an Old Man with a beard,
Who said, ‘It is just as I feared!
Two Owls and a Hen,
Four Larks and a Wren,
Have all built their nests in my beard!’
[by Edward Lear]*

There was an Old Man in a tree,
Who was horribly bored by a Bee;
When they said, ‘Does it buzz?’
He replied, ‘Yes, it does!’
‘It’s a regular brute of a Bee!’
[by Edward Lear]

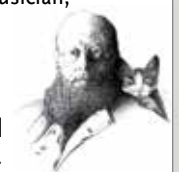
There was an Old Man who supposed,
That the street door was partially closed;
But some very large rats,
Ate his coats and his hats,
While that futile old gentleman dozed.
[by Edward Lear]

There was an Old Man of Peru,
Who never knew what he should do;
So he tore off his hair,
And behaved like a bear,
That intrinsic Old Man of Peru.
[by Edward Lear]

There was an old man of Darjeeling,
Who boarded a bus bound for Ealing,
It said on the door,
“Don’t spit on the floor!”
So he stood up and spat on the ceiling.
[anonymous]

***EDWARD LEAR**

Edward Lear (May 1812 –January 1888) was an English artist, illustrator, musician, author and poet. He’s famous for funny limericks and other poems.



VIDEO



Listen to a famous poem (The Owl and the Pussy Cat) by Edward Lear. Search YouTube for “The Owl and the Pussy Cat - Edward Lear”.

GLOSSARY

- a beard** *n* hair on the lower part of the face
- to fear** *vb* if you “fear” something, you’re frightened of it
- a nest** *n* a little house made of sticks that birds live in
- a brute** *n* a violent, horrible person
- partially closed** *exp* closed a little bit
- futile** *adj* if something is “futile”, there’s no reason to do it because it won’t be successful
- to doze** *vb* to sleep
- to tear off** *phr vb* to remove (take off) with force
- intrinsic** *adj* if something is “intrinsic”, it’s an important part of something else. However, in the poem it means “complex” or “complicated”
- to board** *vb* if you “board” a bus, you go onto it
- bound for** *exp* if a bus is “bound for” Ealing, it’s going to Ealing
- to spit** *vb* to force liquid out of your mouth
- a ceiling** *n* the top part of a room above the floor

Objective To improve your listening skills.

Think about it When was the last time you booked up a hotel room? Which hotel was it? Where was it? How many nights did you stay there for? What was it like? Which room had they reserved for you? What was it like? Was it how you expected it to be? How much did you have to pay for it?

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

TRACK 13: ENGLISHMEN & US WOMAN



Answers on page 44

1 Pre-listening

Imagine you phone up a hotel to book a room. Think of three typical things to say or ask. Add to the list below. For example:

- I'd like to book a room, please.
- How many nights would you like to stay?
- Is breakfast included?
- What time do I have to check out?

Other?

2 Listening I

You're going to listen to a phone conversation between a woman and a hotel receptionist. Listen once. Were any of the things you thought of for the Pre-listening activity mentioned?

3 Listening II

Listen again. Then, answer the questions.

1. What's the caller's first name?
2. What's her surname?
3. How many rooms are booked?
4. Which day are they booked for?
5. How many single rooms did the caller want?
6. How many single rooms are booked?
7. How many nights are the rooms booked for?
8. How many nights does the caller want to stay for?

4 Listening III

Listen again and complete the audio script with the correct verbs.

Note!

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

The mix-up

Audio script

- Receptionist:** The Greystone Hotel. Richard Penton speaking. How may I help you?
- Guest:** Oh, hi. I was just calling up to confirm a booking I'd (1) _____ a few weeks ago.
- Receptionist:** Certainly. Could I have your name and surname, please?
- Guest:** Yes, it's Charlotte Simmonds.
- Receptionist:** Could you (2) _____ your last name, please?
- Guest:** Yes, that's S I M M O N D S.
- Receptionist:** Yes, I can see that there are three rooms booked for the 24th under your name.
- Guest:** Could you just (3) _____ that it's two double rooms with twin beds and a single room?
- Receptionist:** Erm, no, I'm sorry but we've got a booking for two single rooms and a double room with a double bed.
- Guest:** Oh, I'm not sure what (4) _____ there, but it should be two double rooms with twin beds, and a single room.
- Receptionist:** OK, so, that's two double rooms with twin beds and a single room.
- Guest:** Perfect. Could you confirm the dates too, please?
- Receptionist:** Yes, the booking is for 24th March. Just the one night.
- Guest:** Actually, we (5) _____ to stay for three nights. From Monday 24th until Thursday 27th – we'll be leaving on the morning of the 27th.
- Receptionist:** OK. So that's three nights – the 24th, 25th and 26th.
- Guest:** Yes, that's right.
- Receptionist:** Oh, I'm afraid we haven't got any single rooms available for the 26th.
- Guest:** Well, erm, could you (6) _____ us three double rooms then – all with twin beds?
- Receptionist:** Let me just check... yes, that's fine. So, you'll be (7) _____ out on Thursday morning, won't you?
- Guest:** That's it. Is breakfast included?
- Receptionist:** Yes, it is.
- Guest:** Perfect. And what time is it served?
- Receptionist:** From 7am until 10am. Would there be anything else?
- Guest:** No, that's all thanks.
- Receptionist:** OK. Great, then that's all (8) _____ up for you.
- Guest:** Thanks a lot. Bye.
- Receptionist:** Bye! Have a nice day!
- Guest:** Thanks. ☺

Objective To improve your range of business English vocabulary.

Think about it

Have you got any pets? What are the pros and cons of having a pet? Could you think of any ways that your pet could make you some money? Are there any famous animals in your country? Why are they famous?

BUSINESS NEWS

HOW A CAT MADE A MILLION!

Answers on page 44

1 Pre-reading

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

1. Cap
2. Mug
3. T-shirt
4. Action figure
5. Sports bag
6. Scarf
7. Calendar
8. Soft toy



2 Reading I

You're going to read an article about a cat that's made a lot of money for its owner. How do you think it's become so rich? Make notes. Then, read or listen to the article once to compare your ideas.

3 Reading II

Read the article again. Then, answer the questions.

1. What's Grumpy Cat's real name?
2. Who uploaded a photo of Grumpy Cat to the website Reddit?
3. Why was a video of Grumpy Cat uploaded shortly afterwards?
4. How does Grumpy Cat make her money?
5. What's the name of the line of Grumpy Cat coffee drinks?
6. What's Grumpy Cat like in real life?



Grumpy Cat has her own **agents**, **bodyguards** and lawyers. She's got over 250,000 followers on Twitter and about seven million fans on Facebook. And she's appeared on the front pages of *The Wall Street Journal* and *New York Magazine*. So, how did she become so successful?

Grumpy Cat (real name Tardar Sauce) has made millions for her owner, Tabatha Bundesen. In fact, Tabatha became so rich that she was able to give up her job at the Red Lobster restaurant so she could look after her most prized possession full time.

So, how did it all start? Well, one day in September 2012, Tabatha's brother (Bryan) **posted** a picture of the cat on the website Reddit. "I thought it would get some laughs," Bryan said. Another Reddit user quickly **came up with the nickname** "Grumpy Cat" and more than 1.5 million people viewed the photo in just 36 hours, according to an article in the *Daily Mail*.

When people claimed the picture was a **fake**, Bryan posted a video of the cat that also **went viral**. By December of that year, Tabatha and her cat were guests on TV shows, and had been

contacted by Ben Lashes, an agent for internet stars, including cats.

So, how does Grumpy Cat make her money? Most of it comes from **licensing agreements** for a wide variety of products. Some of these include a series of best-selling children's books, greeting cards, cat food, a line of coffee drinks called "Grumpucchinos", not to mention all the Grumpy Cat T-shirts, soft toys, Christmas cards, calendars, mugs, T-shirts and **fridge magnets**. There's also a feature film, *Grumpy Cat's Worst Christmas Ever*, which premiered on Lifetime, as well as a book, *Grumpy Cat: A Grumpy Book*, which appeared on the *New York Times*' bestseller list.

So, why is Grumpy Cat so grumpy? Her special look is due to the fact that she was born with an **underbite**, which makes her look permanently angry. Grumpy Cat also belongs to Tabatha's daughter, Chrystal, and, as Tabatha has explained, being the pet of an 11-year-old 'could make anyone grumpy', although according to Tabatha, Grumpy Cat is actually a **sweet-natured** creature who loves to sleep and play.

Of course, Grumpy Cat isn't alone. There are other famous internet cats,

TRACK 14: ENGLISHMAN & US WOMAN

Business English

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- Over 30 articles on up-to-date business topics!
- Over 100 useful business idioms & phrasal verbs!
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For more information, visit:
www.learnhotenglish.com/shop

including Lil Bub, a **tabby** from Indiana, with a rare condition that's left her looking like a kitten, Maru (from Japan), who's famous for jumping in boxes, and Snoopy Babe, from China, with more than 275,000 followers on China's version of Twitter.

But Grumpy Cat probably doesn't care too much about her rivals. 🐾

VIDEO

YouTube

Watch a news report on Grumpy Cat. Search YouTube for "Grumpy Cat Interview 2013 on GMA".

GLOSSARY

- an agent** *n* a person whose job is to look after the business affairs of an actor, singer, etc.
- a bodyguard** *n* a person whose job is to protect a famous person and to make sure that they're safe
- grumpy** *adj* someone who is "grumpy" is angry, sad or bad-tempered
- to post** *vb* if you "post" a photo or message online, you put it there
- to come up with** *exp* to think of
- a nickname** *n* an informal name for someone
- a fake** *n* something that isn't real or genuine - it's a copy
- to go viral** *exp* if an image or video "goes viral", it becomes very popular on the internet because people share it with their friends
- a licensing agreement** *exp* in a typical licensing agreement, a licensor allows a licensee to produce and sell goods with the licensor's brand name or image on the goods
- a fridge magnet** *n* a "magnet" is a piece of iron that sticks to metal. A "fridge magnet" is attached to a fridge (the appliance in the kitchen for keeping food cold)
- an underbite** *n* if a cat has an "underbite", its lower teeth are in front of the top teeth
- sweet natured** *adj* kind, nice, gentle
- a tabby** *n* a type of cat with dark stripes (lines) on a lighter background

Objective To improve your reading and listening skills.

Think about it What do you find easy or difficult about learning English? How complicated are verb tenses in your language? What about grammar in general? What are some of the easiest languages to learn for you? Why are they easy? What about the most difficult? What are your top tips for learning a language?

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

© TRACK 15: ENGLISHMAN & US WOMAN



Is English an easy language to learn?

Is English an easy language to learn? Here are a few arguments in favour of the idea that English is fairly simple.

Plurals

Plurals are relatively easy in English. In most cases, you simply add an “s” to the end of the word. For example: *one chair, two chairs*. There are very few exceptions to this. Some other languages have several different types of plural endings, which can get quite complex.

Nouns

In general, nouns in English don't have any **gender** as they do in other languages. For example, it's *a horse* or *a cow*. But in languages such as Spanish, words can be either masculine or feminine. So, “a horse” in Spanish is “*un caballo*” (which is masculine), and “a cow” is “*una vaca*” (which is feminine).

Adjectives

In English, there are no plural forms for adjectives. For example: *a blue car, blue cars*. In other languages, the adjective might change according to the gender of the noun and whether it's singular or plural. For example, *a happy child / happy children* in Spanish would be *un niño feliz / niños felices*.

Articles

In English, we use the indirect article “a” and direct article “the”. The only exception is the use of

“an” before vowel sounds: *an elephant, an igloo*. In other languages the articles change according to the gender of the word. For example, in Spanish the word *telephone* is masculine (“*el teléfono*”) and table is feminine (“*la mesa*”). There are also different articles for plurals too. For example: “*los teléfonos*” (the telephones) or “*las mesas*” (the tables).

Conjugations

English has very few verb endings. For example, the Present Simple is all the same, except for the third person: *I eat, you eat, he eats, she eats, it eats, we eat, they eat*. Future forms are all the same too: *I will eat, you will eat, he will eat, she will eat, it will eat, we will eat, they will eat*. In general, most verbs follow this pattern. On top of that, English has just one basic type of verb (with a few spelling changes), whereas other languages may have several different types. For example, in Spanish, there are *three* types of verb endings: “-ar”, “-er”, and “-ir”, all with lots of different **inflected forms**.

Past tense verbs

Past tense verbs are quite easy to learn. With regular verbs, you simply add “-ed” to the verb ending. For example: “play-played”. There are irregular verbs (such as *eat-ate, go-went*), but there aren't that many. And all the verb forms

(both regular and irregular) are the same for each person: *I ate, you ate, he ate, she ate, we ate, they ate*.

Short words

Most of the basic words in English are very short and easy to learn: *run, work, big, go, boy, girl, take, body, clap, bang...* And long words are often shortened: *refrigerator = fridge, ammunition = ammo, introduction = intro...* This makes words easier to learn.

Motivation

English is everywhere – in music, films and TV shows, as well as being the international language of business, computing, medicine and science. So, you can always find something to listen to or read in English. Plus, with English you can travel internationally, get a better job and meet people from all over the world, so it's **motivating** to learn.

What do you think? ☺

VIDEO

YouTube

Watch a video on some strange things about English. Search YouTube for “English Is Crazy!”.

GLOSSARY

a gender ⁿ the “gender” of a noun refers to whether it's masculine, feminine or neutral
an inflected form ^{exp} if a verb has a lot of “inflected forms”, it has a lot of different endings which change according to its grammatical function
motivating ^{adj} something that's motivating makes you want to learn or progress

Answers on page 44

1 Pre-reading

In what ways is English an easy language to learn? In what ways is it difficult? Think of as many ideas as you can.

2 Reading I

Read or listen to the article once. Were any of your ideas from the Pre-reading activity mentioned?

3 Post reading

Write a short article saying why you think English is either easy or hard to learn.

Objective To improve your reading and listening skills.

Think about it What rap songs have you heard? Which ones do you like? Do you ever listen to rap? Why? Why not? What do you think of rap music? Are there any famous rappers from your country? What do they rap about?

MUSIC...
IN ENGLISH

© TRACK 16: ENGLISHMAN &
US WOMAN

Rap music

Rap music (also hip hop*) started in New York during the 1970s. Very basically, it consists of an electronic **beat** and a **vocalist** who speaks the words (instead of singing them). Famous rappers include Tupac, The Notorious B.I.G., Jay-Z, Dr Dre and Snoop Dogg.



The Sugarhill Gang

One of the first rap songs was *Rapper's Delight* (1979) by The Sugarhill Gang. It was also the first rap song to make it into the **top 40**. The

Sugarhill Gang consisted of Michael Wright (Wonder Mike), Henry Jackson (Big Bank Hank) and Guy O'Brien (Master Gee). They were originally from Englewood, New Jersey.

Rapper's Delight

Now, what you hear is not a test, I'm rapping to the beat,

And me, the groove, and my friends are gonna try to move your feet.

See, I am Wonder Mike, and I'd like to say hello, To the black, to the white, the red and the brown, The purple and yellow, but first, I gotta...



Run-D.M.C.

Run-D.M.C. were formed in 1981. The group consisted of Joseph Simmons, Darryl McDaniels and Jam

Master Jay. They **split up** when Simmons announced he wanted to **quit** while they were on tour with Aerosmith in 2002. On the 30th October, 2002, Jam-Master Jay was shot and killed in a **recording studio** by an unknown **assailant**. In 2004, *Rolling Stone* magazine ranked Run-D.M.C. number 48 in their list of the 100 Greatest Artists of All Time.

Rock Box

Took a test to become an MC and didn't fail. I couldn't wait to demonstrate all the super **def** rhymes that I create, I'm a **wizard** of a word, that's what you heard, And anything else is quite **absurd**, I'm the master of a **mic**, that's what I say, And if I didn't say that, you'd say it anyway...



Eminem

Eminem (born Marshall Bruce Mathers in October 1972) is an American rapper, songwriter and record producer. *Rolling*

Stone magazine ranked him 82nd in their list of The 100 Greatest Artists of All Time. His second album *The Slim Shady LP* was a commercial success and also earned him his first **Grammy Award** for Best Rap Album. His single *Lose Yourself* was featured in the film *8 Mile*, which Eminem also starred in.

Lose Yourself

His palms are sweaty, knees weak, arms are heavy,

There's vomit on his sweater already, mom's spaghetti,

He's nervous, but on the surface he looks calm and ready to drop bombs,

But he keeps on forgetting what he wrote down,

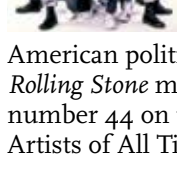
The whole crowd goes so loud,

He opens his mouth, but the words won't come out,

He's choking how, everybody's joking now,

The clock's run out, time's up, over, blast,

Snap back to reality, oh, there goes gravity!



Public Enemy

Public Enemy is an American group that was formed in Long Island (New York) in 1982. Their songs are often critical of

American politics and the media. In 2004, *Rolling Stone* magazine ranked the group number 44 on their list of the 100 Greatest Artists of All Time.

Fight the Power

Listen if you're missing y'all,

Swinging while I'm singing,

Giving what you getting,

Knowing what I know,

While the black bands sweating,

And the rhythm rhymes rolling,

Got to give us what we want,

Gotta give us what we need,

Our freedom of speech is freedom or death,

We got to fight the powers that be. Fight the power. ♪

*RAP VERSUS HIP HOP

There's an ongoing debate on the difference between rap music and hip hop. Some say that hip hop is defined by a more positive message and the music is designed to get you dancing. On the other hand, rap is more concerned with what's going on in popular culture, with rap stars like Eminem, 50 Cent and Lil' Wayne rapping about more serious issues such as drugs, violence or politics.

VIDEO

YouTube

Watch Public Enemy in a video. Search YouTube for "Public Enemy - Fight The Power".

GLOSSARY

a beat ⁿ

the "beat" of a piece of music is the main rhythm that it has

a vocalist ⁿ

a person who sings (in a band)

the top 40 ⁿ

the 40 most popular songs of a particular type of music (rap, in this case)

to rap ^{vb}

when someone "raps", they say the words in a song (they don't sing them) in a fast, rhythmic way

the groove ⁿ

the "groove" of the music is its rhythm

gonna ^{abbr}

going to

to split up ^{phr vb}

if a band "splits up", they stop playing together

to quit ^{vb}

if someone "quits" a band, he/she stops playing or singing in the band

a recording studio ⁿ

a room or building where musicians can record songs and producers can edit them

an assailant ⁿ

an attacker

an MC ^{abbr}

this is an abbreviation of "master of ceremonies" or "mic controller" – the main rapper during a rap concert

def ^{informal}

cool, fashionable, well-done

a wizard ⁿ

if you're a "wizard" at something, you're very good at it

absurd ^{adj}

ridiculous, stupid

a mic ⁿ

a microphone – a device that you hold in your hands and sing into to make your voice sound louder

a Grammy Award ⁿ

an award (prize) by the National Academy of Recording Arts and Sciences of the United States for musicians, bands, etc. Also known as a Grammy

to drop bombs ^{exp}

in this song, "to drop bombs" means to sing or rap about someone else

to choke ^{vb}

when you "choke", you cannot breathe properly or get enough air in your lungs

to snap back to reality ^{exp}

if you "snap back to reality", you suddenly stop dreaming and wake up

y'all ^{contraction}

this is a contraction of "you all", which means "everyone". A typical greeting in the southern states of the US is "how y'all doing?", which means, "How are you all doing?"

to swing ^{vb}

if you're "swinging", you're moving repeatedly backwards and forwards or from side to side

to sweat ^{vb}

when you "sweat", you lose liquid from your body because you're hot

THE BED & BREAKFAST

Learn over 20 useful words and expressions to use at a Bed & Breakfast.

A Bed & Breakfast (a B&B, for short) is a type of small hotel where you get a room with breakfast included in the price. Bed and breakfasts are usually private or family homes with fewer than 10 bedrooms. Also known as “guest accommodation”, you can often find B&Bs in large cities, seaside towns or places of cultural or historical interest.

Useful words



More words

- **Guest** – a person who is staying in a hotel.
- **The owner** – the person who owns the house where the B&B is.
- **Reservation** – if you make a “reservation”, you phone the hotel and arrange to have a room for a particular day.
- **Check in** – when you “check in”, you go to the front desk and tell someone that you’ve arrived.
- **En suite** – a bedroom with a bathroom next to it as part of the room. You can also say “en suite bathroom” or “en suite bedroom”
- **Room with a shared bathroom** – a room with no bath room, you have to use one that the other guests use too.
- **Bed linen** – a general word to refer to sheets, pillow cases, etc.
- **Continental breakfast** – a breakfast that consists of coffee with a croissant, or a selection of meats and cheeses, as well as toast and pastries.
- **Full-English breakfast** – a large breakfast that generally consists of bacon, sausage, beans, tomatoes, mushrooms, a fried egg and fried bread.
- **Floor** – the different levels in a building: ground floor, first floor, second floor, etc.
- **Check out** – when you “check out”, you go to the front desk and tell them that you’re leaving.
- **Bill** – a piece of paper with information about how much you have to pay.

Dialogue: At the bed & breakfast

Josh Martins has a reservation at a B&B. He’s just arrived. **[Listen and complete the dialogue with the correct words.] Dialogue: J=Josh O=Owner**

- J: Hi, I’m Josh Simmonds. I called earlier... I’ve got a (1) _____ for a single room.
- O: Oh, Mr Simmonds, do come in.
- J: Sorry I’m late – the (2) _____ was terrible.
- O: No problem, and thanks for calling to let me know you were on your way.
- J: That’s all right.
- O: Now, if you don’t mind, I just need to swipe your (3) _____.
- J: Of course, here you are.
- O: That’s great. Now, here’s your (4) _____ and the code for the wi-fi. *[She hands it to him.]* You’re in room 12. It’s on the second (5) _____. Just go up the stairs over there.
- J: Perfect!
- O: There are fresh (6) _____ on the bed and I’ll be changing the sheets tomorrow. Now, I need to make a note of what you’d like for breakfast. Will you be having the (7) _____ or the full-English breakfast?
- J: I’ll have the full-English breakfast, please.
- O: OK, and what time will you be coming down for breakfast?
- J: Well, I’ve got an early morning (8) _____ tomorrow, so I’d better get down for about 7:30.
- O: OK, would you like any tea or (9) _____ with your breakfast?
- J: Tea, please. Oh, before I forget, is there a car park? I’ve left my car in the street outside.
- O: I’m afraid we don’t have any (10) _____, but there is a public car park just down the road. It’s only £2 for the whole day.
- J: OK, great.
- O: I’ll be down here, so please ask if there’s anything you need.
- J: I will. Thanks a lot.
- O: Have a nice evening.
- J: Thanks. Bye.
- O: Bye. ☺



HOW TO IMPROVE YOUR READING SKILLS

What's the best way to improve your reading skills? Here are a few of our top tips.



1 Why you should read!

Reading can really help you learn a language. As you're reading something, you're learning hundreds of useful words and expressions without even realising it. You're also seeing how words **fit together** and how language structures are used. Plus, as you're reading, you're finding out about interesting things, which could give you something to talk about in conversation.

2 What to read!

The key is to read things you *want* to read. When you're interested in something, you **focus on** the content *not* the language. This means you learn without even realising it – the language simply **flows in** and **gets registered** in your brain. So, choose a topic that motivates you: sport, film, music, marketing, politics, economics, travel, business, technology... the options are limitless. And choose a format that suits you too: a book, a magazine, a website, a newspaper, a social media site... whatever you want.

3 How to read!

Before reading, you need to **activate your existing knowledge** of the topic. When you do this, you "connect" with the text, and your

understanding of it will increase. You'll also find it easier to **guess** the meaning of any new words and expressions. For example, if you're going to read an article on skiing, you could start by thinking about all the words you know related to this theme; or you could answer discussion questions on the topic. Then, when you start reading, you'll find it easier to follow the text.

4 Let the text help you!

Before reading, look carefully at the page. Is there a title? Are there any pictures? Is there an introduction? Are there any paragraph titles? Is there a text box that summarises the information in a few words? All these things will give you a general understanding of the text, and help activate your existing knowledge of the topic. And then it'll be much easier for you to read.

5 While you're reading

The first time you read something do it quickly. **Aim** to get a general understanding, and try to focus on the content, not the language. Where possible, simply guess the meaning of any unknown words, and **skip** the parts you don't understand. Of course, later, you can go over the text again and read

it more carefully. But when you do that, only use a dictionary *after* you've made an effort to **work out** the meaning of any difficult words. By trying to understand words from the **context**, you'll learn them more effectively.

6 Top tips

Here are some more top tips on how to improve your reading skills.

When you've finished reading something, make a note of five to 10 words or expressions you'd like to remember or learn. Write them down in sentences and include any other information such as how to pronounce them or any **synonyms** and **antonyms**.

Read a bit every day: before you go to sleep, on your way to work, during your lunch break... And **set** mini-objectives. For example, if you're reading a book, aim to read 10 pages a day.

If possible, read things in your own language first, and then try them in English. As you're already familiar with the topic or story, you'll find it easier to read in English. You could do this with news reports, books, film reviews, novels, articles... anything that you can find in both languages.

Reading should be fun, so choose texts that aren't too difficult for you. The best thing is to read at your level or slightly higher. If reading feels too much like work, it'll stop being enjoyable.

Reading is great. We all know that. So, find something you're interested in, and read about it in English. You'll learn so much! 📖

WHAT TO READ

So, what can you read? Here are some of our ideas: **graded readers**, children's books, audio books, books designed for secondary school students from English-speaking countries, magazine articles, bestsellers (rather than classics as the language in classics is often complex or outdated), "how to" guides, websites, Facebook posts, Twitter messages, the comments section on websites, slogans, newspaper headlines from online newspapers, online forums, recommendations from friends... the list is endless.

GLOSSARY

to fit together *exp*
the way that words "fit together" is the way they join together or connect

to focus on *exp*
if you "focus on" something, you only concentrate on that thing

to flow in *exp*
if something "flows in", it enters something in a slow, continuous movement

to get registered *exp*
if information "gets registered", it becomes recorded

to activate your existing knowledge *exp*
if you "activate your existing knowledge" of a topic, you think about all the things you already know about this topic

to guess *vb*
if you "guess" the meaning of a word, you say what you think it means, even though you aren't sure

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

to skip *vb*
if you "skip" over a part of the text, you don't read it

to work out *phr vb*
if you "work out" the meaning of a word, you discover its meaning

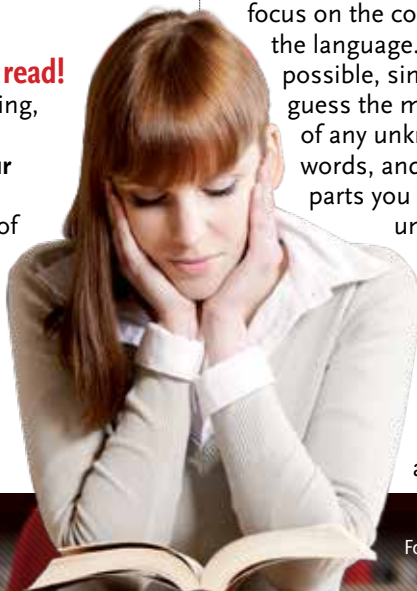
the context *exp*
if you understand a word from "the context", you understand it by looking at the words before or after it. These words can help make its meaning clear


a synonym *n*
a word which means the same as another word

an antonym *n*
a word which means the opposite of another word

to set *vb*
if you "set" an objective, you decide what that objective will be

a graded reader *n*
a book for language learners. The language in the book is easier than in the original





How to express emotions in English!

If you want to show how you feel about something, you can use an interjection. Basically, interjections are sounds or short words that can express a whole range of emotions such as surprise, anger, shock, fear, disappointment or sadness. They're often used by native speakers, so it's important to be able to understand them.
[Read over the explanations and do the exercises. Then, listen to check your answers.]

Oh, no! – to show disappointment.

Oil – a way of getting someone's attention, often when they're far away ["hey!" in US English].

Ow! – to show that you're in pain.

Whoops! – to show that you've made a mistake.

Aha! – to show that you're pleased because you've finally understood something.

Ahem! – this is the sound that's made when you clear your throat. It's typically used to attract someone's attention.

Ah! – to show that you like something.

Argh! – to show frustration or anger.

Blah, blah, blah! – to show that you're bored with someone's non-stop talking.

Boo! – to frighten someone.

Yuk! – to show your disgust at something horrible.

Hey! – to show surprise or anger, or to get someone's attention.

Hm... to show that you aren't sure about something and that you're thinking about it.

Mmm – to show pleasure.

Oh! – to show surprise.

Psst – to get someone's attention in a quiet place.

Shh! – to tell someone to be quiet.

Tut – a sound you make with your tongue when you do something wrong, or to show that you're angry.

Uh-huh – to show that you're following what someone is saying. However, it doesn't necessarily mean that you agree with them.

Whoa! – to tell someone to stop.

Wow! – to express surprise.

Yummy! – a way of showing that you like food.

Phew! – to show relief because a danger has passed.



1 Exercise

Complete the sentences with interjections. In some cases more than one answer may be possible. Then, listen to check your answers.



1. _____! That dog is just so cute.



2. _____! It was my turn!



3. _____! Come here! We need to talk.



4. _____, I get that, but what about the money? When are you going to pay me back?



5. _____! You stepped on my toe!



6. _____, I think this is my seat.



7. _____! That's amazing! I love it!



8. _____! I think this is your bag, isn't it?



9. _____! I think I've worked out the answer!



10. _____, Don't you ever stop talking?



11. _____... I'm not sure I like this.



12. _____, I'm sorry, I didn't realise you were there.



13. _____! They didn't see us.



14. _____. We've lost again.



15. _____! That's my parking space!



16. _____... that feels really good.



17. _____! It's raining again.



18. _____! We're trying to work in here.



19. _____! There's an insect in my salad!



20. _____! Scared you!



22. This soup is _____!



23. _____! Hold it right there. What did you just say?



21. _____! The computer's crashed again!



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VEG FRIED RICE

Try this delicious fried rice dish by chef Guru Wadhwa.
By Colleen and Ariel



Ingredients

- 1 6 cups of boiled **rice**
- 2 One and a half teaspoons of chopped **garlic**
- 3 Half a cup of **green beans** (finely chopped)
- 4 Three-quarters of a cup of **carrot** (finely chopped)
- 5 Half a cup of **spring onions** (finely chopped)
- 6 One teaspoon of **salt**
- 7 Some **olive oil**
- 8 Half a teaspoon of **pepper**
- 9 A quarter of a teaspoon of **soy sauce**
- 10 A quarter of a teaspoon of **vinegar**
- 11 Two finely chopped **green chilis** (optional)
- 12 One teaspoon **hot chilli sauce** (optional)



Process

1. First, **heat** some oil in a **wok**. When the oil is hot, **add** the garlic.
2. After about 30 seconds, add the green beans. Make sure you've cut them into very small pieces so they cook more quickly.
3. After about three minutes, add the carrot. Fry for a further three minutes or until the carrot becomes **tender**.
4. Add the spring onions, some salt and pepper and the finely chopped green chilis (optional). **Stir-fry** for a few seconds, then turn the heat down so the vegetables don't **overcook**.
5. After a minute or two, add the boiled rice, the soy sauce, the vinegar and the chilli sauce (optional). **Mix** it all thoroughly.
6. Cook for about three more minutes. Then, take off the heat. **Garnish** with the green **stalks** from the spring onions. ✨

VIDEO

YouTube

Watch the chef make the fried rice dish. Search YouTube for "Veg Fried Rice".

GLOSSARY

to heat *vb*
if you "heat" food, you make it warm or hot

a wok *n*
a large pan in the shape of a bowl that you can use for Chinese-style cooking

to add *vb*
if you "add" food A to food B, you put food A in food B

tender *adj*
food that is "tender" is easy to cut or chew

to stir-fry *vb*
if you "stir-fry" vegetables or meat, you cook small pieces of it quickly in very hot oil, moving it around a lot

to overcook *vb*
if you "overcook" food, you cook it for too long and the food becomes soft

to mix *vb*
if you "mix" food, you move it around so it joins and combines

to garnish *vb*
if you "garnish" a dish, you put herbs, etc. on top of the dish as a way of decorating it

a stalk *n*
the long, thin, hard part of a plant that grows out of the ground

MIDNIGHT RUN



Midnight Run is a 1988 American action-comedy directed by Martin Brest. It stars Robert De Niro and Charles Grodin. **Accountant** Jonathan "The Duke" Mardukas (played by Charles Grodin) has stolen \$15 million from Chicago Mafia boss Jimmy Serrano. **Bounty hunter** Jack Walsh (played by Robert De Niro) must bring the Duke back to Los Angeles within five days. The plan is to fly back, but the Duke pretends he has a fear of flying, so they have to go from New York City to Los Angeles by train. In this scene, Jack and the Duke are in the **buffet car** where Jack is enjoying a fried chicken dinner. The Duke is watching.

The script

D=The Duke J=Jack

- D: Are you familiar with the word **arteriosclerosis**? **Cholesterol**? If you want, I'll **outline** a complete **balanced diet** for you.
- J: Well, **mail** it to me from **C-block**.
- D: Why would you eat that?
- J: Why? Because it tastes good.
- D: But it's not good for you.
- J: I'm **aware of** that.
- D: But why would you do something that you know that's not good for you?
- J: Cos I don't think about it.
- D: Well, that's **living in denial**.
- J: Living in denial?
- D: Yeah.
- J: I'm aware of that.
- D: So, you're aware of all your behaviour, but you continue to do things that aren't good for you. That's sort of **foolish**, don't you think so, Jack?
- J: No. Stealing 15 million dollars from Jimmy Serrano sounds foolish.
- D: I didn't think I'd get caught.
- J: Now that's living in denial.
- D: I'm aware of that.
- J: Oh, so you're aware of your behaviour and yet you continue to do things that aren't good for you? Sounds kind of foolish to me, don't you think, John?
- D: It was foolish. But taking 15 million in **Mob** money and giving it to **charity** was good for a lot of people.
- J: Oh, so, you **pissed off** a Mafioso killer just to be loved by a **bunch of** strangers. That makes a lot of sense.
- D: Don't you want to be loved?
- J: Lots of people love me.
- D: Really? Who?
- J: Got an ex-wife and I got a daughter in Chicago.
- D: How do they **put up with** all your **sarcasm**?
- J: Beautifully, I haven't seen either of them in nine years.
- D: Then maybe we should go and see them?
- J: No, I don't think maybe we should go and see them. Thanks for the interest, though. ✨

VIDEO

YouTube

Watch the clip from the film. Search YouTube for "Midnight Run (3/9) Movie CLIP - Living in Denial". [up to 1:52 minutes]

GLOSSARY

an accountant *n*
a person whose job is to keep financial accounts and records

a bounty hunter *n*
a person whose job is to find or kill someone in order to get a reward (money, a prize)

a buffet car *n*
the carriage in a train where there's a restaurant and you can eat

arteriosclerosis *n*
a medical condition in which the walls of the arteries become hard and thick and the blood can't flow properly

cholesterol *n*
a substance in the fat, tissues and blood of all animals. Too much cholesterol in a person's blood can cause heart disease

to outline *vb*
if you "outline" a plan, you develop or explain it in a general way

a balanced diet *n*
if you have a "balanced diet", you eat very well with the correct proportions of vegetables, proteins, carbohydrates, etc.

to mail *vb*
to send something by letter or e-mail

C-block *n*
prisons can be divided into "blocks" – large buildings with many cells that are often named: A-block, B-block, C-block, etc.

aware of *exp*
if you're "aware of" something, you know about it

to live in denial *exp*
if you're "living in denial", you don't want to see things as they are or accept reality

foolish *adj*
stupid or silly

the Mob *n*
the Mafia

a charity *n*
an organisation that helps poor people, etc.

to piss off *exp informal*
if you "piss someone off", you make them angry

a bunch of *exp*
a group of

to put up with *exp*
if you "put up with" a bad situation, you accept it even though you don't like it

sarcasm *n*
saying the opposite of what you mean in order to hurt or insult people

Objective To improve your reading and listening skills.

Think about it Have you ever played a joke on anyone? What happened? Have you seen any prank videos on the internet? Which ones? What were they about? What about any scary prank videos? What happened in them? Were they funny? Why? Why not? What are some of your most frightening experiences?

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

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Answers on page 44

Pre-reading

Match the films (1 to 4) to the characters from the films (a-d).

1. Child's Play
2. The Ring
3. Friday the 13th
4. Carrie



a



b



c



d

Reading I

Read or listen to the article once. Which prank video sounds the scariest? Why?

Reading II

Read the article again. Then, write Chucky, Ghost, Jason or Carrie next to each statement. The star of this prank video...

1. ...is from a 2002 film.
2. ...is from a 1988 horror film.
3. ...frightens customers in a café.
4. ...is wearing a scary mask.
5. ...frightens customers in a toy shop.
6. ...uses telekinetic power.
7. ...appears out of a trap door.
8. ...chases people down the street with a machine in his hands.



FOUR SCARY PRANK VIDEOS!

A prank video is a joke that's secretly filmed then uploaded to the internet. A scary prank video is one that frightens the victim. There are hundreds of them on the internet, and they're extremely popular. But why? Is it the **creepy** music? The **cheesy** costumes? The terrified reactions of the victims? Here are some popular scary prank videos.

Chucky

Chucky was the **action figure** star of the 1988 American horror film *Child's Play*. Chucky also appears in several prank videos. In one, a man dressed up as the **diabolical** doll **bursts out of a bus stop window display** and chases people down the street with a knife. In another, a Chucky figure in a toy shop jumps out of a box and gives shoppers the **fright of their lives**.

Ghost in the lift

The Ring is a 2002 American horror film about a video tape that kills anyone who watches it. A scary girl ghost appears in the movie, and is also the star of several prank videos. In one titled *Ghost in the Elevator*, the victims enter a **lift** which begins to move before stopping (actually the lift doesn't go anywhere, but the victims don't know that). Seconds later, the lift lights begin to **flicker** then go out and it becomes **pitch black**. Under the cover of darkness a little girl dressed in white appears from a **trap door** at the side of the lift. When the lights come back on, the

victims see the ghostly figure and get a **nasty shock**.

Chainsaw psycho

Jason Voorhees is a fictional character from the *Friday the 13th* series of films. He's also appeared in several prank videos. In one, a prankster dresses up as Jason (complete with a scary **hockey mask** and **chainsaw**) and chases terrified Columbus (Ohio) residents down the street. Of course, the chainsaw isn't real, but it sounds genuine enough to the people who start **running for their lives**.

Carrie

Carrie was a 1976 horror film about a high school girl with special powers. In order to promote a 2013 **remake** of the film, pranksters played a joke on customers at a New York City café. A **stuntman posing** as a customer accidentally **spills** his coffee on a young woman (who is also in on the joke). "You just ruined all of my stuff!" she screams as the other customers turn around to see what's going on. Furious, the woman stands up and uses **telekinetic power** to push the man up against the wall and then up to the ceiling. So, how did she do it? Simple, earlier in the day, the pranksters set up a device behind the wall in the café, and then attached a rope to the man so that they could pull him back, and then up through a **gap** in the wall. Very clever!

Next time you see something scary, don't worry – it's probably just a prank! ☺

VIDEO

YouTube

Watch a scary prank video with Chucky. Search YouTube for "Chucky Scare Prank at the bus stop".

GLOSSARY

creepy *adj*
something "creepy" makes you feel nervous and frightened

cheesy *adj*
something "cheesy" is cheap and bad

an action figure *n*
a little toy that looks like a person, hero, soldier, fire-fighter, etc.

diabolical *adj*
very bad, evil

to burst out of *exp*
to jump out of

a bus stop window display *n*
an object made of glass next to a bus stop with an advert in it

the fright of your life *exp*
if you get the "fright of your life", someone or something really frightens you

an elevator *n US*
a machine in a tall building that can take you from one floor to another one

a lift *n*
see previous entry

to flicker *vb*
if a light "flickers", it goes on and off many times, often because it's broken

pitch black *adj*
if it's "pitch black", there's no light and you can't see anything

a trap door *n*
a little, secret, hidden door

a nasty shock *n*
if you get a "nasty shock", someone surprises or frightens you in a bad way

a hockey mask *n*
an object hockey players wear to protect their faces

a chainsaw *n*
an electrical machine for cutting trees, etc.

to run for your life *exp*
to run away from a danger or something that could kill you

a remake *n*
a new, modern version of a film

a stuntman / stuntwoman *n*
a person whose job is to do the dangerous action scenes in a film

to pose as *exp*
if you "pose as" a police officer (for example), you act as if you're a police officer, even though you aren't

to spill *vb*
if you "spill" liquid, the liquid comes out of a container (such as a cup) accidentally

telekinetic power *n*
a special power that allows you to move objects without touching them

a gap *n*
a space

Objective To improve your reading and listening skills.

Think about it When was the last time you were feeling a bit down (depressed)? What did you do about it? What are your top tips for getting rid of any negative thoughts? Do you know anyone who's feeling a bit down now? Why are they feeling like that? What advice would you give them? How would you help them?

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

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HOW TO START THINKING POSITIVELY!

Answers on page 44

1 Pre-reading

What are your top tips for dealing with negativity? Write down three ideas.

2 Reading I

Read or listen to the article once. Were any of your ideas mentioned? Which ideas do you like most?

3 Reading II

Read the article again. Then, see if you can complete the quotes from the article. Try to do it from memory without looking back at the text.

1. "I've had a lot of worries in my life, most of which _____." Mark Twain
2. "Yesterday is not ours to recover, but tomorrow is ours to _____." Lyndon B. Johnson
3. "You're going to go through tough times – that's life. But I say, 'Nothing happens to you, it happens _____.'" Joel Osteen
4. "I didn't fail at inventing the light bulb, I just first found _____ that it didn't work." Thomas Edison
5. "No matter what you're going through, there's a light _____." Demi Lovato
6. "Success is falling down nine times and _____." Bon Jovi

What do you do when you're feeling a bit down?

One good cure is to start to think positively. Here are our top tips for **getting rid of** any negative thoughts.

Put it in proportion!

Is your problem really as bad as you think it is? How serious will it be in a week? What about two weeks or two months? **The chances are** it won't even be a problem then. As the author Mark Twain once said, "I've had a lot of worries in my life, most of which never happened."

Focus on the future!

It's easy to think about all the things you *could have*, *should have* or *would have* done. But the best thing is to just forget about the past and **move on**. "Yesterday is not ours to recover, but tomorrow is ours to win or lose," ex-president Lyndon B. Johnson once said.

Think positively!

Sometimes just thinking positively can make you feel better. "Once you replace negative thoughts with positive ones, you'll start having positive results," the singer Willie Nelson once said. And as author Joel Osteen explained, "You're going to **go through tough times** – that's life. But I say, 'Nothing happens to you,

it happens for you.' See the positive in negative events."

Keep going!

Famous inventors often have a series of "learning experiences" until they get it right. As Thomas Edison once said, "I didn't fail at inventing the light bulb, I just first found 99 ways that it didn't work." And as Winston Churchill explained, "Success consists of going from failure to failure without loss of **enthusiasm**."

Be optimistic!

"When you wake up every day, you have two choices. You can either be positive or negative; an **optimist** or a **pessimist**. I choose to be an optimist. It's all a matter of perspective," US businessman Harvey Mackay once said. Remember, it can't "rain" all the time – it'll eventually stop, the storm will **die down** and the sun will come out. Just expect something great to happen in a very short time: a visit from an old friend, some unexpected money, an invitation to a dinner, a job offer, a new contract... "No matter what you're going through, there's a light at the end of the tunnel and it may seem hard to get to it but you can do it and just keep working towards it and you'll find the positive side of things," explained American actress

and singer Demi Lovato.

Act!

Don't just sit there feeling sorry for yourself, get up and do something: go for a run, meet up with some friends, send out a **CV**, get in touch with some old contacts..... the list is endless. As US rock star Bon Jovi once said, "Success is falling down nine times and getting up ten."

Are you thinking positively now? ☺

VIDEO

YouTube

Watch a video on how to be happy. Search YouTube for "How To Feel Happy - Scientifically Proven Ways of Creating Lasting Happiness".

GLOSSARY

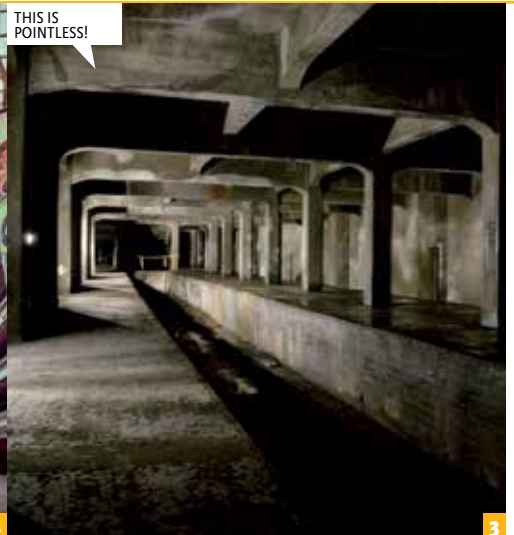
down *adj*
if you're feeling "down", you're feeling a bit sad or negative
to get rid of *exp*
if you "get rid of" something, you make it disappear or go away
the chances are that... *exp*
it's possible that...
to move on *phr vb*
if you "move on", you forget about the past and think about the future
to go through *phr vb*
if you "go through" a bad time, you have a bad time
tough times *exp*
"tough times" are difficult times for you
enthusiasm *n*
if you have a lot of "enthusiasm" for something, you feel very positive about it
an optimist *n*
a positive person who thinks that everything will be all right in the end
a pessimist *n*
a negative person who thinks that things will go badly and nothing will go well
to die down *phr vb*
if a storm (for example) "dies down", it becomes less violent
a CV *abbr*
a curriculum vitae – a document with information about your education and work experience

Objective To improve your reading and listening skills.

Think about it What are some of the biggest buildings or structures in your country? What are they for? What are some of the most impressive buildings or structures in your country? What are they used for? Are there many old buildings in your city or country? How well preserved are they? What are they being used for now? What do you think of modern architecture?

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

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THIS IS POINTLESS!

Answers on page 44

1 Pre-reading

Are there any shopping malls, bridges, hotels, airports, underground train systems, tram stations or lines near where you live? How successful, popular or commercially viable are they? Do you think they're underused in any way? Do they serve a good purpose? Make notes.

2 Reading I

Read or listen to the article once. Which "white elephant" is the most useless? Why?

3 Reading II

Read the article again. Then, write Bridge, Mall or Subway next to each statement.

1. It includes replicas of famous landmarks.
2. It was opened by an important government official.
3. Only about half of it was ever completed.
4. It was built for an international meeting.
5. It was originally going to open about 100 years ago.
6. Only about 1% of it is being used.
7. You can get access to it a couple of times a year.
8. Capacity for it far exceeds possible demand.
9. It's the largest of its kind in the world.

THREE FAMOUS "WHITE ELEPHANTS"!

Hotels that never open. Train lines that nowhere. Airports with no planes. Are there any **white elephants** in your country – expensive buildings or structures that are never used, opened or finished? Here are some famous ones from around the world. [source, Wikipedia]

1 The bridge

The Russky Bridge links the 5,000 inhabitants of Russky Island with the larger city of Vladivostok (population 600,000). The bridge cost more than \$1bn and was built as part of preparations for the Asia-Pacific Economic Co-operation summit of 2012, which lasted just two days. Completed in July of that year, it was opened by Russian Prime Minister Dmitry Medvedev. It's the world's longest **cable-stayed bridge**, with a 1,104 metre long **central span**. Capacity for the bridge is 50,000 cars per day, which is 10 times the total population of Russky Island!

2 The shopping mall

The New South China Mall is the world's largest **shopping mall**, but unfortunately, it's

mostly empty. It was opened in the city of Dongguan (in China) in 2005 and was expected to have about 100,000 visitors a day. However, although it has space for about 2,300 shops, 99% of these are **vacant**. The mall has seven zones modelled on international cities, nations and regions, including Amsterdam, Paris, Rome, Venice, Egypt, the Caribbean, and California. There's a 25-metre **replica** of the Arc de Triomphe, a model of Venice's St Mark's bell tower, a 2.1-kilometre canal with **gondolas**, and a 553-metre indoor-outdoor **roller coaster**. All for nothing!

3 The subway

Planning for the Cincinnati (Ohio) subway was approved in 1916. However, only about 18 kilometres of the proposed 26-kilometre route was ever completed, and it was never officially opened. There are now **derelict** tunnels, stations and train lines under the city streets. Experts have estimated that it would cost around \$2 million over five years to maintain the tunnels as they currently are, or \$19 million to fill

them in with dirt. However, twice a year, citizens do have the opportunity to explore the historic subway, through tours operated by the Cincinnati Museum Center. So it isn't completely **useless**!

Beware of the white elephants! ☹️

VIDEO

YouTube

Watch a video on the Cincinnati subway. Search YouTube for "Cincinnati's Subway".

GLOSSARY

a white elephant *n*

a building or structure that is never finished, completed, opened, etc.

to link *vb*

to connect, to join

a cable-stayed bridge *n*

a bridge in which the weight of the bridge is supported by cables that go to one or more towers

a central span *n*

the distance between the suspension towers on a bridge

a shopping mall *n*

a large building with many shops in it. A "shopping centre" in British English

vacant *adj*

if a building is "vacant", no one is living in it or using it

a replica *n*

a copy

a gondola *n*

a boat from the canals of Venice (Italy)

a roller coaster *n*

a type of small train at a fun fair that goes up and down really quickly

derelict *adj*

if a building is "derelict", it's empty and in a very bad condition

useless *adj*

something "useless" can't be used and serves no purpose

Have a chat



If you “have a chat” with someone, you talk to them in a friendly, informal way about things that aren’t really important.

“We had a chat with Pete in that bar you recommended.”

Go out for a drink



If you “go out for a drink” with someone, you go to a bar, café, etc. and have a drink with them.

“We went out for a drink last night and didn’t get home till about three in the morning.”

Break the ice



If you “break the ice”, you do or say something to make a situation less tense and more relaxed.

“I thought a funny joke might break the ice, but it only made things worse.”

Look familiar (a person)



If someone “looks familiar”, you think you recognise them, but you aren’t entirely sure.

“His face looks familiar, but I can’t recall where we first met.”

Ring a bell (a name)



If someone’s name “rings a bell”, you think you recognise it, but you aren’t sure.

“Her name rings a bell, but I can’t remember where we first met.”

Have a lot in common



If you “have a lot in common” with someone, you’ve been to the same places, you like the same things, you know the same people, etc.

“After about half-an-hour of chatting to her, I soon realised that we had quite a lot in common.”

Mutual friend



If friends A and B have a “mutual friend” (C), A and B both know C, although A, B and C have never been together at the same time.

“I think we’ve got a mutual friend. You know Charles, don’t you?”

Get to know someone



If you “get to know someone”, you start learning things about them and discovering what they’re like.

“After spending a week together at the conference, we got to know each other quite well.”

Not have a clue who someone is



If you “haven’t got a clue who someone is”, you really can’t remember who they are, and you aren’t even sure you’ve met before.

“I haven’t got a clue who she is. In fact, I don’t even think we’ve met before.”

Put your foot in it



If you “put your foot in it”, you do or say something silly.

“I put my foot in it when I said I hated the restaurant – I never knew it was his mum’s restaurant and his dad was the chef.”

Objective To improve your reading and listening skills.

Think about it What are the police like in your country? What do you think they'd do if you threw a snowball at them? Do the police carry guns in your country? Do you think this is a good idea? Why? Why not? Have you read about any unusual arrests in your country? What happened?

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

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QUIRKY NEWS

Unusual news stories from around the world.

FIVE UNUSUAL ARRESTS BY THE POLICE!

Here are five stories of unusual arrests by the police.

The space hopper

In January 2015, police officers in Dundee (Scotland) arrested a man for riding a **space hopper** down a main road. "He was bouncing out from inside a tunnel when police stopped him," driver

Jamie Shankland told the *Evening Telegraph*. "At first I wondered what it was, but then I saw the two little **horns sticking out** of the top and I knew it was a space hopper," he added.

The ball

In 2008, an 88-year-old grandmother was arrested for not returning a child's ball. Edith Smith found the ball in her garden, but **refused** to return it to her 9-year-old neighbour. On hearing about this, the boy's father called the **cops**. They warned Edith that she would be arrested if she didn't give the ball back. Once again, she ignored the **request**, so police charged her with **petty theft**.

The present

In December 2006, police arrested a 12-year-old boy from South Carolina for opening a Christmas present without permission. The boy's mum had specifically told the child not to open any presents until Christmas morning. However, on seeing that a Nintendo Game Boy had already been opened before then, the boy's mother called the cops, who charged the **juvenile** with **petty larceny**. In an interview with *The Herald* newspaper, the boy's mother said she hoped his arrest would "serve as a lesson".

The koala

In November 2014, a koala bear was "arrested" and **bundled** into a police van after disrupting

traffic in Sydney (Australia). The **marsupial** was seen running in and out of traffic at about 2am on a Saturday night. A police officer managed to **grab** the creature before it got hurt. Police then contacted the **RSPCA** to find out what to do, and were advised to **release** the animal in a "suitable location" away from the city traffic. However, before letting the koala go, police took photos of him and posted these (complete with a set of **mini-handcuffs**) to their Facebook page, which received more than 2,000 "likes" and hundreds of comments.

The snow ball

After several days of heavy snowfall in February 2013, Josh Pickens and a friend started throwing snowballs at passing cars. Unfortunately for them, one of the cars was an **unmarked** police vehicle, and the driver wasn't **amused**. So, Josh and his friend were arrested and charged with "throwing a **missile** at an occupied vehicle." In another incident in 2014, a 13-year-old boy was arrested and charged with "**aggravated battery**" after he allegedly threw a snowball in a police officer's general direction. He was also **suspended** from school for five days.

And in another incident in New York, a cop **pulled his gun** on a group of teenage boys after they threw a snowball at him. In a later **trial**, the teenagers were awarded thousands in compensation. ✪



VIDEO

YouTube

Watch a video about an unusual arrest. Search YouTube for "Woman arrested for not returning movie she rented in 2005 -- 9 years earlier!".

GLOSSARY

a space hopper ⁿ



a horn ⁿ

the "horns" of a cow (for example) are the hard things that grow out of its head

to stick out ^{phr vb}

if an object is "sticking out", you notice it because it's long and coming out of another object

to refuse ^{vb}

if you "refuse" to do something, you say that you won't do it

a cop ⁿ inform

a police officer

a request ⁿ

if you make a "request", you ask someone to do something

petty theft ⁿ

the crime of taking someone's possessions without asking

a juvenile ⁿ

a child or young person who isn't old enough to be considered an adult

petty larceny ⁿ

the theft of personal property that isn't worth much

to bundle ^{vb}

if you "bundle" someone into a car (for example), you push them in the car quickly and with force

a marsupial ⁿ

an animal like a kangaroo that carries its babies in a pouch (a little pocket) in their stomach area

to grab ^{vb}

to take with your hands suddenly and with force

the RSPCA ^{abbr}

the Royal Society for the Prevention of Cruelty to Animals – an organisation that protects animals

to release ^{vb}

if you "release" an animal (for example), you put it back in a forest or park so it can be free

handcuffs ⁿ

metal objects that the police put around a person's wrists (the joint between their hand and their arm)

a like ⁿ

if someone "likes" a picture on Facebook, they press a button to show that they like it. Each time someone does this, it's counted as a "like"

unmarked ^{adj}

an "unmarked" police car looks like an ordinary car and doesn't have the word "police" written on it

amused ^{adj}

if you're "amused", you think that something is funny

a missile ⁿ

an object you throw at someone as a weapon in order to hit or hurt them

aggravated battery ⁿ

"battery" is the crime of attacking someone and hurting them physically. "Aggravated battery" is a serious form of battery

to suspend ^{vb}

if a child is "suspended" from school for five days (for example), they can't go to school for five days because they've done something bad or wrong

to pull a gun on ^{exp}

if you "pull a gun on" someone, you take out a gun and point it at them

a trial ⁿ

a legal process with a judge and jury to decide whether someone is innocent or guilty

Answers on page 44

1 Pre-reading

Look at the paragraph titles in the article. How could these things lead to an arrest by the police? Think of as many ideas as you can.

2 Reading I

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

3 Reading II

Read or listen to the article again. Then, answer the questions.

1. What had the man been bouncing up and down on when he was stopped by police?
2. What was the grandmother charged with for not returning the ball?
3. Why did the woman involve the police after her child opened a Christmas present?
4. How did people react to the photos of the koala that the police posted on Facebook?
5. Why was the incident involving Josh and his friend described as "unfortunate for them"?
6. What eventually happened to the teens who threw a snowball at a police officer in New York?



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Objective To improve your listening skills.

Think about it Have you ever ordered anything by phone or online? What was it? How often do you have to buy any stationery such as sellotape, pens, etc.? What was the last item of stationery that you bought? What did you use it for? Do you have any filing cabinets at home? What do you use them for? How do you organise your papers or important documents at home?

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

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Answers on page 44

1 Pre-listening

Look over the list of office supplies below. When was the last time you used any of them? What did you use them for?



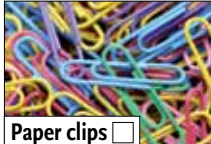
Pack of A4 paper



Highlighters



Stapler & staples



Paper clips



Post-it notes



Scissors



Pens



Ring binder folders



Filing cabinet (vertical)



Ink cartridge

2 Listening I

You're going to listen to a phone conversation between a customer and a sales rep. The customer is calling up to order some office supplies. Listen once. What three things does she order? Choose from the list in the Pre-listening activity.

3 Listening II

Listen again. Then, answer the questions.

1. What's the caller's first name?
2. Which company is she calling from?
3. What's the item number for the first thing she orders?
4. How many does she want of this item?
5. What does item number MFC-210C correspond to?
6. How many of item X44274 does she want?
7. What's the total price including shipping?
8. What's her credit card number?
9. What's the delivery address?
10. What's the shop's website address?

4 Listening III

Listen again and complete the audio script with the correct prepositions.

Note!

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



How to place an order

Audio script

Sales: Jack's Office Supplies. Mark Reynolds speaking. How can I help you?
Chris: Oh, hi, I was just calling to put (1) _____ an order for some office equipment.
Sales: OK. Could I have your name please?
Chris: Christine.
Sales: And which company are you calling (2) _____ ?
Chris: The Hudson Corporation.
Sales: Have you got an account (3) _____ us?
Chris: No, not yet.
Sales: OK. So, what would you like to order?
Chris: Well, we need some (4) _____ the vertical filing cabinets. That's item number 475.
Sales: And how many of those would you like?
Chris: Three, please.
Sales: OK, so that's three of item number 475.
Chris: Yes, and six ink cartridges – item number MFC-210C.
Sales: Six of item number MFC-210C.
Chris: And two dozen packs (5) _____ A4 paper.
Sales: OK. So, that's 24 packs of item number X44274.
Chris: Perfect.
Sales: Would that be all then?
Chris: Yes, thanks.
Sales: So, that'll be £425 (6) _____ total.
Chris: Does that include the shipping charge?

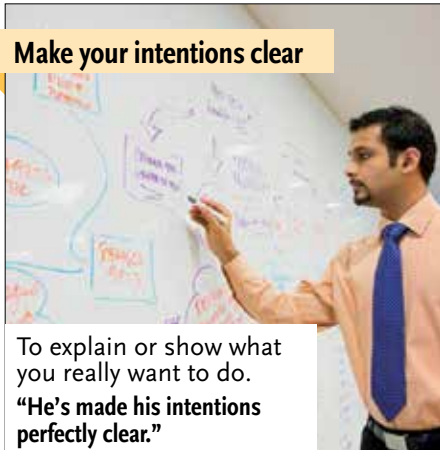
Sales: There's no shipping charge (7) _____ orders over £100.
Chris: OK. Great. Can I pay by credit card?
Sales: Yes, of course. What's the name (8) _____ the card, please?
Chris: It's Christine Blakely.
Sales: And the number?
Chris: 58 449 49394.
Sales: And the expiry date?
Chris: 04 / 18.
Sales: And the three-digit code on the back (9) _____ the card?
Chris: That's 897.
Sales: And what's the delivery address, please?
Chris: 48 Markham Road.
Sales: Sorry, can you spell the name of the street (10) _____ me, please?
Chris: Yes, it's M-A-R-K-H-A-M.
Sales: And what city is that?
Chris: London, postal code, N15 6TB.
Sales: Sorry, was that T (11) _____ Tom?
Chris: Yes, N15 6TB.
Sales: Is this also your company address?
Chris: Yes, that's it.
Sales: Great. Well, that should be delivered (12) _____ you within three days. Just for future reference, if you want, you can place orders from our website www.jacksofficesupplies.com
Chris: OK. Great. Thanks a lot.
Sales: Bye, and have a nice day.
Chris: Bye. ☺

CONFIRMING INFORMATION

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Learn 11 idioms for confirming information.

Make your intentions clear



To explain or show what you really want to do.
"He's made his intentions perfectly clear."

Make it plain



If you "make it plain" that you want something, you explain it very clearly.
"I think I've made it plain that I don't ever want to work with her again."

Bring someone up to speed



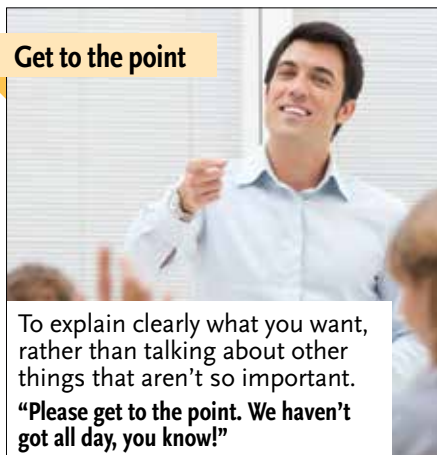
To give someone all the latest information about something.
"You need to bring me up to speed on the latest developments."

Go into detail



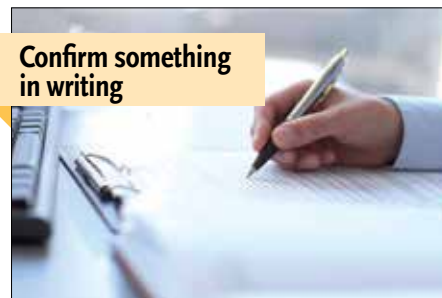
If you "go into detail", you explain something very thoroughly, giving all the information about it.
"I don't want to go into detail right now, but let's just say, we're thinking about it."

Get to the point



To explain clearly what you want, rather than talking about other things that aren't so important.
"Please get to the point. We haven't got all day, you know!"

Confirm something in writing



If you ask someone to "confirm something in writing", you ask them to write down what they want so there's a record of it.
"We'll need to get that confirmed in writing."

Get the gist



If you "get the gist" of something, you understand it more or less, but you aren't absolutely sure.
"I get the gist of what you're saying, but you'll need to explain it to me in more detail."

Be crystal clear



If something is "crystal clear", it's very easy to understand and there are no doubts as to what you want.
"I hope the new rules are crystal clear. If not, let me know and I'll go over it again."

Clear up a confusion, question, misunderstanding



To explain something so there are no doubts; to find answers to things.
"I think we need to clear up the question of who is at fault here."

Throw light on something / shed light on something



To explain something by providing information about it; to say what happened; to reveal the truth.
"No one could shed any light on the mysterious car accident."

Make something clear / make yourself clear



If you "make something clear", you explain it with examples so that everyone understands it. If you "make yourself clear", you speak very carefully so that everyone understands what you're saying.
"This is of the utmost importance, so I hope I've made myself absolutely clear."

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

Think about it What are some of your favourite websites? Which websites do you regularly visit? Why? Have you discovered any good websites lately? What are they? What can you find there? What type of websites do you use most? Which social media pages have you "liked" on Facebook, Twitter, etc.? Why? What information do you get from them?

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Note!
Don't read the audio script until you've completed the exercises. Also, please note that when people chat informally, they often use non-standard English, correct themselves, repeat themselves, rarely speak in full sentences and even make factual or grammatical mistakes because they're speaking fast.

GROUP TALK

TALKING ABOUT WEBSITES!

Audio script

Rachel: So, I've... I've noticed recently, with the... you know... quantity of websites that there are that not all of them are good. [No] And [There are some really bad ones], yeah, there are some terrible ones, and I saw one the other day, and it was... I was really surprised because it was a big company [Yeah], and when you clicked on the... the icon for information, what they showed you was a telephone number. [Yeah] And I thought this was really strange, that you...

Noah: That kind of defeats the purpose of the Internet. So...

Rachel: Yeah, really. So it was an advert for a telephone number on... on the web.

Doug: Definitely. For some of us, the reason we use the internet is to get the information there so we don't have to call someone.

Noah: So we don't have to talk to anyone!

Doug: Especially... Exactly! Especially if they're in another country [yeah, exactly] though, this keeps costs down.

Noah: I hate the thing when you

click... when you click on something and the link doesn't work. I hate that. It's like, if you can have a website, have someone who, you know, monitors it, or... I... I don't know. [Yeah] You know? It's frustrating. But you bet... I saw this thing the other day and it was like the ten worst websites in the world. And it was, like, these horrendous kind of busy, messy, badly designed... you didn't even know what they were for! You know...

Doug: Yeah, this is awful. But, can you... can you give me an example of a good website that you like?

Noah: Ah, that's a good question...

Doug: Or, is there a website you visit every day because it's fantastic?

Noah: Probably, like [It's full of information], newspapers, like *The Guardian*. I think that's a good website. I use the... *The Guardian* website.

Rachel: That is a good website. It's easy to search for themes that you're interested in [Exactly!] and... [...and it works] Yeah, it's... it's a good website.

Noah: And... I don't know... what were you going to say?

Rachel: No, just some of the airlines have... have pretty good... erm... websites. [Do they?] Yeah, a few of the budget ones – I've found they're very simple, very easy to use. And...

Noah: But there's those really frustrating ones where you're trying to get cheap tickets, and it's like... you know, you click, and you've given your dates, and then it opens up ten other browsers with all these things, and it's searching for the best deal.

Rachel: Yeah, that's true. They sort of automatically add on options you might not want, [Yeah] and you have to eliminate them [You've got to be careful] to get through to the price. That's true.

Noah: Yeah, because suddenly you kind of... the one euro airfare to London is going to cost you four hundred euros once you, you know...

Rachel: Because you're taking skis that you didn't want, and...

Noah: Exactly. Exactly! [Yeah] You can get ski insurance, really!

Rachel: Yeah, that's right. [fades out] ☺

Answers on page 44

1 Listening I

You're going to listen to some people talking about websites. What makes a good website? Think of three ideas. What makes a website bad? Write down three more ideas. Then, listen to the conversation once. Were any of the things you thought of mentioned?

2 Listening II

Listen again. Then, answer the questions.

1. What did the first speaker see when she clicked on the icon on the website?
2. What does one of the male speakers hate when you click on something?
3. Which newspaper website does one of the speakers like?
4. Why does another speaker say that she likes it?
5. What does the female speaker like about some airline websites?
6. Why are some airline websites frustrating according to the other speakers?
7. What effect could this have on the price?

Top tip: how to listen

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

Objective To teach you some slang words and expressions.

Think about it When was the last time you went to a party? Where was it? Who was there? Did you meet anyone interesting? Who? Have you ever done any networking? Where did you do it? Who did you meet? What happened as a result? What are your top tips for networking? What's the best way to get the most out of a networking event?

TRACK 25: ENGLISHMEN & US WOMAN

SLANG CONVERSATION



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THE PHONE

In this conversation, Bob is phoning his friend Mike. Listen once. What day and time do they arrange to meet in the end? Then, listen again and try to guess the meaning of the following slang expressions (also marked in black/bold in the text). Write out a version of them in Standard English:

	Slang expression	Standard version
1	What's up?	
2	(Is he) around?	
3	Wait a sec	
4	Cheers	
5	(Are you) up for a few drinks?	
6	(Someone) rear-ended me	
7	The motor	
8	(You're) breaking up	
9	To pop by	
10	Sure!	
11	To give someone a bell	
12	To give someone a buzz	



Dialogue

Greg: Hello?

Bob: Is that Greg?

Greg: Speaking.

Bob: Hi, it's Bob.

Greg: Oh, hi Bob. **What's up?**

Bob: Is Mike **around?**

Greg: Yeah, wait a sec. I'll go and get him.

[shouting to Mike] Mike! It's Bob!

Mike: Coming!

Greg: *[speaking to Bob]* He'll be here in a sec.

Bob: **Cheers.** *[waiting a bit]*

Mike: *[Mike picks up the phone.]* Hi Bob.

How's it going?

Bob: **Not too bad.** I was just wondering whether you'd be up for a few drinks

this Friday. It's Mark's birthday.

Mike: Sounds good. But I'll need you to give me a lift. Someone **rear-ended** me the other day so I've got the **motor** in the garage. They said it wouldn't take too long, but...

[The phone line is bad and starts breaking up.]

Bob: Mike? Mike? You're **breaking up.**

Mike: What?

Bob: The line's really bad.

Mike: *[He walks into the living room.]* Oh, right. Is that better? I was in the kitchen, I'm in the living room now.

Bob: Yeah, much better.

Mike: As I was saying, I was just wondering

whether you could **pop by** to pick me up as I've got the car in the garage.

Bob: **Sure!** Sometime around 6pm?

Mike: Perfect!

Bob: Oh, before I forget, I've been trying to get in touch with Jessica. I **gave her a bell** last night on her landline, but she didn't pick up. Any ideas where she might be? Have you got her mobile?

Mike: I think I've got it here somewhere. Yes, here it is. It's 0894 658 934.

Bob: Cheers. I'll **give her a buzz.**

Mike: OK, see you on Friday then.

Bob: All right, see you then. Bye.

Mike: Bye. ✨

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Objective To improve your reading and listening skills.

Think about it What do you know about the European Union? What's your opinion of it? What difficulties is it facing? Is your country in any type of union? What laws has your country passed recently? What do you think of them? What laws should they pass? Why? What are some of the worst laws or regulations in your country?

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

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I LOVE EU!

SEVEN REASONS TO LOVE THE EU!

Twenty-eight countries with a combined population of over 500 million inhabitants, covering a surface area of more than 10 million square kilometres, the European Union is a massive political and economic **partnership**. Some criticise it for creating too much **red tape**. But others see it in a more **positive light**. Here are seven things from the **EU** that have helped to make Europe a better place to live.

1 Cosmetics

In 2004, cosmetic companies were **banned** from using animals to test products. And the testing of ingredients (or combinations of them) has been prohibited since 2009. A full ban covering all types of products came into force in 2013.

2 Airlines

In 2004, an **EU regulation** established that airlines must **provide assistance** to passengers whose flights are cancelled or delayed. And any unclear pricing online is prohibited – all **taxes** and charges must be shown right from the start, so it's clear how much the ticket is going to cost you.

3 Bees

In 2013, the EU enacted laws to protect Europe's bees. Numbers of the flying insects have **collapsed** in recent years; and this is seen as extremely serious as bees are vital for the **pollination** of many plants and cereals. Zoologists believe that **neonicotinoid insecticides** are responsible

for the **decline**. So, the **commission** put restrictions on the use of three of these chemicals.

4 Light bulbs

In 2009, the EU began **phasing out** traditional light bulbs in favour of **fluorescent** ones, which use 65-80% less energy. The old bulbs have been in use for over a hundred years, but the problem is that 95% of the energy they consume is given off as heat rather than light.

5 Fridges

Thanks to an **energy efficiency directive** of 2011, new models of fridges now use 27% less energy than older versions. As a result of this (as well as the ruling on light bulbs), the UK is now using 10% less electricity than it was several years ago.

6 Toys

An EU Toy Safety Directive has banned the use of substances that can cause cancer. The 2009 ruling prohibited the use of carcinogens, mutagens and allergens in the accessible parts of toys.

7 Chemicals

The EU's Reach programme makes companies who place chemicals on the market responsible for managing the risks associated with their use. The regulation, which came into force in June 2007, includes substances such as **organophosphate** pesticides and mercury and cadmium compounds, all of which are highly toxic.

Thank you, EU! 🇪🇺

HOW THE EU WORKS

The EU is highly complex, but very basically, the European Commission (which consists of a commissioner from each country) thinks up ideas for laws. Then, the European Parliament and the Council of Ministers vote on the laws. The European Parliament meets in Brussels (Belgium), the city of Luxembourg (in Luxembourg) and Strasbourg (France).

VIDEO

YouTube

Watch a video about the European Union. Search YouTube for "**The European Union Explained**". For a further explanation, Search YouTube for "**How the EU works**".

GLOSSARY

a partnership *n*
a relationship in which two or more organisations or countries work together

red tape *n*
official rules that are unnecessary and cause problems

a positive light *n*
if you see something in a "positive light", you like it and think it's good

the EU *n*
the European Union

to ban *vb*
to prohibit; to say that people can't do something

a regulation *n*
a rule to control the way something is done or the way people behave

to provide assistance *exp*
to help

a tax *n*
money you have to pay the government so it can pay for schools, hospitals, etc.

to collapse *vb*
if the number of something "collapses", it falls quickly and by a large amount

pollination *n*
when "pollination" happens, insects fertilise a plant or tree with pollen so more of those plants or trees can grow

a neonicotinoid insecticide *exp*
an "insecticide" is a chemical that kills insects. "Neonicotinoids" are chemicals that are similar to nicotine

a decline *n*
if there's a "decline" of something, there are fewer examples of that thing

the commission *n*
the European Commission (EC) is the part of the European Union that proposes laws

to phase out *phr vb*
if the government wants to "phase out" something, they want people to use less and less of it until they stop using it

fluorescent *adj*
a "fluorescent" light shines with a very hard, bright light

energy efficiency *n*
if something has a high rate of "energy efficiency", it doesn't use much energy

a directive *n*
an official instruction, law or rule

organophosphate *n*
very toxic (poisonous) chemicals that are often used as insecticides

Answers on page 44

1 Pre-reading

Look at the paragraph headings. In what way do you think the EU has helped in these areas? Make notes.

2 Reading I

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

3 Reading II

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

1. In what way does the cosmetics legislation help animals?
2. What changes have been made to the way prices are displayed on airline websites?
3. What have the bees got to feel happy about?
4. What are the benefits of fluorescent light bulbs?
5. What effect have the directives on fridges and light bulbs had on energy consumption in the UK?
6. What implications does the Reach programme have for chemical companies?

Objective To improve your listening and reading skills.

Think about it What type of videos do you watch on YouTube? What do you like or dislike about YouTube? What do you think of vloggers? Are there any famous vloggers from your country? What do they talk about? What do they do? Why do you think vloggers are so popular?

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

TRACK 27: ENGLISHMAN & US WOMAN



How to become an online video star!

Answers on page 44

1 Reading I

You're going to read an article about three vloggers (video bloggers) – people with popular YouTube channels. Look at the pictures of the vloggers. What type of videos do you think they upload? What do you think they talk about in their videos?

2 Reading II

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

3 Reading III

Read the article again. Then, write Zoella, ShayCarl or PewDiePie next to each statement. This vlogger...

- ...involves his/her family in the videos.
- ...launched two important products in 2014.
- ...uses an informal name to refer to his online fans.
- ...has more subscribers than the number of inhabitants in countries such as Peru or Australia.
- ...has admitted that he/she doesn't know everything there is to know about his/her topic of interest.
- ...dropped out of university to make videos.
- ...has had famous people appear in his/her videos.
- ...appears with his/her brother in a series of videos on his/her channel.

Want to get rich? Simple! Set up a video camera, chat for about 10 minutes a day, then upload the videos to YouTube. At least, that's what vloggers do. Here are three online video stars who made their millions from YouTube.

1 Zoella280390

Zoe Sugg started her blog when she was 19. She posts videos about fashion, hair, style and beauty, as well as general "Day in the Life" videos about the things she does, such as going shopping. She admits she's "by no means an expert in make-up", but she still has over seven million subscribers. Zoe (born 28th March 1990) released her first novel, *Girl Online*, in November 2014. She also has her own beauty product collection under the brand name Zoella Beauty, which was launched in September 2014.

2 ShayCarl

Shay Carl Butler is an American vlogger with several YouTube channels. Shay (born 5th March 1980) has appeared on chat shows and has had celebrities such as Matt Damon appear in his videos. His SHAYTARDS YouTube channel has over three million subscribers. It consists of videos about his family and the things they get up to on a daily basis. As he says on a video on the homepage, "We're

a family of six who've been making daily videos for the past six years." He has another series of videos called "BROVENTURES" in which Shay and his brother Casey go on crazy adventures together such as sky diving.

3 PewDiePie

The king of the vloggers is PewDiePie. His YouTube channel has over 34 million subscribers and more than 4 billion hits. This makes him the most followed user on the website. In his videos, he chats to his "bros" – his online fans – about video games. The man behind the operation is Felix Kjellberg, who lives with his Italian girlfriend and their dogs in Brighton, England. He started out studying Industrial Engineering at Chalmers University of Technology in Gothenburg (Sweden), but dropped out to make his videos in his very own quirky style that his fans absolutely love.

So, how do vloggers make their money? Most of their income comes from publicity. Companies are keen to reach the millions of young fans who watch the videos, so they'll pay up to £20,000 a month to put up advertising on the webpage.

And the big question is: why are vloggers so popular? Of course, they're attractive, charming, funny, fun to

watch, and, at times, a little bit crazy, but perhaps it's really down to the way they chat directly to the camera, and the fact that they aren't seen as celebrities but friends. As PewDiePie said in an interview with the *Wall Street Journal*, "What I and other YouTubers do is a very different thing. It's almost like hanging around and watching your pal play games."

Get vlogging! 📺

VIDEO

YouTube

Watch vlogger PewDiePie chatting to his "bros" (his fans). Search YouTube for "MY PLEDGE".

GLOSSARY

to chat *vb*
to talk informally to someone about things that aren't really important

a vlogger *n*
someone who has a YouTube channel and who puts videos there regularly.

a brand name *n*
a name given to a product or a series of products

sky diving *n*
the sport of jumping from a plane with a parachute

a hit *n*
the number of times a video is watched on YouTube (for example)

quirky *adj*
someone who is "quirky" is a bit different or strange but in a funny way

income *n*
money you receive from a business or other type of activity

publicity *n*
if you receive money from "publicity", companies pay you to put advertising or other promotional material on your website (for example)

charming *adj*
nice and attractive

down to *exp*
if the success of something is "down to" another thing, that other thing has caused the first thing to be successful

to hang around *phr vb*
if you "hang around" with someone, you stay with them and talk

a pal *n*
a friend

Objective To improve your listening skills.

Think about it What's your definition of a passive aggressive person? Have you ever had to deal with an aggressive person? Why were they being aggressive? What happened? Has anyone ever left you a note? What was it about? What did it say? Have you ever left a note for someone? What do you do when you've got a problem with someone?

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

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HOW TO DEAL WITH PASSIVE AGGRESSIVE PEOPLE!

Have you ever met a passive-aggressive person? You probably have, but you might not have realised it. Here's our mini-guide on how to identify passive aggressive types.

Passive aggressive people **act aggressively** but in a **subtle**, indirect way. For example, if you ask a passive-aggressive person to do something they don't want to do, they'll say, "Yes, of course!", but then do it badly, take their time over it, or deliberately make mistakes.

And if they're angry with you, instead of talking about the problem, they might give you the **silent treatment**, make **sarcastic** comments every now and then, or worse, do something that could actually hurt you. "A passive-aggressive person is basically angry, but they express their anger in indirect ways," author Loriann Oberlin explained. "Behind the smile, a hidden knife!" as the ancient Chinese proverb goes.

One way for passive-aggressive people to express their anger without any need for a **confrontation** is through **anonymous** notes. The website www.passiveaggressivenotes.com has a collection of these. Here are a few.

A note to a flatmate in a shared house

"I don't know who you are, but you have been seen stealing my butter. Put it back in the fridge or I will lick everything."

An anonymous note to an upstairs neighbour in a block of flats:

"Every **breath** you take, every move you make, every bone you break, every **step** you take IS REALLY AUDIBLE THROUGH THE FLOOR!"

A note to a colleague at work:

"To the person putting **decaf coffee** in the regular coffee pot. I don't know who you are. I don't know what you want. If you are looking for a **ransom**, I can tell you I don't have any money. But if you don't stop doing that, I will look for you and I will find you, and I can tell you that I can be a **nightmare** for people like you."


A note to the driver of a badly-parked car

Dear Sir or Madam, you may have noticed that your vehicle seems to have found itself in two parking spaces. The truth is, it actually fits in one. For the benefit of all humanity, please lower your parking space **consumption**. Thanks. Your friendly neighbourhood Spiderman.

So, what's the best way of dealing with passive aggressive people? Ignore them if you can. If you have to say something, keep it all very **factual** and non-emotional. And if the situation becomes **unbearable**, try **calling** them out on their anger. Say something like, "It seems like you're angry about something. Do you want to talk about it?" They'll probably deny that there's anything wrong, but you never know, they may ask to talk about it later. Just let them know that you're prepared to listen when they want to discuss it. Above

all, don't take it personally. Their anger comes from complex **issues**, and they're just using you as a **target**.

Watch out for those passive-aggressive types! ☺

VIDEO  Watch a video on how to deal with passive aggressive people. Search YouTube for "Passive Aggression - Office Problem #75".

GLOSSARY

passive-aggressive *adj*
a "passive-aggressive" person acts aggressively but in an indirect way. They want to get what they want, but they don't want a fight or argument

to act aggressively *exp*
to act in an angry, violent way

subtle *adj*
if something is "subtle" you don't notice it at first because it's difficult to see

the silent treatment *n*
if someone gives you the "silent treatment", they stop talking to you or responding to your questions

sarcastic *adj*
someone who is "sarcastic" says the opposite to what they really mean

a confrontation *n*
a fight or battle between two people, etc.

anonymous *adj*
if you remain "anonymous", you don't let other people know who you are

to lick *vb*
if you "lick" something, you move your tongue over it

a breath *n*
when you take a "breath", you take air into your body once

a step *n*
when you take a "step", you lift your foot then put it down in a different place, as you're walking for example

audible *adj*
if something is "audible", you can hear it

a decaf coffee *n*
a "decaf coffee" has no caffeine in it. "Decaf" comes from decaffeinated

a ransom *n*
money that has to be paid to someone so that they'll free a prisoner

a nightmare *n*
if someone is a "nightmare", they're bad, horrible, nasty, etc.

consumption *n*
your "consumption" of something is the amount you use of that thing

factual *adj*
something "factual" is true and can be checked - it isn't invented or just an idea

unbearable *adj*
something that's "unbearable" is almost impossible to accept

to call out *phr vb*
if you "call someone out" on something, you ask them directly what the problem is so they have to either tell you or say that nothing is wrong

an issue *n*
an important subject or problem that people are talking about or discussing

a target *n*
a person or thing that people are attacking

Answers on page 44

1 Pre-reading

Imagine this. A customer is shouting in a restaurant because the waiter brought the wrong dish. What might the following different personality types do? Match the numbers (1 to 4) to the descriptions (a-d).

1. A passive waiter would...
 2. An assertive waiter would...
 3. An aggressive waiter would...
 4. A passive-aggressive waiter would...
- a. ...confront the customer and tell him/her to shut up or get out.
- b. ...apologise and bring the correct dish.
- c. ...apologise and bring the correct dish, but would secretly spit in it.
- d. ...inform the customer calmly that he doesn't want to be spoken to like that.

2 Reading I

Read or listen to the article once. Which anonymous note is the funniest or most unusual? Why?

3 Reading II

Read the article again. Then, write a 100-word description of passive-aggressive people with some invented examples of notes they might write or things they might do.

Objective To improve your listening skills.

Think about it When was the last time you tried to meet up with someone or a group of people? Where were you going? How hard was it to meet up? Why? Have you ever had to cancel a meeting or date? Why? Did you manage to reschedule it? What was it for? When was the last time you had to rearrange some plans you'd made? Why? What happened?

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

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Answers on page 44

1 Pre-listening

Why do people have meetings? Look over the list below. Can you think of three more ideas?

- To organise an event
- To decide on the price of something
- To discuss moving house or office
- To decide on a new name for something
- To make a decision on something
- To discuss some figures
- To get people's opinions on something

Other?

2 Listening I

You're going to listen to two phone conversations. Listen once. Do both callers get what they wanted?

3 Listening II

Listen again. Then, answer the questions.

Call I

1. When had Jack last spoken to Georgia?
2. Why is he calling her?
3. Why can't she talk right now?
4. What's her e-mail address?
5. What's Jack's company website address?

Call II

6. Why isn't Oliver free on Thursday?
7. Why can't Megan make it on Friday afternoon?
8. Why doesn't Oliver want to meet up on Friday morning?
9. Why can't Oliver make it on Monday morning?
10. What time do they finally arrange to meet?

4 Listening III

Listen again and complete the audio script with the correct words.



Finding a time for a meeting

Audio script

Setting up the meeting

Jack is calling up Georgia.

Georgia: Markstone Accounting. Georgia Barkly speaking. How may I help you?

Jack: Oh, hi, Georgia. It's Jack.

Georgia: Jack?

Jack: Jack Smith. NetWorth Systems. We spoke last week.

Georgia: Oh, yes. Jack, of course. How's it going?

Jack: Fine, thanks. Look, (1) _____ those prices you'd asked for...

Georgia: Oh, yes, Jack. Look, I'm sorry, but I'm just about to attend a meeting. Can I (2) _____, around 5pm?

Jack: Sure. No problem.

Georgia: Or better still, could you e-mail me the figures?

Jack: Of course. I don't think (3) _____.

Georgia: It's georgiaspears@fitchbarrow.com

Jack: georgiaspears@fitchbarrow.com

Georgia: That's it.

Jack: I'll send that right away. Oh, and if you want, you could check out the other prices I was talking about on our website, then (4) _____ later this afternoon too, and I can also tell you what sort of discounts we could offer.

Georgia: OK. That's a good idea. What's the website address?

Jack: www.networth-systems.com – all lower case.

Georgia: So, that's www.networthsystems.com

Jack: There's a hyphen between "networth" and "systems".

Georgia: www.networth-systems.com

Jack: That's it. Great. Talk later. Bye.

Georgia: Bye.

Fixing the day

Megan is calling up Oliver.

Oliver: Oliver Letts. How may I help you?

Megan: Hi, Oliver, it's Megan.

Oliver: Hi, Megan. How's it going?

Megan: Not too bad, thanks. Look, I'm trying to find a time for a meeting this week. Are you free on Thursday?

Oliver: Erm, let me just check. Oh, no, sorry but I've got a sales conference all day on Thursday, and there's no way that (5) _____.

Megan: How about Friday afternoon?

Oliver: Yes, that should be OK.

Megan: Oh, no, wait a minute. I've got a meeting at 4pm that's (6) _____. What's Friday morning looking like for you?

Oliver: Erm, Friday mornings are never good for me – it's my chance to catch up if I'm a bit behind with things. Could we meet up sometime next week then?

Megan: OK. How about Monday morning?

Oliver: Let me see. Oh, no, I'll be busy on Monday morning. I've got an appointment with a client that (7) _____. What about Tuesday afternoon? I haven't got anything pencilled in for the afternoon. Does 4pm sound all right?

Megan: OK, I had arranged to meet a work colleague to go over something, but it isn't that urgent (8) _____. So, let's say Tuesday afternoon at 4pm, but I'll need to confirm that with my colleague first, but I don't think it should be a problem.

Oliver: OK. Perfect. Just send me an e-mail to confirm and I'll write it into my diary.

Megan: OK. Bye.

Oliver: Bye. ✨

E-MAILS & MESSAGES

This month we are looking at some phrasal verbs that are used in e-mails or other electronic messages. Complete the sentences (1 to 8) with the words from below.

week **right** **hearing** **see** **discuss** **taking** **lunch** **confirming**

1

Forward to

If you “forward” an e-mail or message “to” someone, you send a message you’ve received to another person.

“Please forward any e-mails from Greg to both me and Abbie as we need to _____ them too.”



2

Book up

If you “book up” a restaurant, you reserve a table at the restaurant at a particular day and time.

“The date for the _____ is confirmed for Friday 14th at 2pm. So, could you book up the restaurant as soon as you can, please?”



3

Call back

If you “call someone back”, you phone them after they phoned you.

“Thanks for sending through the information. I’ll call you back sometime next _____ to go over it.”



4

Write up

If you “write up” the notes from a meeting, you write them into proper sentences.

“Thanks for _____ the minutes in the meeting today. Please write them up as soon as you can and send them over to me.”



5

Look forward

If you “look forward” to hearing from someone, you’re excited about hearing from them again.

“Thanks again for all your help, and I look forward to _____ from you soon.”



6

Copy in

If you “copy someone in” to an e-mail, you add them to the list of people who receive it.

“Please send them an e-mail _____ the dates, and copy me in to so I’ve got it on record.”



7

Meet up

If you “meet up” with someone, you go somewhere so you can talk to them at a certain time.

“It was great to see you again. I’d like to meet up sometime next week to _____ this further.”



8

Pencil in

If you “pencil someone in”, you write their name on a calendar to reserve that time for a meeting with them.

“Thanks for getting back to me. I’ll pencil you in for a meeting next Tuesday at 4pm, if that’s all _____ with you.”



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ANSWERS

HOUSEWORK (PAGE 5)

1 Reading II

1. Natalia; 2. Jessica; 3. Greg; 4. Piers; 5. Greg; 6. Piers; 7. Natalia; 8. Jessica

CYCLING (PAGE 6)

1 Reading II

1. Samantha; 2. Brian; 3. Mike; 4. Brian; 5. Mike; 6. Samantha

INTERVIEW (PAGE 7)

2 Reading I

1. a dog; 2. a shoe; 3. a track suit; 4. bubble gum; 5. an earphone; 6. the interviewer's CV; 7. the corporate logo

GRAMMAR BOOSTER (PAGE 8)

1. produced; 2. placed; 3. inspected; 4. wrapped; 5. sent; 6. passed

ENGLISH IN ACTION (PAGE 10)

1. dark hair; 2. blonde hair; 3. boots 4. jumper; 5. jacket; 6. trousers; 7. wallet; 8. track suit

CONNECTING SOMEONE (PAGE 12)

2 Listening I

The message that isn't left is message "a"

1 Listening II

- 1a 2b 3b 4a 5a 6a 7b

2 Listening III

1. to; 2. from; 3. at; 4. at; 5. for; 6. from; 7. for; 8. to; 9. for; 10. at

PRACTICAL ENGLISH (PAGE 13)

1. 011 457 823
 2. 15.07.85
 3. £68
 4. 1st September
 5. £2,459
 6. £286.25
 7. £1,150.75
 8. 2.45%
 9. 29.4%

GRAMMAR TIPS (PAGE 14)

1. tore/ripped; 2. less; 3. doing; 4. agree; 5. o'clock; 6. made; 7. fewer

STUCK (PAGE 15)

1. 26 years old; 2. in 1848; 3. 20 minutes; 4. the police; 5. something to drink; 6. three

POPCORN (PAGE 16)

1. 4,000 years old; 2. in 1848; 3. Charles Cretors; 4. 33%; 5. 4-5 grams; 6. serotonin

LIMERICKS (PAGE 17)

1 Pre-reading

- 1f 2b 3g 4a 5e 6d 7c

2 Reading I

beard-feared, hen-wren, tree-bee, buzz-does, supposed-closed, rats-hats, Peru-do, hair-bear, Darjeeling-Ealing, door-floor

PHONE PROBLEMS (PAGE 18)

1 Post reading

Student's own answers

PHONE PROBLEMS (PAGE 18)

1 Listening II

1. Charlotte; 2. Simmonds; 3. three; 4. the 24th; 5. one; 6. two; 7. one; 8. three

2 Listening III

1. made; 2. spell; 3. confirm; 4. happened; 5. wanted; 6. give; 7. checking; 8. booked

BUSINESS NEWS (PAGE 19)

1 Pre-reading

- 1e 2d 3c 4h 5a 6f 7g 8b

2 Reading II

1. Tardar Sauce; 2. Tabatha's brother, Bryan;

3. Because some people said the photo was a fake;
 4. Through licensing agreements;
 5. Grumpucchinos; 6. She's actually a sweet-natured creature

ENGLISH IS EASY (PAGE 20)

Student's own answers.

TRAVEL ENGLISH (PAGE 22)

1. reservation; 2. traffic; 3. credit card; 4. key; 5. floor; 6. towels; 7. Continental; 8. meeting; 9. coffee; 10. parking spaces

INTERJECTIONS (PAGE 25)

1. Ah; 2. Hey; 3. Psst; 4. Uh-huh; 5. Ow; 6. Ahem; 7. Wow; 8. Whoops; 9. Aha; 10. Blah, blah, blah; 11. Hm; 12. Oh; 13. Phew; 14. Oh, no; 15. Oi; 16. Mmm; 17. Tut; 18. Shh; 19. Yuk; 20. Boo; 21. Argh; 22. yummy; 23. Whoa

PRANKS (PAGE 28)

1 Pre-reading

- 1b 2a 3d 4c

2 Reading II

1. Ghost; 2. Chucky; 3. Carrie; 4. Jason; 5. Chucky; 6. Carrie; 7. Ghost; 8. Jason

POSITIVE (PAGE 29)

1 Reading II

1. never happened; 2. win or lose; 3. for you; 4. 99 ways; 5. at the end of the tunnel; 6. getting up ten

WHITE ELEPHANTS (PAGE 30)

1 Reading II

1. Mall; 2. Bridge; 3. Subway; 4. Bridge; 5. Subway; 6. Mall; 7. Subway; 8. Bridge; 9. Mall

QUIRKY NEWS (PAGE 32)

1 Reading II

1. He was bouncing up and down on a space hopper.
 2. She was charged with petty theft.
 3. She wanted police to teach her son a lesson.
 4. They seem to have received it quite well.
 5. Because one of the cars they threw a snowball at was an unmarked police vehicle.
 6. They received thousands in compensation.

PLACING AN ORDER (PAGE 34)

2 Listening I

She orders some vertical filing cabinets, six ink cartridges and two dozen packs of A4 paper.

1 Listening II

1. Christine; 2. The Hudson Corporation; 3. item number 475; 4. three; 5. ink cartridges; 6. twenty-four; 7. £425; 8. 58 449 49394; 9. 48 Markham Road, London, N15 6TB; 10. www.jacksofficesupplies.com

2 Listening III

1. in; 2. from; 3. with; 4. of; 5. of; 6. in; 7. for; 8. on; 9. of; 10. for; 11. for; 12. to

GROUP TALK (PAGE 36)

1 Listening I

Student's own answers.

2 Listening II

1. She saw a telephone number;
 2. He hates it when you click on something and the link doesn't work;
 3. The Guardian; 4. Because it's easy to search for themes that you're interested in;
 5. She says that they're very simple and very easy to use;
 6. Because when you click on something, other browsers open up and you have to delete them all before you get through to the price;
 7. A one-euro ticket could end up costing you 400 euros.

SLANG CONVERSATION (PAGE 37)

First listening: they arrange to meet up on Friday at about 6pm.

	Slang expression	Standard version
1	What's up?	What is going on? What is the matter?
2	(Is he) around?	Is he there?
3	Wait a sec	Please wait a minute
4	Cheers	Thanks
5	(Are you) up for a few drinks?	Would you like to go out for a few drinks?
6	(Someone) rear-ended me	Someone drove into the back of my car
7	The motor	The car / my car
8	(You're) breaking up	The phone line is going very bad / the phone line isn't clear
9	To pop by	To go to someone's house for a short time
10	Sure!	Of course! / Yes!
11	To give someone a bell	To telephone someone
12	To give someone a buzz	To telephone someone

THE EU (PAGE 38)

1 Reading II

1. The legislation has put a ban on testing cosmetic products on animals. 2. The full price including any taxes and charges must be shown. 3. The fact that harmful insecticides will have restrictions on them. 4. They use 65-80% less energy than traditional light bulbs. 5. The two rulings have meant that the UK is now using 10% less electricity than it was several years ago. 6. Companies who place chemicals on the market are responsible for managing the risks associated with their use.

VLOGGING (PAGE 39)

1 Reading III

1. ShayCarl; 2. Zoella; 3. PewDiePie; 4. PewDiePie; 5. Zoella; 6. PewDiePie; 7. ShayCarl; 8. ShayCarl

PASSIVE AGGRESSIVES (PAGE 40)

1 Pre-reading

- 1b 2d 3a 4c

2 Reading II

Student's own answers.

THE MEETING (PAGE 41)

2 Listening I

Yes, both callers achieve their objectives (more or less).

3 Listening II

1. Last week.
 2. To talk about the prices she'd asked for.
 3. Because she's about to attend a meeting.
 4. georgiaspears@fitchbarrow.com
 5. www.networth-systems.com
 6. He's got a sales conference.
 7. Because she's got a meeting at 4pm.
 8. Because that's his chance to catch up on all his work.
 9. Because he's got an appointment with a client.
 10. Tuesday afternoon at 4pm.

4 Listening III

1. I was just calling about
 2. call you back sometime this afternoon
 3. I've got your e-mail address
 4. we can discuss them over the phone
 5. I can get out of it
 6. taken ages to set up
 7. could go on all morning
 8. so I can probably reschedule it

PHRASAL VERBS (PAGE 42)

1. see; 2. lunch; 3. week; 4. taking; 5. hearing; 6. confirming; 7. discuss; 8. right

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Wet

A: I say, I say, I say. What gets wetter the more it dries?

B: I don't know. What does get wetter the more it dries?

A: A towel.

The grasshopper

A grasshopper walks into a bar and the bartender says, "Hey, we've got a drink named after you!" The grasshopper looks surprised and says, "Really? You've got a drink called Steve?"

The shower

It's Sunday morning and Jenny is just getting into the shower as her husband, Bob, is getting out. All of a sudden, the doorbell rings. Bob quickly wraps a towel

around himself and runs downstairs. When he opens the door, it's Marge, their 94-year-old next-door neighbour. Before he can utter a word, Marge says, "Young man, I'll give you £800 to drop that towel." After thinking for a moment, Bob lets the towel fall and stands there naked in front of his neighbour. After a few seconds, Marge says thanks, hands him the £800 and leaves. Quickly, Bob picks up the towel and runs upstairs again. When he gets to the bathroom, his wife asks, "Who was that?" "Oh, just Marge," Bob says. "Great," the wife says.

"Did she say anything about the £800 she owes me?" ❗

GLOSSARY

to dry *vb*

two meanings: a) if something "dries", it loses all the water in it; b) if you "dry" a wet thing, you make all the water come out of it

a grasshopper *n*

two meanings: a) an insect with long back legs that jumps high into the air; b) a green-coloured cocktail made with crème de menthe

a bartender *n*

a person whose job is to serve drinks in a bar

to name after *phr vb*

if A is "named after" B, A has the same name as B

to wrap around *phr vb*

if you "wrap" a towel "around" you, you put it around your body

to utter a word *exp*

to say something

to drop *vb*

if you "drop" something, you let it fall to the ground

naked *adj*

with no clothes on

to hand *vb*

if you "hand" something to someone, you give it to them

to pick up *phr vb*

if you "pick up" something, you take it in your hands

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I'M DRY.
THE TOWEL
IS WET!

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