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HOW TO SPEAK **ON THE** PHONE

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Hi, everybody and welcome to another issue of *Learn Hot English magazine* – the fun magazine for learning English. This month, we're looking at how to speak over the phone. Learn lots of top tips for speaking well over the phone, and learn how to

understand what someone is saying or thinking through their tone of voice. Very useful! Of course, that's not all, and we'll also be looking at tourism, islands, the weather, neighbours, famous saints, unsolved mysteries, Gibraltar, idioms, phrasal verbs, useful language and lots, lots more! Well, we hope you enjoy reading and listening to this issue of *Learn Hot English*. Have fun, learn lots of English and see you all next month!

Andy

PS Remember to sign up for our newsletter so you can receive lots of FREE language lessons, and find out what we're doing. Just visit our website (www.learnhotenglish.com) and enter your name and e-mail address in the box on the right-hand side of the page.



AUDIO FILES

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All material in this publication is strictly copyright, and all rights are reserved. Reproduction without permission is prohibited. The views expressed in Hot English Magazine do not necessarily represent the views of Hot English Publishing SL, although we do know that speaking on the phone is hard, some mysteries are extremely mysterious and Gibraltar clearly is part of the Iberian Peninsula.

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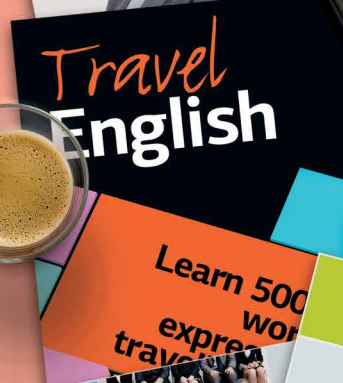
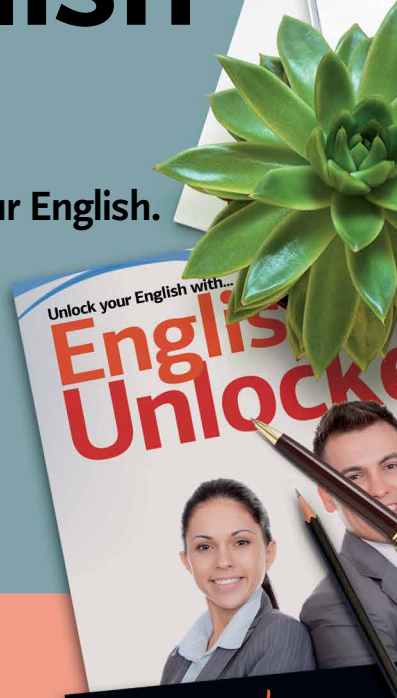
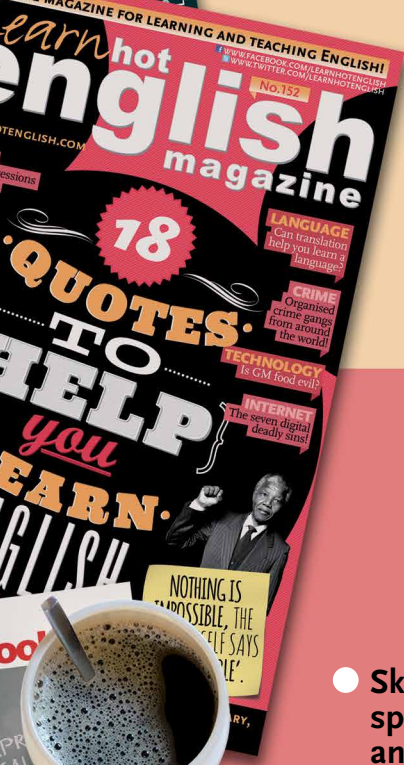
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Service with a Smile!

"Poor value for money and poor service can cost jobs," a representative from VisitBritain, the UK's official tourism agency, explained just recently.

Tourism is big business in the UK. Over thirty-six million people visited Britain in 2015; and they spent over \$22 billion. But despite efforts to improve the situation, some visitors still **complain** about a lack of "service with a smile".

Just recently, a consumer group found poor standards of **hygiene** at less-expensive hotels during an undercover investigation. This included **filthy lavatories** and dirty **sheets**. "We need to improve service levels and attention. A really nice English breakfast served with a smile and

a comfortable bed can make all the difference," the spokesperson said.

"We had a period in which hotels could **get away with** not being of the highest quality, with dirty towels and **grumpy** hotel managers telling guests, 'We don't do breakfast before 8am and we don't do it after 8.12am'. But this isn't going to create a lot of happy customers. Some people are born to be in service industries and some people are not," he said.

"The UK offers fantastic arts, sport, heritage and culture. But research has shown that foreign tourists dislike the lack of hospitality they receive," he added. "When it comes to service, All you have to do is be professional!" ☺

ANSWERS ON PAGE 59



1 Pre-reading

Look at the subtitle, "Tourist anger at bad service in the UK".

Without reading the article, answer the questions.

- Why could tourists be angry at bad service in the UK? Think of examples.
- What could "bad service" consist of? Use the prompts to think of ideas.
 - in a restaurant
 - in a hotel room
 - in a language academy
 - in a shop

2 Reading I

Read the article to check your ideas from the Pre-reading exercise.

3 Reading II

True or False?

- Over 26 million tourists went to Britain in 2015.
- Tourists spent over \$12 billion.
- The undercover investigation found evidence of dirty toilets and sheets.
- The author of the article thinks that some

people are born to work in the service industries and others are not.

- Some tourists aren't happy with the service they receive.

4 Language focus synonyms

Match the words from column A to their synonym in column B.

A
1. poor
2. dirty
3. grumpy
4. filthy

B
1. extremely dirty
2. unclean
3. bad
4. unhappy / rude

5 Discussion

Which of the following problems have you experienced abroad? Give details.

- poor service
- dirty towels
- grumpy staff
- poor standards of hygiene
- filthy sheets

GLOSSARY

to complain *vb*
to say you are not satisfied with something

hygiene *n*
if you are concerned about "hygiene", you want to keep yourself and your surroundings clean, especially to prevent illness

filthy *adj*
very dirty

a lavatory *n*
a toilet (usually the building where you can go to the toilet)

a sheet *n*
a large rectangular piece of thin material that you sleep on or cover yourself with when you sleep

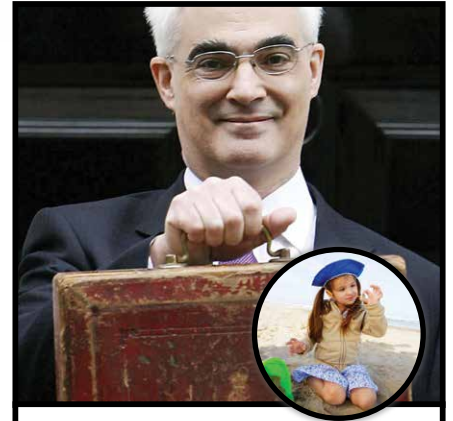
to get away with *phr vb*
if you "get away with" something bad, you do not suffer any punishment or consequences for the bad action

grumpy *adj*
bad-tempered; miserable

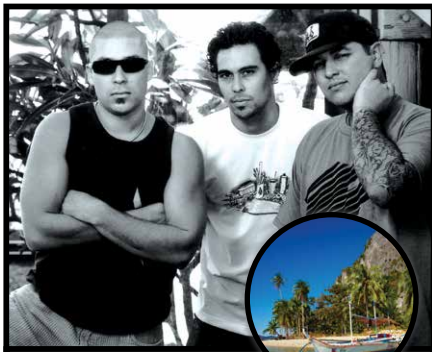
The Name Game



THIS IS ANOTHER PART IN OUR SERIES OF FAMOUS NAMES WITH MEANING. MORE NEXT MONTH.



Alistair Darling (British politician)
If someone is a "darling", they're a very nice and lovable person.
"Flora is such a darling; I just love her."



Sublime (US rock group)
If something is "sublime", it has a wonderful quality that affects you deeply.
"The artist drew a picture about the sublime beauty of nature."



Guess (clothing brand)
If you "guess", you attempt to give an answer to something, but you aren't totally sure if it's true.
"I didn't know the last answer on the exam, but I guessed and got it right."



Creed (US rock group)
A "creed" is a set of beliefs, principles, or opinions that strongly influence the way people work or live.
"They were devoted to their creed of self-help."



Helen Hunt (American actress)
If you "hunt" for something or someone, you try to find them by searching carefully.
"They hunted for food in preparation for the winter."



The Pretenders (British rock group)
If you "pretend" that something is true, you act as if it's true, even though it isn't.
"The child pretended to be asleep so he could hear the conversation."



Dane Cook (American comedian)
When you "cook" food, you prepare food often by heating it over a fire or gas or electrical appliance.
"He cooked her a delicious Italian meal."

Are you a **survivor**?

WHAT KIND OF SURVIVOR ARE YOU? DO YOU LIKE TO "ROUGH IT"? OR DO YOU PREFER TO HAVE SOMEONE ELSE LEAD THE WAY? TAKE THIS QUIZ AND FIND OUT.



Results If you answered...

mostly a's The Scaredy-Cat

You're afraid of everything. You find danger and risk in almost all situations. If you were lost on a deserted island without your teddy bear, you wouldn't survive very long with the spiders, snakes and tropical storms.

mostly b's The Co-dependent Character

You aren't very self-sufficient. You depend on others for ideas and help. If you were on an island with other people, they'd send you home first. You're way too **clingy**.

mostly c's The Leader

You love to lead a group. You like to direct, and you're there to help people in need. On a deserted island, you'd be leading friends to fresh drinking water. You're the person everyone depends on to get things done.

mostly d's The Practical Survivor

You're very rational. You use **logic** for all your decisions and actions. If you were lost on a remote island, you'd be taking care of basic needs such as finding fire wood. You wouldn't be the one looking for a tropical jungle adventure. But, if you found one, you'd survive.

GLOSSARY

to rough it *exp*
if you "rough it", you sleep outside with no bed / sleeping bag, etc.

struggling *adj*
trying hard at something that is difficult for you

stuck *adj*
if you are "stuck" in a place, you are trapped there

a workout *n*
a period of physical exercise or training

to faint *vb*
to lose consciousness for a short time, often because of hunger, pain or shock

commitment *n*
something that takes up a lot of your time because of the responsibilities you have with it

to crawl *vb*
if an insect "crawls", it moves slowly

a landlord *n*
the person who owns and allows others to live or work in a building for payment of rent

clingy *adj*
if a person is "clingy", they're very attached and dependent on other people

logic *n*
the way of thinking and reasoning about things analytically

1 What's your idea of the perfect day at the beach?

- a. I don't go to the beach. The risk of getting attacked by a shark is too high.
- b. Playing games with a friend in the sand.
- c. Saving a **struggling** swimmer.
- d. Sitting under a parasol or swimming in the ocean.

2 If you were **stuck** on a desert island and could only bring one thing, what would it be?

- a. My teddy bear.
- b. A mobile phone to call my friends for advice.
- c. A knife to hunt and cut things.
- d. Sun cream, so I don't burn.

3 What type of physical exercise do you like?

- a. I don't do any exercise. I'm too afraid of breaking a bone or getting hurt.
- b. Going for a run with a friend.
- c. I like hiking, kayaking, climbing or any sport where I can lead a large group.
- d. I like very basic **workouts** – just enough to keep me healthy.

4 Your friend Will just told you that he's going to begin running marathons. What's your reaction?

- a. "You're crazy! You could **faint** from exhaustion!"
- b. "Good for you. You should probably ask a friend to do it with you."
- c. "That's great. I did a marathon once and was the first to finish in my age group."
- d. "Wow. That's a big **commitment**. Be careful, and don't tire yourself out."

5 You're about to fall asleep, and you see a spider **crawling** on your pillow. What do you do?

- a. Scream loudly and call the **landlord** to say you're moving out of the apartment.
- b. Call a friend for advice.
- c. Catch it and make sure there aren't any more in your bedroom.
- d. Open a window to set the spider free and then fall asleep.

6 What does it mean to be a survivor?

- a. You can survive a full day without getting a paper cut or losing your keys.
- b. You have a friend who can help you through difficult situations.
- c. You can solve your problems and everyone else's as well.
- d. You have achieved success and have learned from your experiences.

USEFUL VOCABULARY

THIS IS ANOTHER PART IN OUR SECTION ON USEFUL VOCABULARY.
THIS MONTH: ISLAND VACATION. ANSWERS ON PAGE 59

1 Match the words

Match the words below to the pictures.

- The beach
- A cliff
- A beach hut
- A beach resort
- The sea
- The sand
- A fish
- Sun cream
- A barbecue
- A sun hat



2 Wordsearch

Now find these words in the wordsearch.

- | | |
|-------------|----------------|
| the beach | a cliff |
| a beach hut | a beach resort |
| the sea | the sand |
| a fish | sun cream |
| a barbecue | a sun hat |



3 Guess the word

Think of clues to describe these island-related words.
Ask your partner to guess the word based on your clues.

THIS IS SOMETHING YOU WEAR ON YOUR HEAD WHEN YOU'RE OUTSIDE IN THE HEAT.



A SUN HAT!



USEFUL VERBS & EXPRESSIONS

THIS IS ANOTHER PART IN OUR SECTION ON USEFUL VERBS AND EXPRESSIONS.
THIS MONTH: TRAVEL.

TO TAKE A TOUR

IF YOU "TAKE A TOUR" OF A PLACE, YOU GO ON A SHORT JOURNEY OR TRIP AROUND IT.

"LAST SUMMER WE WENT ON A TOUR AROUND THE SOUTH OF FRANCE."



TO CATCH A FERRY

IF YOU "CATCH" A BUS, TRAIN, OR FERRY, YOU GET ON IT IN ORDER TO TRAVEL SOMEWHERE.

"WE HAVEN'T TO CATCH THE FERRY AT 5 O'CLOCK TOMORROW."



TO STAY IN A HOTEL

TO LIVE IN A HOTEL FOR A SHORT TIME, OFTEN DURING A HOLIDAY.

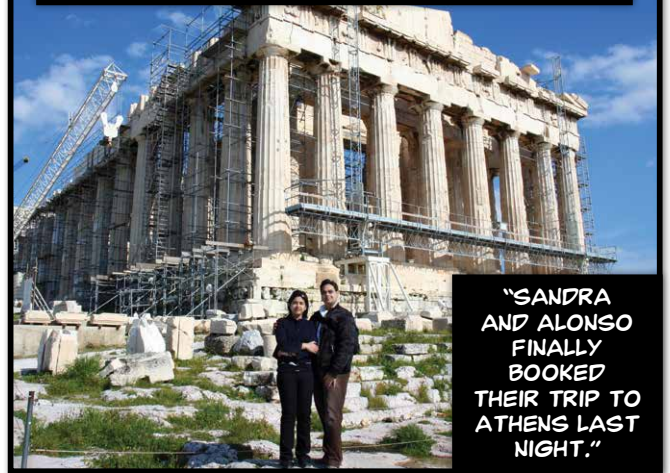
"SHE DECIDED TO STAY IN A HOTEL INSTEAD OF GOING CAMPING."



TO BOOK SOMETHING

IF YOU "BOOK" A TRIP, YOU RESERVE IT AND PAY FOR IT.

"SANDRA AND ALONSO FINALLY BOOKED THEIR TRIP TO ATHENS LAST NIGHT."



TO GO ON A CRUISE

IF YOU "GO ON A CRUISE", YOU TRAVEL ON A SHIP OR BOAT AND VISIT A NUMBER OF PLACES.

"I WANT TO GO ON A CARIBBEAN CRUISE THIS SUMMER."



TO STOP OFF SOMEWHERE

TO TAKE A TEMPORARY BREAK IN THE MIDDLE OF A JOURNEY.

"THE PRESIDENT STOPPED OFF IN ENGLAND ON HIS WAY TO ANKARRA."



Island Day-trippers

Special English-speaking islands around the world.

If you want to improve your English in an island setting, why not choose one of these three islands from all over the world?



Key West – USA
Enjoy Florida's best seafood and sunshine

The Florida

Keys is a collection of islands at the southernmost point of Florida. The islands offer many activities including diving, fishing, water sports and golfing. If you prefer city sightseeing, you can go to the old town by foot or rent a bike. There, you can see tiny lanes and old wooden homes, including author Ernest Hemingway's house. When the sun sets on the islands, have a drink at one of the many sidewalk cafes and soak up the atmosphere with music and street artists.

How to get there:

Take a ferry from Miami which takes four hours. Or, if you have a car available, you can drive to the island over one of the 42 bridges which connect the islands to the mainland.



Fraser Island – Australia
Drink freshwater from the island's creeks

If you like beach holidays, Fraser Island is the place for you. It's

situated on the southern coast of Queensland, approximately 300 km north of Brisbane. This world heritage site has spectacular sights including wildlife, rainforests and natural pools and lakes. In fact, in one of the fresh water creeks, the water is so clean you can drink it as you swim in it. Another feature which makes this island special is the shipwreck on the beach which has been there since 1935.

How to get there:

You can get to Fraser Island from the mainland quite easily by taking a ferry from Hervey Bay. The journey from the bay to Moon Point, Fraser Island, takes an hour.



Brownsea Island – UK
Discover Poole's hidden jewel

If you can't make it to Sydney Harbour, Australia, there's always Poole Harbour, England. It's the second largest harbour after Sydney Harbour. From there, you can take a boat to one of eight islands – one of them is Brownsea. It is only a twenty-minute ferry ride from the mainland. This hidden island is a place of natural beauty famous for its diversity of wildlife. Bring your camera and take pictures of the different species of birds and animals, and enjoy a long walk through the woods.

How to get there:

Take a ferry from Poole Quay. A single journey takes about 20 minutes. 🌟

1 Pre-reading

Match the name of these islands (1-3) with their countries (a-c).



1 Key West



2 Fraser Island



3 Brownsea Island

- a. Australia
- b. USA
- c. England

2 Reading I

Read to check your ideas

from the pre-reading exercise.

3 Reading II

On which island(s) can you...

1. ...do many outdoor activities?
2. ...swim in drinkable water?
3. ...enjoy wildlife?
4. ...see a wrecked ship?
5. ...visit the house of a well-known author?

4 Language focus expressions

Look at the sentence from the article, "If you prefer city sightseeing, you can go to

the old town by foot or rent a bike."

Underline the modal verb in this sentence.

Which other modal verb for recommendation can you use in its place?

5 Discussion

1. Have you ever had a holiday on an island? Where did you go? If not, would you like to in the future?
2. Have you ever been on an island day-trip? Where did you go?
3. Can you visit any islands as a day-trip in your country? Where can you go? Which one would you recommend?



The Boss

Five-year-old Kristin is on the **couch**, talking with her parents. "Daddy, you're the boss of the house, right?" she asks. And her father **proudly** replies, "Yes, honey, I'm the boss of the house." And Kristin adds, "**Cos** mummy put you in charge, right, Daddy?"



Funny Guys

Three comedians are having a chat. They're in the **changing room** of a nightclub just after a late-night comedy show. They've heard one another's material so much that they've reached the point where they don't need to say the jokes anymore – they

just need to refer to each joke by a number. "Number 37!" says the first comic, and the others start laughing hysterically.

"Number 53!" says the second guy, and the others all start laughing **uncontrollably**. Finally, it's the third guy's turn. "44!" he says. But the other two just stand there without laughing. "What? What's wrong?" he asks. "Isn't number 44 funny?" "Yeah, sure it is," one of the comics answer. "But the way you tell it..."

Dream Girl

Daniel finds the woman of his dreams and asks her to marry him. She accepts. So, Daniel tells

his mum. "You've got to meet her," he says. However, he wants to make a bit of a game out of it. So, he tells his mum that he'll bring the girl over with two other women. His mum has to **guess** which one he wants to marry. So, the next day, Daniel **shows up** at his mum's house with three beautiful women. They all sit down on the couch, and everyone has a wonderful evening talking and getting to know each other. At the end of the evening, Daniel asks, "OK, mum, which one is the woman I want to marry?" And without any hesitation, she replies, "The one in the middle." Daniel is **astounded**. "How did you know that?" "Easy," she says. "I don't like her." ☺

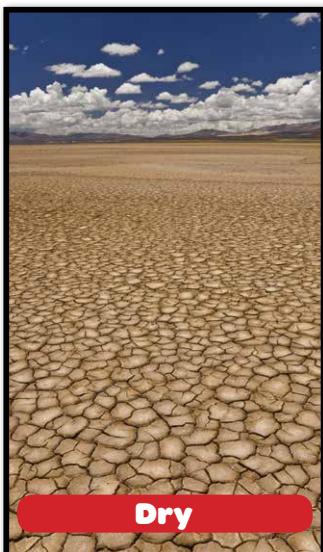


GLOSSARY

- a couch** *n*
a long, comfortable seat for two or three people
- proudly** *adv*
if you're "proud" of something, you feel good about it
- cos** *slang*
because
- a changing room** *n*
a little room in a shop or public place where you try on clothes
- uncontrollably** *adv*
if you laugh "uncontrollably", you cannot stop laughing
- to guess** *vb*
to give an answer or opinion when you are not sure if it is correct
- to show up** *phr vb*
to arrive; to come
- astounded** *adj*
shocked; amazed

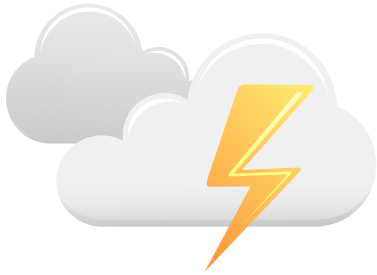
BASIC ENGLISH

The weather



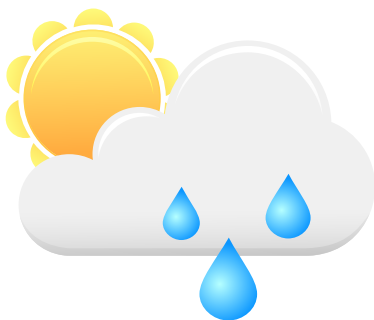
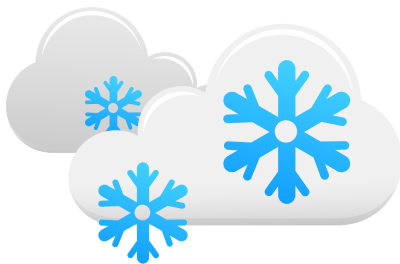
The weather

LISTEN AND REPEAT THESE EXPRESSIONS. THIS MONTH: THE WEATHER



Useful expressions

- There was a terrible storm last night.
- It's really windy.
- They say it's going to be warm and sunny tomorrow.
- It was chucking it down.
- It was drizzling a bit.
- It was spitting.
- It's really cloudy.
- Be careful how you drive – it's really foggy.
- There's ice on the road.
- Did you see that lightning flash?
- The thunder made me jump.
- Temperatures are set to rise.
- Temperatures have dropped below zero.
- Watch out for that puddle! ☼



Part II

NOW LISTEN TO THIS DIALOGUE. IN THIS CONVERSATION, PAM AND BECKY ARE DISCUSSING THE WEATHER.

Pam: What's the weather like outside?

Becky: It's freezing.

Pam: Really?

Becky: Yeah, the temperature has dropped, and it's really windy.

Pam: Oh, yes, the wind. That always makes it feel about 10° colder than it really is. Is it raining?

Becky: Yes, a little bit, and the clouds are looking pretty black.

Pam: So, do you think I should take an umbrella?

Becky: Oh, yes. And put on a raincoat and your wellies.

Pam: OK.

Becky: And put some thermals on too. They say it's going to get even colder.

Pam: I know. I heard it may snow later.

Becky: Yeah. Possibly, although that would be a bit strange for this time of year.

Pam: We live in strange times.

Becky: True. ☼



GLOSSARY

- wellies** *n*
long rubber boots that you wear to keep your feet dry
- thermals** *n*
clothes especially designed to keep you warm in cold weather

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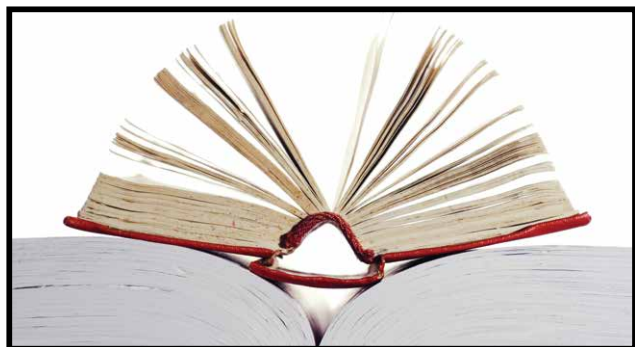


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DR FINGERS' ERROR CORRECTION CLINIC

IN THIS SECTION, DR FINGERS IDENTIFIES AND CORRECTS TYPICAL ERRORS.



ANSWERS ON PAGE 59

1 Activity

Read the sentences, find the errors and correct the sentences. Then listen to the CD to check your answers. Good luck!

1. She is more old than you.
She is older than you.

2. That book is big than the previous one.

3. This is better that yours.

4. It is beautiful than the other one.

5. Which film is more funny?

6. This one is more bad than his.

LISTENING



1 Pre-listening

ANSWERS ON PAGE 59

What's a personality quiz? Do you like doing them? How would you describe your personality using three adjectives?

2 Listening I

Match the person (1 to 3) to the description (a-c).

1. Danielle
2. Steven
3. Danielle's mum

- a. This person is sentimental and affectionate.
- b. This person motivates other people and is brave.
- c. You can always count on this person.



3 Listening II

Listen again and match the adjectives to the correct person.

Danielle	Steven	Danielle's mum

- courageous conventional motivator loving
reliable persuasive task-oriented
emotional efficient

4 Language focus adjectives

How many different endings for adjectives can you find? For example, "-ive", "-ing". Write a sentence with an adjective with each ending about someone you know.

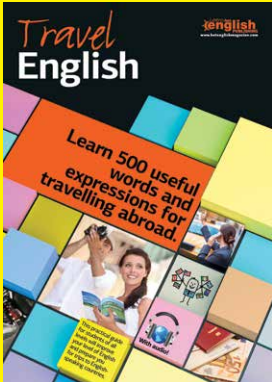
5 Discussion

Use the information from the listening and tell your partner what colour ...

- ...your mum / dad would be.
- ...your partner would be.
- ...your sister / brother would be.
- ...your best friend would be.
- ...you would be.

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GRAMMAR FUN

travel

THIS MONTH, WE'RE LOOKING AT CONFUSING WORDS RELATED TO THE TOPIC OF TRAVEL.

There are lots of different words we use in English to talk about travelling. Travel, trip, journey and tour are among the most common.

“Travel” is normally used as a verb to talk about the experience of going from one place to another. For example:

A: Do you like travelling?

B: Have you ever travelled around Asia?

Remember that in American English, the participle of travel is with one “l” = “traveled / travelling”.

A: What’s your best travel experience?

B: I normally book my holidays with a travel agent.

C: I like looking at travel brochures before going on holiday.

A “trip” often refers to a specific travel experience and refers to both the journey and the time spent away. A “trip” is often for a short period of time. “Trip” is a noun and is also used in collocations. For example:

A: Do you often go on business trips for work?

B: Where do you like going for daytrips?

C: When did you last take a weekend trip?

When you go on a “journey”, you go from one place to another. It often follows an adjective and sometimes a noun. For example:

A: Did you have a good journey?

B: The outward journey was longer than the return journey.

C: I feel sick during car journeys.

“Journey” is also often used as a collocation to refer to the method of transport. For example:

A: I prefer car journeys to train journeys.

B: The train journey took six hours.

“Tour” can be a noun and a verb. It refers to a journey or a route around a place or an area. It doesn’t only refer to the journey but also the act of “sightseeing”. For example:

A: Last year, we toured the Greek Islands.

B: The guided tour of the city centre was very interesting.



1 Exercise

Choose the correct answer.

1. When was your last business **trip / journey**?
2. I’m really tired – it was a long **journey / travel**.
3. What’s your favourite way to **travel / journey**?
4. What’s the longest **travel / journey** you’ve ever made?
5. Was the sightseeing **tour / journey** interesting?
6. I like to make **daytrips / travels** when I have free time.
7. The **tour / trip** guide knew a lot about ancient Greek history.
8. Do you make your own **travel / journey** arrangements?

ANSWERS ON PAGE 59

TELEPHONE ENGLISH



Hiring Out a Car

1 Pre-Listening

You're going to listen to a conversation about hiring a car. Write down three pieces of information that a salesperson would need for hiring out a car.

1. _____
2. _____
3. _____

2 Listening I

Listen to the conversation and tick off anything you heard from the Pre-listening exercise.

3 Listening II

Listen again. Then, complete the questions or sentences.

1. Napa Valley Rental Car Service, _____?
2. Yes. You should have _____.
3. And what type of car _____?
4. Right, well, your total, including insurance, comes to _____.
5. Just one more thing. Your driving licence number? _____.

4 Language focus "Would like"

Underline the correct word to complete the rule:
 "Would like" in the question form is a structure used to make impolite / polite offers / demands. In short answers, we use would / like.

5 Discussion

1. What type of car do you have? Give details.
2. What type of car would you like to have? Describe it.
3. What other model of car do you like? Why?



IF YOU WERE STRANDED ON A DESERT ISLAND, AND COULD ONLY BRING ONE ITEM, WHAT WOULD IT BE? WE ASKED THE HOT ENGLISH STAFF THE SAME QUESTION. HERE'S WHAT THEY SAID.

1. A Swiss Army knife
2. A box of matches
3. A big blanket
4. Books
5. *The Complete Works of Shakespeare*
6. A television
7. Mashed potatoes and gravy
8. A sun hat
9. The *Lost* DVD collection
10. Some soap
11. Some ice cream
12. A freezer for the ice cream
13. Peter Pan crunchy peanut butter
14. A bucket and spade
15. Fishing equipment
16. A Macbook with Wi-Fi
17. Paper and pencils
18. A Rubik's cube
19. A toothbrush
20. Plastic (to collect evaporated saltwater)



NOW, ALL WE NEED IS AN ISLAND, VACATION TIME, AND WE'RE READY TO GO!

Neighbourly Love

Two neighbours went to court after an ongoing dispute.

WHERE'S MY NEIGHBOUR? I WANT A FIGHT!

"This is very unusual for around here, as it is normally such a quiet place. That's why we are surprised to hear about the **trouble**," said **pensioner** Mavis Jones after two residents of a small village ended up in a prison cell.

The argument was over a **hedge**. One of the neighbours, Brian Stokoe, claimed that the 7-metre hedge was blocking sunlight from his home. So, Stokoe, 57, asked his neighbour, the Reverend Stuart Bennett, to **trim** it. Stokoe said, "The vicar **moved in** to the vicarage in early 2006, so we've had to live with these hedges for a long time now. They are beech hedges, and grow very fast. They are blocking all the light from my house and the elderly resident on the other side. I have discussed it with Reverend Bennett, but he just says it is not his responsibility and that the church has no money to pay for it."

For a while, Stokoe wasn't sure what to do. Initially, he contacted the **parish council**, but they refused to get

involved. So, he sent a letter of complaint to the Bishop of Durham in 2007. This resulted in a **quick fix**: the hedge was trimmed and everything was fine. But not for long. Within a few weeks, the hedge soon started to grow and things became **tense** again. Matters **came to a head** on 14th December. Just hours after Reverend Bennett had conducted his Sunday church service, the two started arguing and eventually fighting. It ended quickly, and both men returned to their homes.

But it wasn't over. Minutes later, the Reverend called the police and claimed he had been **assaulted** by his neighbour. Officers interviewed Stokoe, and he claimed that he was the victim of an attack. With no witnesses and two differing accounts of the incident, both men were arrested on suspicion of assault. They were taken to the police station and questioned. Meanwhile, the offending hedge has since been cut back, although it is not known who trimmed it. So much for neighbourly love. 🌱

ANSWERS ON PAGE 59

1 Pre-reading

Look at the title "Neighbourly Love".
Use the pictures and guess what the story is about.



2 Reading I

Read the article to check your ideas from the Pre-reading exercise. How similar is your version to the original?

3 Reading II

What do the following numbers refer to?

- 7
- 57
- 2006
- 2007
- 14

4 Language focus past passive

Look at this sentence from the article and then answer the questions. "They were taken to the police station and questioned."

- Who took the men to the police station?
- Who questioned the men?
- In this sentence, which is more important: the action or the person who did the action?

5 Discussion

- Do you like / dislike your neighbour? Why? Why not?
- Think of as many examples of problems with neighbours as you can.
- Have you experienced anything similar to the incident from the article?

GLOSSARY

trouble *n*
problems; difficulties

a pensioner *n*
a person over 65 who receives a pension, or money from the government

a hedge *n*
a row of bushes or small trees

to trim *vb*
to cut small amounts off of something

to move in *phr vb*
to begin to live in a different house or place

a parish *n*
a village or town which has its own church and clergyman

a council *n*
a group of people who are elected to govern a local area such as a city or country

a quick fix *exp*
a short-term solution to a problem

tense *adj*
a "tense" situation is one that makes people anxious, because they do not know what is going to happen next

to come to a head *exp*
if a problem or a situation "comes to a head", it reaches a state where something must be done about it

urgently *adv*

assaulted *adj*
physically attacked



FILM/TV SCRIPTS

The Simpsons

ANSWERS ON PAGE 59

The Simpsons (1989-present) is a satirical series that follows a very **politically-incorrect** animated family (The Simpsons). Homer Simpson, the father of the family, loves drinking beer and works in a nuclear power plant. Marge, his wife, is a **homemaker**. Their children are Bart (a **troublemaker** and **underachiever**), Lisa (an 8-year-old child **prodigy**) and a **toddler**, Maggie.

In this scene, Homer Simpson, the protagonist of the show, is talking to his **precocious** daughter, Lisa.

The script

Lisa: Dad, why is the world such a 1) **cesspool of corruption**?
Homer (sighs, sets Lisa on his knee): All right, what makes you say that?
Lisa: Well, in Sunday School, we learned that 2) **stealing is a 3) sin**.
Homer Well, **duh!**
Lisa: But everybody does it! I mean, we're stealing **cable** as we speak.
Homer Well... let me put it this way: when you had breakfast this morning, did you pay for it?
Lisa: No.
Homer And did you pay for those clothes you're wearing?
Lisa: No, I didn't.
Homer Well, **run for the hills, honey!** Before I call the 4) **Feds!**
Lisa: Dad, I think that's pretty 5) **spurious**.
Homer Thanks, honey!



Later when Lisa goes to church...

Reverend Lovejoy: Oh, come on, Lisa. You're here for a reason. (whispering:) Is your father stealing bread?
Lisa: Maybe. I don't watch him every minute. ☹️



GLOSSARY

politically-incorrect *adj*
 if you say someone is "politically incorrect", you mean they reflect old-fashioned attitudes, ideas and beliefs about equality
a homemaker *n*
 a person who takes care of the house and children
a troublemaker *n*
 a person who causes fights or unpleasantness, often by encouraging people to rebel against authority
an underachiever *n*
 a person who does not perform as well as they could in a job or at school
a prodigy *n*
 someone with a great natural talent for something such as mathematics or music which shows itself at a young age
a toddler *n*
 a young child who is learning or has recently learned how to walk (aged 2-4)
precocious *adj*
 a "precocious" child is very clever, talented or mature for his / her age
duh! *exp informal*
 obviously!
cable *n*
 used to refer to television systems in which signals are sent along underground wires; cable TV
run for the hills *exp*
 Run! Escape! Let's go!



1 Exercises

Read the dialogue and then answer these questions.

- Where did Lisa learn that stealing was a sin?
- Does Homer think stealing is a sin?
- What is the Simpson family stealing "as we speak"?

2 Definitions

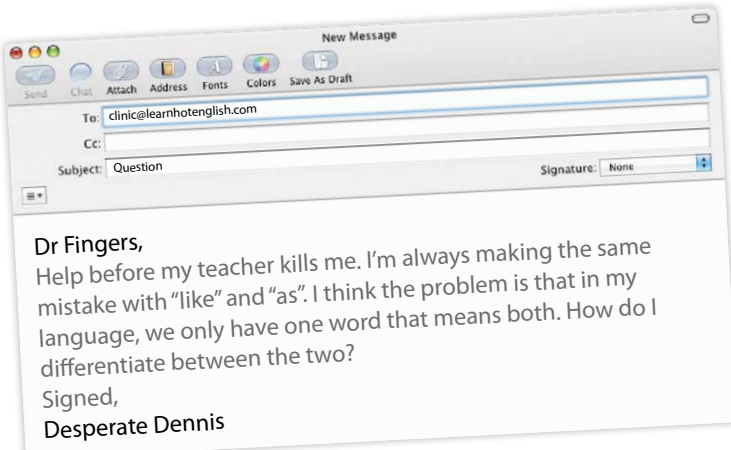
Match the words to their definitions.

- a cesspool of corruption
 a. a place that is dishonest and morally impure
 b. a place where animals swim
- to steal
 a. to make metals
 b. to take something that isn't yours
- a sin
 a. an unholy act b. a benevolent deed
- Feds
 a. a slang term for the police
 b. a slang term for your parents
- spurious
 a. done without thought
 b. well thought-out; meticulous

DR FINGERS' GRAMMAR



LET'S LEARN WHEN TO USE IN / ON / AT.



Dear Desperate Dennis,

Thank you for writing in. I think I can see the problem here, but don't worry – Doctor Fingers is here to the rescue. "Like" and "as" are confusing, and you're not the only non-native English speaker who finds it difficult. So, let's first look at the uses of "like".

- "Like" is used when we give examples. Synonyms would be "such as" or "for example". Here are some examples:
 - I enjoy doing something relaxing at the weekend, like going to the cinema, going shopping etc.
 - Stimulants, like coffee, should be consumed in moderation.

- "Like" is a very common verb used in lots of different expressions.

We saw lots of them in last month's Grammar Fun. To remind you, here are a few examples:

- Do you like strawberry flavoured ice-cream?
- Would you like a coffee or a tea?

- "Like" is a preposition used with many verbs to talk about similarities. For example:

- My boyfriend looks like a famous actor.
- Your perfume smells like roses.

in + specific moments of the day, months
on + dates, days of the week and special occasions, habitual activities
at + specific hours / times of the day

- It sounds like a song I know.*

- "Like" is used in similes in poetry. A "simile" is used to compare two very different things. For example:

- The joke went down like a lead balloon.
- He works like a dog.

Now, let's move on to "as".

- "As" is used in the expression "to be the same as" to talk about equal comparisons. For example:

- My sister is the same as me – we're both stubborn.
- Ben's level of English is the same as Bill's.

- "as" + adjective + "as" is another structure used to make equal comparisons. For example:

- The high speed train is almost as fast as an aeroplane.
- I'm as tall as you – we're the same height.

- "As" is often used when talking about professions.

For example:

- He worked as a stock broker for many years.
- Pilar and Rosey began working as interns, but eventually became bosses.

There are many more functions of "as" which we'll save for another month. But for now, good luck and keep writing in.

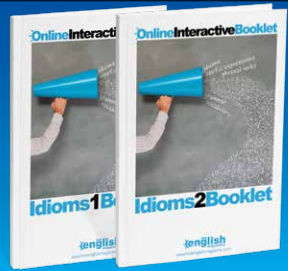
**Yours Sincerely,
 Dr Fingers.**

Have you heard the American expression "as if"? Look at the following example:
 Kate: "So, after winning the lottery last week, are you a millionaire?"
 Jenna: "As if! I only won 10 euros!"
 "As if" is an exclamatory remark that means "I wish!" or "That's impossible!"



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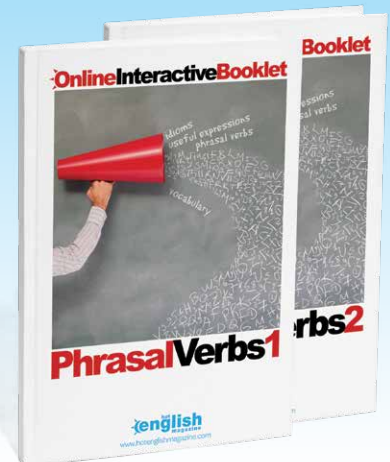
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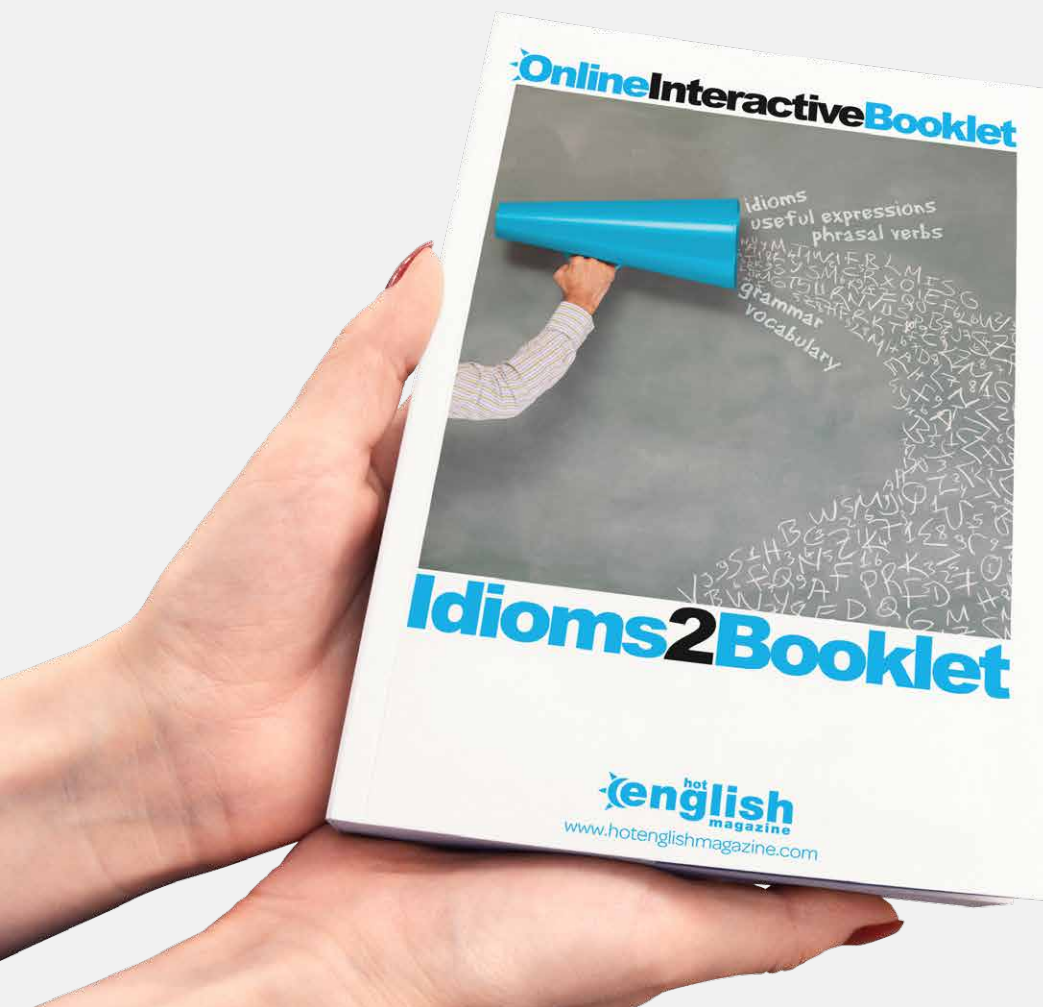


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TRIVIA MATCHING

1 Exercise

MATCH THE WORDS (1 TO 12) TO THE PHOTOS (A - L). WRITE A LETTER NEXT TO THE NAME OF EACH THING FROM THE LIST BELOW. ANSWERS ON PAGE 59

1. A porpoise
2. A saxophone
3. A beaver
4. Leather
5. An environmental activist
6. A soapstone
7. Nutritional value
8. A troll
9. Sunlight
10. A hippopotamus
11. A bone
12. A stone



J



H



I



F



D



B



G



E



A



K



C

PEACE ON EARTH. GREEN PEACE!



L

WEIRD TRIVIA

THIS IS ANOTHER PART IN OUR MINI-SERIES ON STRANGE FACTS. WHOEVER THOUGHT THE WORLD WAS SO NOTABLE?



A hippopotamus can run faster than a man.

A horse can sleep standing up.



A horse has 18 more bones than a human.



A **porpoise** swims slowly in a circle as it sleeps.

Abraham Lincoln's ghost is said to **haunt** The White House.



An average **beaver** can cut down two hundred trees a year.

According to Scandinavian folklore, **trolls** only come out at night because **sunlight** will turn them to stone.



The Finnish word "SAIPPUAKIVIKAUPPIAS" (a **soapstone** seller) is the longest known **palindrome** in any language. Try saying that word three times as fast as you can!



1846 by a man called Adolphe "Sax". So *that's* where the name comes from!



Next time you find yourself in a no-food situation, try eating your shoes. Apparently, leather has enough **nutritional value** to **sustain** life for a short time.



is just 90 kilometres from Alaska. And in the middle of the Bering Strait, Russia's Big Diomed Island and the US's Little Diomed Island are only three kilometres apart. But you probably knew that already thanks to Alaskan **governor** Sarah Palin. ✪



According to the International Labor Organisation, a member of the labour force is someone between the age of 15 and 64.



American environmental activist Al Gore and actor Tommy Lee Jones were once **flatmates**.

The saxophone was invented in Siberia's easternmost point

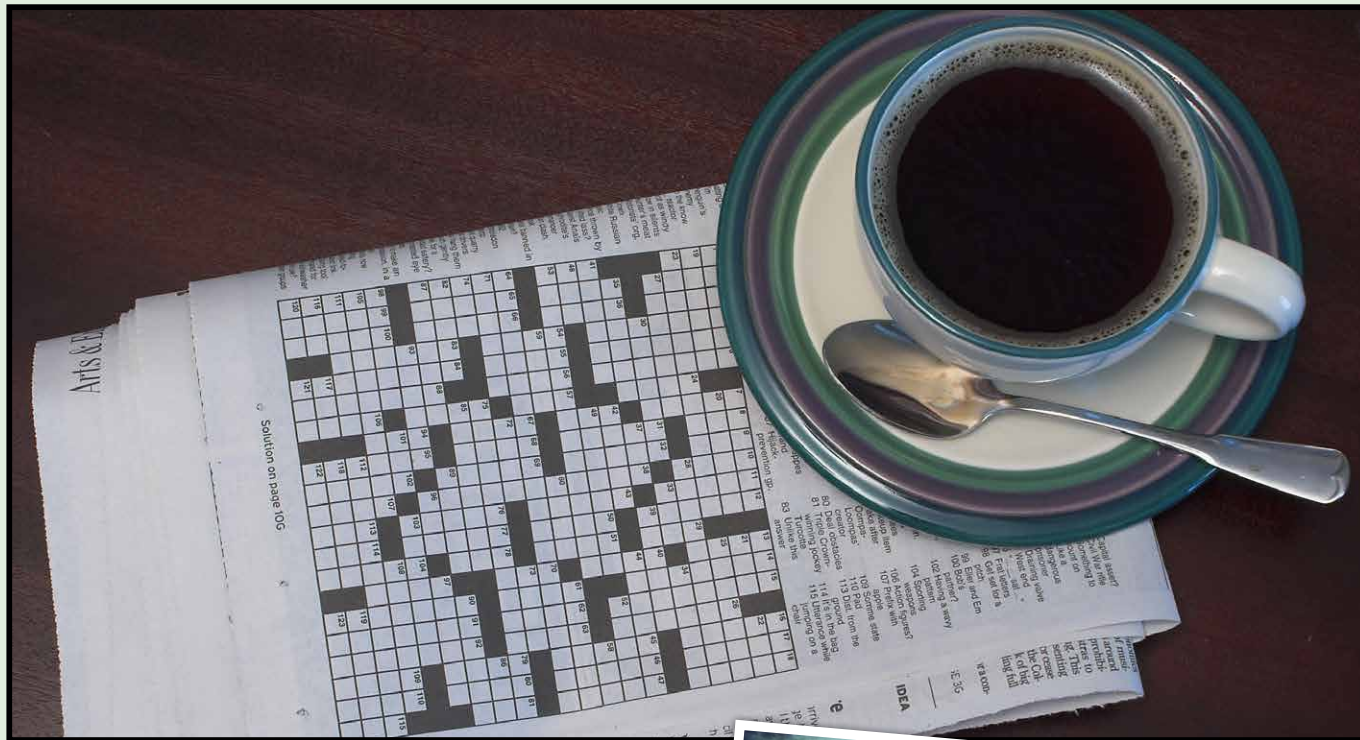
GLOSSARY

- a porpoise** *n* a sea animal that looks similar to a dolphin
- to haunt** *vb* if a ghost or spirit "haunts" a place, it appears there regularly and frightens people
- a beaver** *n* a furry animal like a large rat with a big flat tail. It lives next to rivers
- a troll** *n* in mythology, a "troll" is an ugly creature who lives under a bridge
- sunlight** *n* the light that comes from the sun during the day
- a soapstone** *n* a soft rock used to make table tops and ornaments
- a palindrome** *n* a word or phrase that is the same whether you read it backwards or forwards, e.g. "radar"
- nutritional value** *n* the amount of nutrients in food, such as proteins, vitamins and minerals
- to sustain** *vb* if something "sustains" you, it supports you by giving you help, strength or encouragement
- a flatmate** *n* a person who shares a flat / apartment with you
- a governor** *n* a person who is in charge of the political administration of a region or state



Corny Criminals

HERE'S ANOTHER PART IN OUR SERIES ON GOOD, BAD AND FUNNY CRIMINALS.



Clueless Caller

Police get angry over unnecessary call. "I had finished the crossword except for this one answer and I was totally lost. I had looked all over the internet and asked friends. It was really **bothering** me," said Simone Netting, who eventually called the police to ask them about a **clue** for her crossword puzzle.

"The clue was for the full name of a police border protection unit. I thought they wouldn't mind helping, so I called the **hotline**, but they were really rude. All I wanted was a bit of help. It would only have taken them a second to tell me the answer, but instead they told me to get off the **line**."

One officer in particular was not **amused**. He told the ridiculous caller that she would be facing a charge of wasting police time if she didn't clear the line. A police spokesman said, "It is called an emergency

number for a reason – **to deal with** emergencies. Crossword solutions are not an emergency."

Netting isn't facing a prison sentence, but she still doesn't know the answer to nine across.

Snow Joke

Burglars caught after snowy weather.

"This was an excellent piece of work by our colleagues. The trail of snow led us straight to the criminals," said detective superintendent Mike Willis after a pair of suspected burglars were caught.

It all started with a **break-in**. The police in Sutton, in South London, responded to a call on Monday to find a garage door open with several items missing. The officers soon noticed that two sets of footprints had been left in the snow. The footprints led away from the scene and down a side street.



At around 4.30am, the officers, accompanied by **sniffer dogs**, followed the fresh footprints across driveways and down alleys. The footprints continued for more than 1.5 kilometres. A **milkman** they passed on the route confirmed that two people had been **hurrying** down the street a few minutes earlier. Finally, the **trail** led the officers into Antrobus Close. There, they discovered a pair of teenagers, aged 16 and 17, in possession of a number of electronic items. **Subsequent** searches uncovered further goods including iPods and mobile phones that are believed to have been stolen. Police said they were grateful for the snow and that the criminals were arrested immediately. 🍀

GLOSSARY

- to bother** *vb*
if something "bothers" you, it worries, annoys or upsets you
- a clue** *n*
information that helps you discover a word in a crossword
- a hotline** *n*
a telephone line that the public can use to contact an organisation about a particular subject
- a line** *abbr*
a telephone line
- amused** *adj*
if you are "amused" by something, it makes you want to laugh or smile
- to deal with** *exp*
if you "deal with" someone or something, you give your attention to it
- a break-in** *n*
if there has been a "break-in", someone has gotten into a building illegally and by force
- a sniffer dog** *n*
a dog used by the police or army to find explosives or drugs
- a milkman** *n UK*
a person who delivers milk to people's homes
- to hurry** *vb*
if you "hurry" somewhere, you go there as quickly as you can
- a trail** *n*
if a robber leaves a "trail", they leave clues behind them that indicate their path
- subsequent** *adj formal*
used to describe something that happened after the time or event that has just been referred to

TRY THESE ISLAND TREATS. THEY ARE PERFECT RECIPES FOR YOUR ISLAND-RELATED THEME PARTY.

Nojito

(Non-alcoholic Mojito) Difficulty level: Easy

Ingredients

- **crushed ice**
- 8 mint leaves
- 80 ml lime juice
- 40 ml **sugar syrup**
- 50 ml soda water

Method

- Fill a small glass (more or less the size of a **mug**) 1/3 full with ice, and then add mint leaves.
- Add the lime juice and sugar syrup.
- Gently **mash** the leaves together with the liquid using a stick or wooden masher. Be careful not to **rip** the leaves.
- Fill the glass with more ice, and then add soda water.
- **Garnish** with mint, serve and enjoy! ☺



Grilled Tuna & Tomato Salsa

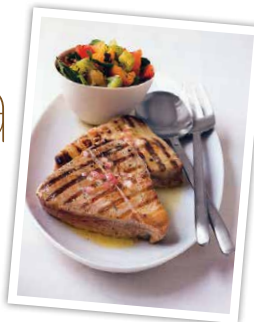
Difficulty level: Medium

Ingredients

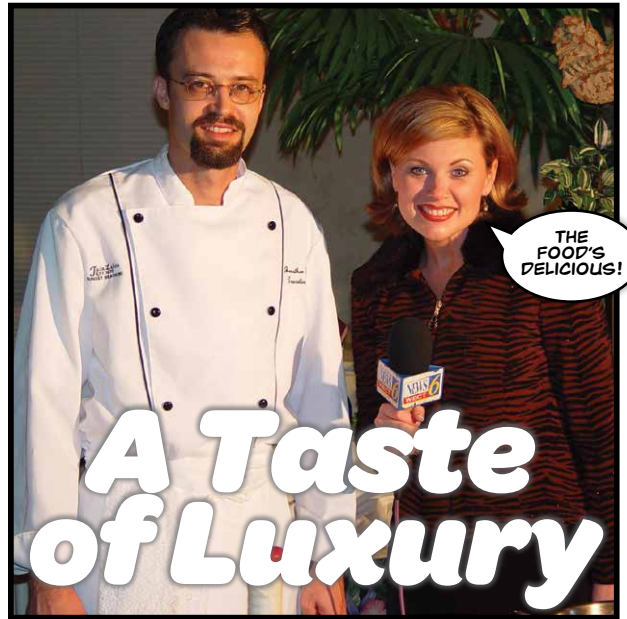
- 170 ml basic vinaigrette salad dressing
- **zest** of 1 lemon, **grated**
- 1 clove cut garlic
- 2 teaspoons dried oregano
- 4 fresh tuna steaks, about (225 grams) each
- 2 **diced** tomatoes
- 2 tablespoons (30 ml) **capers**, cut
- 1 cup (225 ml) roughly chopped **arugula**

Method

- Whisk the vinaigrette, lemon zest, garlic and oregano in a bowl.
- Arrange the tuna steaks in a dish and pour 2 / 3 of the vinaigrette over them.
- Turn the tuna in the dish, then cover and refrigerate for 1 hour.
- Heat a **grill** or light a barbecue to medium-high.
- Grill the tuna for about 4 minutes on each side for **medium-rare**.
- Pour the remaining 1 / 3 vinaigrette over the tomatoes, capers and arugula and mix it all together.
- Serve the tomato salsa over or alongside the tuna. ☺



GLOSSARY
crushed *adj*
 if ice is "crushed", it is in very small pieces and not cubes
ice *n*
 frozen water
sugar syrup *n*
 a thick mixture of sugar and water, often used for making drinks
a mug *n*
 a cup with a handle for drinking coffee or tea
to mash *vb*
 to crush something so that it forms a soft mass
to rip *vb*
 to break something forcefully with your hands or with a knife
to garnish *vb*
 to decorate a plate of food with a small amount of salad, herbs or other food
the zest *n*
 the "zest" of a lemon, orange or lime is the skin that is cut to give flavour to something such as a cake or a drink
to grate *vb*
 if you "grate" food, you rub it over a metal tool to cut the food in small pieces
to dice *vb*
 to cut in very small pieces
a caper *n*
 a small green vegetable preserved in vinegar
an arugula *n*
 a Mediterranean plant with flowers and edible leaves
a grill *n*
 a flat frame of metal bars on which food is cooked over a fire
medium-rare *adj*
 meat that is cooked for a very, very short time and has a red centre



A Taste of Luxury

1 Pre-listening

ANSWERS ON PAGE 59

Circle which dish you would choose from each course below.

A Starters	B Main course	C Desserts

2 Listening I

Listen and underline the dishes you hear from each course (A-C).

3 Listening II

Listen again and underline the correct adjective you hear in each sentence.

1. As you can see, this salad has **crispy / crunchy** lettuce...
2. I'd have it with this **lemon / lime** butter if I were you.
3. This is my famous **sticky / creamy** chocolate pie.
4. You have made everything look so easy and **delightful / delicious**.

4 Language focus

Look at the examples from the cooking show.

- a) "I've made a simple garden salad"
- b. "I've just sautéed them long enough to soften them a little."

Which tense is used in these sentences? Why?

5 Discussion

1. Do you like the dishes on this menu? Why? Why not? Which course do you like most?
2. What was the last thing you cooked? What was it like?
3. What do you like to cook? Do you have a speciality?

Ahoy There, Matey!

HERE ARE THREE ISLAND-THEMED TELEVISION SHOWS TO WATCH!

Gilligan's Island

This comedy is about seven **castaways** deserted on a tropical island. It was directed by Sherwood Schwartz and **aired** from 1962-1967. The first episode set the tone of the show. On what was supposed to be a three-hour tour from Hawaii, the *SS Minnow* is wrecked on an island



after a **typhoon**, and leaves seven passengers **onshore**. These people include the ship's captain, the Skipper (Alan Hale Jr.), his first-mate, Gilligan (Bob Denver), a millionaire couple named the Howells (Jim Backus and Natalie Schafer), movie star Ginger Grant (Tina Louise), a farm girl Mary Ann Summers (Dawn Wells) and a science professor known simply as The Professor (Russell Johnson). They survive on a diet of fish and **coconut** milk and have a transistor radio. The castaways are somehow frequently visited by special guests such as a movie producer, a mad scientist, a rock band and foreign spies. The plots and schemes to escape the island kept the comedy fresh and made it a classic.

Survivor

This reality show franchise involves about sixteen people stranded on a remote island. They only have the clothes on their back, a sack of rice plus one luxury item plus a **swarm** of camera crews to watch their every move. Since 2000, the US version of this programme has been hosted by Jeff Probst and directed by Mark Burnett. Throughout the years, contestants have competed on islands all around the world, including seasons on islands in Brazil and Australia. The sixteen



contestants start off divided into two teams that compete against each other in various **challenges**. The losing team is forced to vote a member off each week. Once there are only 10 contestants, the teams disband and everyone competes for themselves. The last person standing on the island is the winner and goes home with one million dollars.

The Love Boat

The Love Boat is about the lives of passengers aboard the luxury cruise ship the *Pacific Princess*. As part of this TV series, the ship made its way south from California to Mexico and back each week between 1977 and 1986 (the time during which it aired on TV). Directed by Ray Austin and Lee Aronsohn, the show's main characters are Captain Merrill Stubing (Gavin McLeod), Cruise Director Julie McCoy (Lauren Tewes), their friends, and the many passengers who they brought together aboard the ship. The show was so popular that four TV movie specials aired after the show ended. *The Love Boat* was also very popular because of its numerous **guest stars**. The show was one of the first to include **A-list** celebrities, which was one reason it became so popular with viewers. 🌟



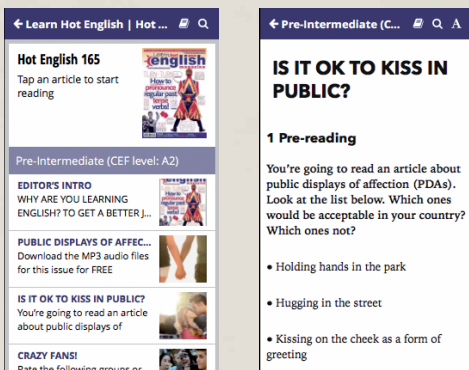
GLOSSARY

- a castaway** *n*
a person who manages to float or swim to an island after their boat has been wrecked
- to air** *vb*
if a broadcasting company "airs" a programme on television, they show it
- a typhoon** *n*
a very violent tropical storm
- onshore** *n*
on or near land rather than at sea
- a coconut** *n*
a very large nut with a hairy shell, which has white skin and a sweet juice inside it
- a swarm** *n*
a "swarm" of people is a large group of them moving around quickly
- a challenge** *n*
something new and difficult which requires great effort and determination
- a guest star** *n*
a famous person who appears on an episode of a television programme
- the A-list** *n*
a list or group of the most famous or most desired people

HOT ENGLISH GOT SMART!

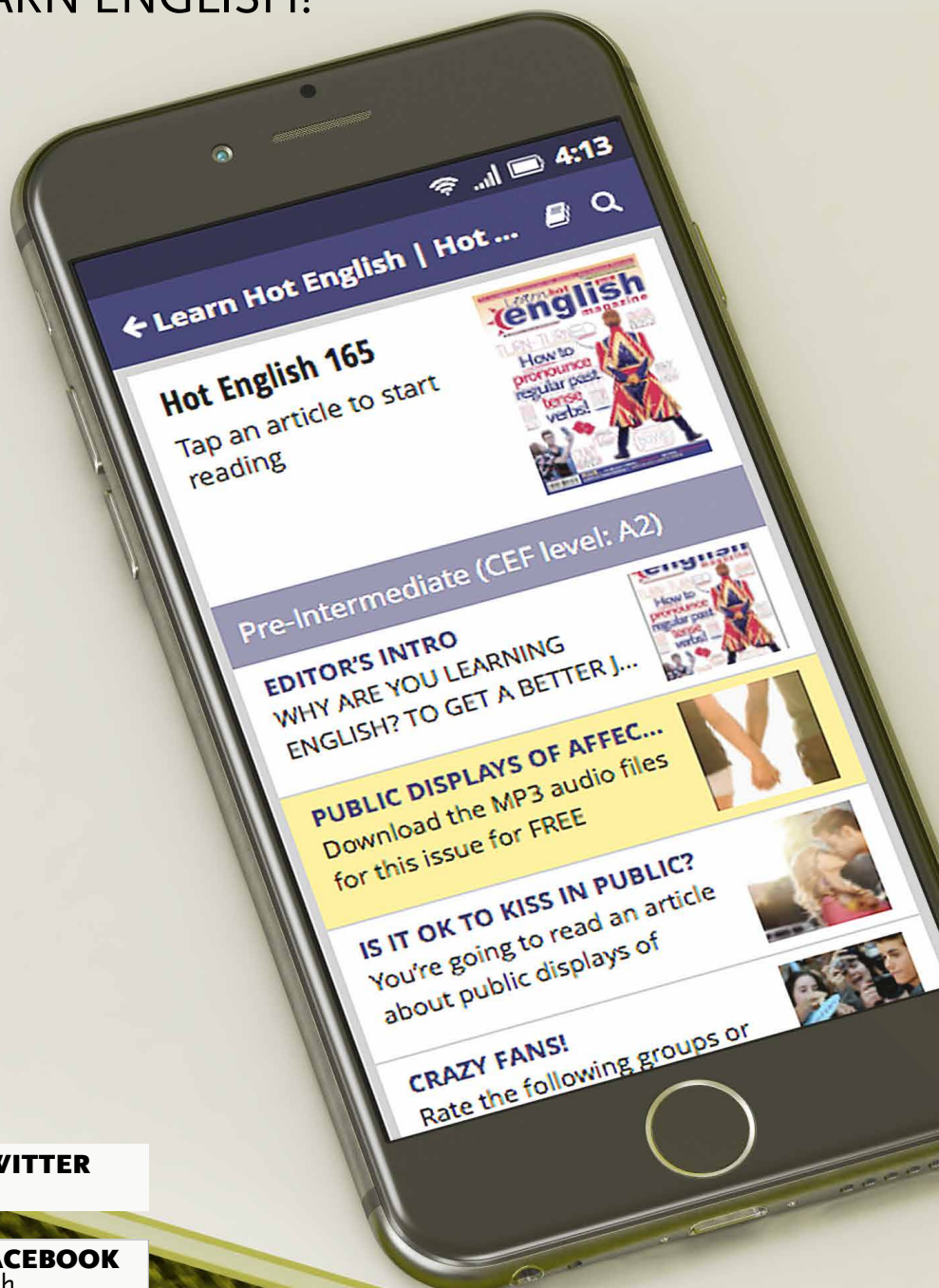
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Unsolved

SOME POLICE CASES ARE SOLVED. OTHERS REMAIN A MYSTERY FOREVER. THERE HAVE BEEN SOME VERY STRANGE CASES OF FAMOUS PEOPLE DISAPPEARING. HERE ARE THEIR STORIES.



Agatha Christie

This mysterious disappearance began on the night of 3rd December 1926. Crime author Agatha Christie went upstairs to kiss her sleeping daughter goodnight, and then **drove off**. A few hours later, her abandoned car was found down at the end of a **slope**. Christie was nowhere to be found. There was a natural spring near the abandoned car, so many people thought that she **drowned herself** there. Others suggested the incident was a **publicity stunt**. More chillingly, however, some evidence seemed to convince authorities that her **unfaithful** husband, Archie Christie, was involved. Eleven days later, Christie was found alone, and using a different name. She had been living in a hotel since the day after her disappearance. The two most popular theories offered for these strange events have been that either Christie was suffering from memory loss after a car crash, or that she had planned the whole thing to prevent her husband from spending a weekend with his **mistress**. Recently, however, a new theory has emerged. Police hypothesize that Christie was in a mental condition known as a "fugue state", or a period of **out-of-body amnesia** caused by stress. In other words, the writer was in a kind of trance for several days. But who can be sure?



Natalie Wood

It happened one weekend in 1981. Famous actress Natalie Wood, her husband Robert Wagner, and her co-star Christopher Walken went on Wagner's yacht for a holiday. In the afternoon, they relaxed in a **cove** off Santa Catalina Island, 35 km from the Los Angeles shore. Later, they had dinner at an island restaurant, a few bottles of wine, and then returned to the boat. Onboard, it was rumoured that a heated argument took place between Wagner and Walken, supposedly over a secret love affair between Walken and Wood. During the fight, Wood went out onto the **deck** and accidentally fell overboard. The autopsy said she had **consumed** between seven and eight glasses of wine but wasn't drunk. Police and lawyers say there is no evidence that her death was a **homicide** or a suicide. But witnesses say that the emergency calls from the yacht didn't sound very **urgent**. One witness said there was no urgency or immediacy in Wagner's voice. Could it have been an accident?



Jimmy Hoffa

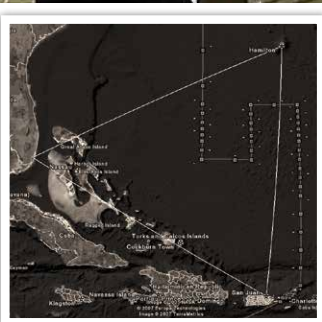
Jimmy Hoffa was the leader of a powerful **union** in the United States, the Teamsters, from 1957-1967. Hoffa is reported to have angered several organised crime figures after he was **convicted of fraud** in the 1960s. When he was released from prison in 1971, Hoffa had been trying to regain control of the Teamsters. In 1975, after supposedly meeting with a mafia boss, Hoffa disappeared. He was last seen at a restaurant in Detroit, where it is rumoured that he was killed by the mafia in order to prevent him from regaining control of the union. Shortly before entering the restaurant, Hoffa called his wife. She later said that he seemed nervous when talking to her. After the meeting, a **maroon** car quickly pulled out of the car park almost hitting a truck. The truck driver recognised Hoffa sitting in the **backseat**. The driver also noticed a long object covered with a blanket on the seat between Hoffa and another passenger. The truck driver said he thought it was a gun. Hoffa's car was found the next day unlocked in the car park of the restaurant, but Hoffa himself was nowhere to be found. Many theories have been developed about what happened to his body. One rumour is that his body is **buried** in the field of the Giants football stadium just outside of New York.

Mysteries Off the Radar



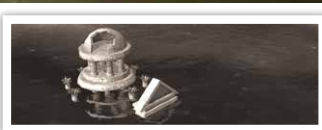
Roanoke Colony

The story of the first English colony in North America is a very curious one. The tale begins over 400 years ago when a few dozen Englishmen made the journey from England to the new world. They were sent to find a good place to start a colony and they **settled** in Roanoke. For a while, things went well. But soon they encountered problems such as angry **tribes** and low food supplies. When a ship finally came, the colonists decided to return to London. Fifteen men were left to manage the island. The Indians had enough of the foreigners and chose to attack the settlement. The Englishmen were never seen again. A second colony of about 115 English settlers landed on Roanoke Island in 1587. John White, one of the colonists, went back to England to get more supplies. He returned a few months later, and was surprised to find an empty colony. There was no sign of where they had gone – only an ominous message. The word “Croatoan” was **carved** on a tree. This may refer to a group of friendly Indians who lived nearby that rescued the colonists, but there are still no **conclusive** answers.



The Bermuda Triangle

Since 1945, countless ships, airplanes, and other vessels have disappeared in the space between Bermuda, Florida, and Puerto Rico. This space is known as the Bermuda Triangle. The disappearances have been attributed to everything from sea monsters to aliens. Even Christopher Columbus made note of strange **compass** readings during his voyage through this area. On 5th December 1945, five Navy planes flew from their base in Florida on a routine training mission, but neither the planes nor the crew were ever seen again. The Bermuda Triangle has many mysterious qualities. It has a very strong magnetic force which can alter compasses, as well as some of the deepest **sea trenches** in the world. It has also been the home of unpredictable hurricanes and storms, and very dangerous **reef barriers**. Although there are many logical explanations for the dangers of the Bermuda Triangle, many people find it more fun to believe in its mysterious tropical powers.



The Lost City of Atlantis

Ancient philosopher Plato was the first to write about an island paradise inhabited by an advanced civilisation. But did it really exist? Many historians say it can't possibly be true, but the story has been told for more than 2,000 years. Plato said the founders of Atlantis were half-god and half-human. They created a utopia with a very strong navy. No one is sure where it is, but Plato said that Atlantis was made up of a series of islands separated by large bodies of water connected by canals. The islands contained gold, silver and other stones as well as an exotic wildlife. Historians and researchers have said that Atlantis could have been built in several spots around the world. Some possibilities include Spain or other places in the Mediterranean, but there isn't any **proof**. Plato claimed that his story had been **passed down** by generations of poets, but there's no other record of the story besides his own. Some historians think this could be true. Floods and storms have washed away civilisations in the past, and the same could have happened to Atlantis. Plato said the inhabitants became **greedy**, and as punishment the gods sent an earthquake that drew Atlantis to the bottom of the sea. Which story do you believe? 🌟

GLOSSARY

- to drive off** *phr vb*
to leave a place in a car
- a slope** *n*
the side of a mountain or hill
- to drown yourself** *vb*
to commit suicide in water; to die in water
- a publicity stunt** *n*
an event that is designed to receive attention from the public
- unfaithful** *adj*
if someone is “unfaithful” to their lover or spouse, they have a relationship with someone else
- a mistress** *n*
a married man’s “mistress” is a woman who is not his wife with whom he is having a relationship
- an out-of-body experience** *exp*
a feeling of separation from your body
- amnesia** *n*
if someone suffers from “amnesia”, they have lost their memory
- a cove** *n*
a small bay on the coast
- a deck** *n*
the “deck” of a ship is the top part where you can walk
- to consume** *vb formal*
to eat or drink
- a homicide** *n*
a murder; killing
- urgent** *adj*
if something is “urgent”, it needs to be resolved immediately
- a union** *n*
a workers’ organisation that represents and fights for the rights of workers
- to convict** *vb*
if someone is “convicted” of a crime, they are found guilty of that crime
- fraud** *n*
the crime of gaining money by doing something illegal or dishonest
- maroon** *adj*
very dark red
- a backseat** *n*
the place in a car where people can sit behind the driver
- to bury** *vb*
if you “bury” a dead person, you put them underneath the ground and cover them with earth
- to settle** *vb*
to start living somewhere permanently
- a tribe** *n*
a group of people of the same race and customs
- to carve** *vb*
if you “carve” an object, you make it by cutting it out of a substance such as wood or stone
- conclusive** *adj*
“conclusive” evidence shows with certainty that something is true
- a compass** *n*
an instrument that you use to find directions (north / south / east / west)
- a trench** *n*
a long narrow channel in the ground
- a reef barrier** *n*
a long line of rocks or sand that is just below the surface of the sea
- proof** *n*
evidence that something exists
- to pass down** *phr vb*
if something is “passed down” from one generation to the next, it is given to the new generation from the old generation
- greedy** *adj*
if someone is “greedy”, they want to have more of something than is fair or necessary

The Strait of

THE BODY OF WATER BETWEEN SPAIN AND NORTH AFRICA IS KNOWN AS THE STRAIT OF GIBRALTAR. IT'S HAD A FASCINATING HISTORY.



Gi

The Strait of Gibraltar is a narrow **passage** between the Mediterranean and the Atlantic. Gibraltar, which is primarily a rock on the Spanish peninsular, is owned by Great Britain, even though it is physically part of Spain. Spain **ceded** Gibraltar to the British after the **War of the Spanish Succession*** in 1713. Since then, Britain has used the territory as a navy base. But the story of Gibraltar is much older than that, and its importance goes back hundreds of years.

It all started with the legendary Greek hero Heracles. Heracles was famous for accomplishing a set of Labours, or **tasks** too difficult for normal humans. One of the Labours involved going far to the west, where he found a great mountain. Instead of climbing it, he used his superhuman strength to **smash** the mountain in half. This created the passage between Europe and Africa. Ancient Greeks and Romans called Gibraltar one of the **Pillars of Heracles***. These days, the 426 metre-high mountain is now called the Rock of Gibraltar.

The Rock was discovered again in 711 AD. By that time, the Romans had left and Spain became the new home of the

Moors. They were led across the narrow strait from Africa to Gibraltar by Tariq ibn Ziyad. The name Gibraltar comes from *Jebel Tariq* (Tariq's Mountain). From there, the Moors conquered a lot of the Iberian Peninsula and controlled most of it for almost eight hundred years until they were finally defeated and **expelled**. Gibraltar was finally re-captured from the Moors in 1462 by Juan Alonso de Guzmán. It became part of the Spanish crown in 1501.

Just over a hundred years later, in 1607, Gibraltar became the site of a famous naval battle in the Eighty Years' War. The Dutch came and surprised a Spanish fleet anchored in the Bay of Gibraltar and destroyed the entire fleet. At the end of this war, the Spanish had lost their control over the Netherlands.

The Dutch came back in 1707 allied with Great Britain, Austria, and Portugal. This time, they were fighting to prevent Spain and France from creating an empire. After six years of battles, the countries agreed to sign the Treaty of Utrecht. This prevented the unification of France and Spain, and required both countries to give up some of their territories. Among these was Gibraltar, which Spain was forced to give to the British.

Since then, the site has continued to be important. The British used Gibraltar as a naval base during the Napoleonic Wars for the famous battle of Trafalgar, when they sank 22 French ships without losing one. During World War II, the British controlled the entrance into the Mediterranean from the **base** on Gibraltar. After the war, Franco tried to reclaim Gibraltar. But in 1967, when the residents voted 12,138 to 44 in favour of remaining under British control, Spain closed the border.

During the 1980s, the border was gradually reopened as Spain joined the EU. In 2002, a second poll showed that almost 99% of the population wanted Gibraltar to remain a British territory. Today, the population of Gibraltar is just under 29,000. Even though the land is owned by Britain, it has been a **self-governing** territory since 1969. Britain handles the defence and foreign relations, while Gibraltar's own government functions on the local level. Both residents and tourists enjoy Gibraltar's status as a **tax haven***, or area of reduced taxes. And aside from the Mediterranean climate and historic importance, people may find themselves oddly attracted to the **handiwork** of a Greek demigod. 🍷

GIBRALTAR

Capital: Gibraltar
Population: 28,002
Language: English (officially), but Spanish, Italian, and Portuguese are also used.

Famous people:
John Galliano



a famous designer born in 1960, whose collections are often inspired by historical themes.

William George Penney



the leading scientist in the development of the world's first atomic bomb in 1945.

Kaiane Aldorino Lopez



She became the mayor of Gibraltar in April 2017. She was a former Miss World winner in 2009.

Barbary Macaque



These monkeys live on Gibraltar. A legend says that when the monkeys go, Gibraltar will return to Spain.

GLOSSARY

- passage** *n*
a long narrow space which connects one place with another
- to cede** *vb*
if someone "cedes" power or land to someone else, they let them have it
- a task** *n*
an activity or piece of work that you have to do
- to smash** *vb*
if something "smashes", it breaks into many pieces
- to expel** *vb*
if people are "expelled" from a place, they are told to leave it, often by force
- a base** *n*
a military "base" is a place which part of an army, navy or air force works from
- self-governing** *adj*
if a territory is "self-governing", it is controlled by people from that county / country / territory
- a tax haven** *n*
a country or place that has a low rate of taxation
- handiwork** *n*
something a person has done or made by hand
- an heir** *n*
someone who has the right to inherit another person's money or property when that person dies
- a principality** *n*
a country that is ruled by a prince
- VAT** *abbr*
"value-added tax", a special tax added to goods and services
- a property tax** *n*
extra money you pay for your house or property



ibraltar



*Pillars of Hercules and the Spanish coat of arms

In Ancient Times, the Strait of Gibraltar was considered the edge of civilisation. According to legend, Heracles wrote the words "Non plus ultra" on his pillars to warn sailors that there was "nothing further beyond". However, during the time of Spanish exploration, Spanish emperor Charles V got rid of the "non" and made "Plus Ultra" Spain's motto. Today, it's on the Spanish coat of arms and the Spanish flag.



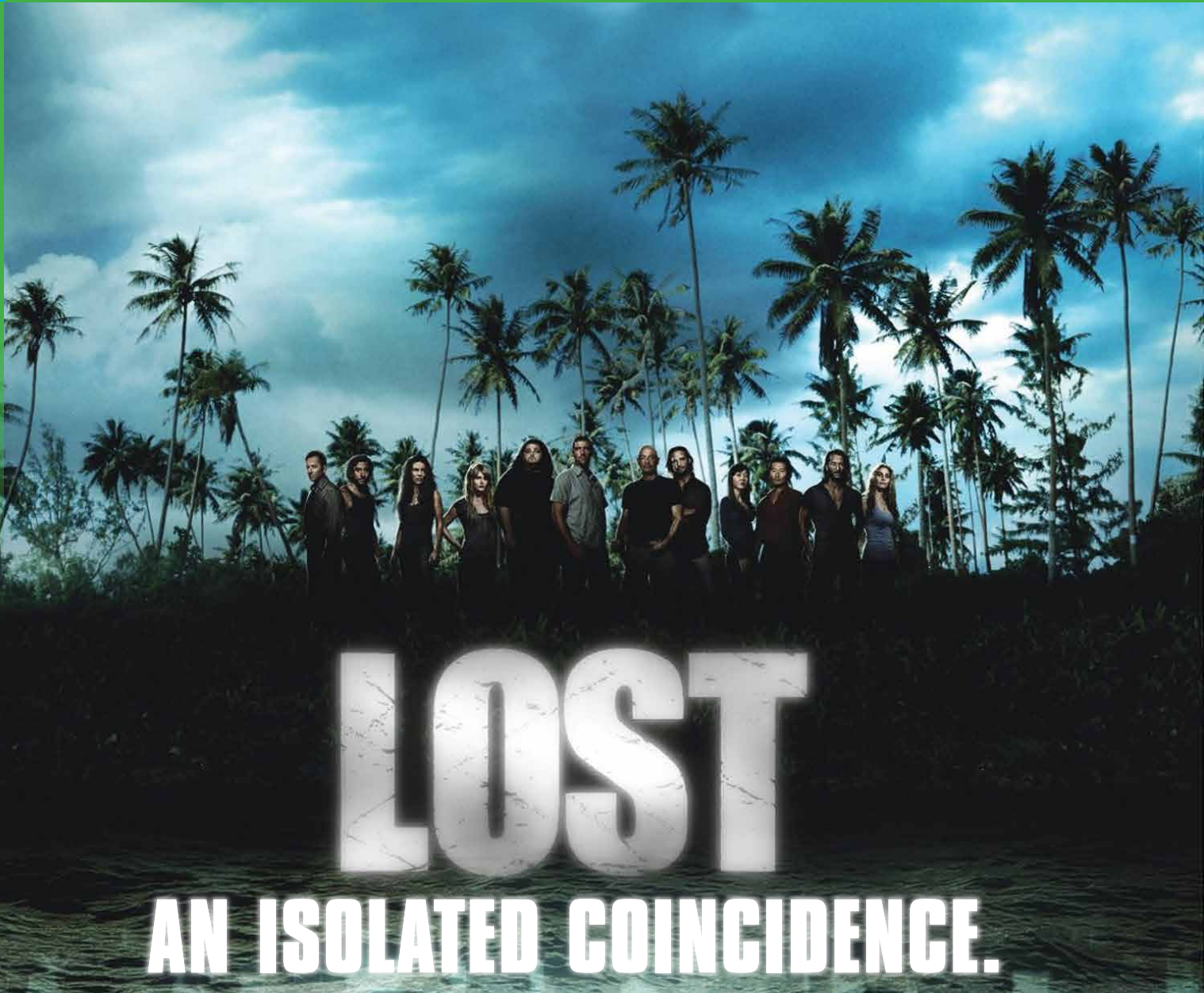
*War of Spanish Succession

In 1700, King Charles II of Spain died without an heir and left his empire to his great-nephew, Philip. Philip was also the grandson of King Louis XIV of France. As Louis made plans to unite the French and Spanish empires, the rest of Europe came together to oppose such a union. The resulting war (with Spain and France fighting against the British, Dutch, Austrians, and several other European countries) lasted six years. At the end, the union was prevented and the Spanish had to give up many of their lands, including Gibraltar.



*Tax Havens

Many small territories, islands, and **principalities** are called tax havens. This varies in meaning, but in Gibraltar's case there is no sales tax, wealth tax, or **VAT**. There are, however, income taxes and **property taxes**, which can be quite high. Other tax havens include Andorra, Luxembourg, Monaco and Samoa. The specific tax rates vary from haven to haven. 🌟



LOST

AN ISOLATED COINCIDENCE.

Imagine a tropical island totally **hidden** from the rest of the world. This same island has everything: supernatural forces, a terrifying monster and **polar bears**. For many, the idea of such a place would seem **silly**. But for the millions of viewers who tuned in every week from 2004 to 2010 to watch the television series *Lost*, anything was possible.

The first episode of this programme begins with an airplane accident. 'Oceanic Flight 815' crashes and leaves its survivors **stranded** on a beautiful tropical island. The survivors are traumatised, but also thankful to be alive and hopeful that a rescue squad is on its way. Yet, as more and more days go by on the island, the survivors experience mystifying and supernatural events. These happenings make them question where they are and why they haven't been found.

A **prominent** theme of the show is the way that it jumps through time. The storyline often goes from the present to the past,

with flashbacks and **insight** into the lives of the characters. As time passes, the survivors build camps and find a water supply to sustain them. They also begin to hunt for food, and become suspicious of the possibility of a monster in the jungle.

A big reason for the show's widespread popularity is the supernatural element of the island. It seems to be secluded from the rest of the world, and somehow has the ability to **heal** people. Also, the more the audience learns about

the characters, the more the story suggests that the characters are almost predestined to be there. These **castaways** constantly hope to be rescued and learn more about the history of this extraordinary place. They begin to find **traces** of other inhabitants and remains of other plane crashes and shipwrecks. Each episode **unravels** a new mystery raising more and more questions in the minds of both the characters and the viewers. But will they be lost forever? ✪





THE CASTAWAYS



JACK SHEPHERD (MATTHEW FOX)

Jack Shepherd is a prominent **surgeon** in Los Angeles. He's on the **doomed** Oceanic Flight 815 on his way to recover the body and **casket** of his dead father. He was supposed to return with his father's **corpse** to California for the funeral. As soon as Shepherd wakes up from the crash, he immediately **undertakes** his duty as a doctor to assist the injured people at the **crash site**. He's very capable, so others on the island look to him for **guidance** and advice. However, he has his own personal problems.



JOHN LOCKE (TERRY O'QUINN)

John Locke is the other primary leader of the survivors on the island. He's a man of **faith** and believes the plane crash and the island were part of his **destiny**. Locke was supposed to go on a 'Walk About' (a **trek** through the Australian desert) but was **denied** entrance because of his disability. Frustrated, Locke took the next flight back to Los Angeles. After regaining consciousness from the crash, he realises he can now use his legs. Locke is a hunter and outdoor expert who provides safety for the group. He believes he has a special connection to the island and doesn't want to leave as badly as the others.



KATE AUSTEN (EVANGELINE LILLY)

Kate Austen is the primary female character in the series. She's as beautiful as she is dangerous. Austin was a **fugitive** who left Australia to hide from the FBI. However, Austin was caught, and was being escorted back aboard Oceanic Flight 815 by a US Marshal. She was supposed to be **awaiting** trial for the charge of murder and robbery. On the island, Kate **changes her ways** and helps the people around her. She wants to be rescued, but is also afraid of what will happen to her at home.



HUGO 'HURLEY' REYES (JORGE GARCIA)

Hugo Reyes, better known as "Hurley", serves as the **comic relief** on the programme. On the island, he's constantly making people laugh. Hurley's story is one of the more intriguing ones to viewers, because much of his past is connected to the island. Hurley was a lottery winner receiving over \$100 million. He won the money based on numbers he recalls hearing when he was in a **mental institution**. Hurley finds those same numbers written on the island. This makes him wonder whether he truly is insane, or, like the other characters, if some greater force is at work.



GLOSSARY

hidden *adj*
not easy to notice or discover

a polar bear *n*
a large white bear found in the North Pole

silly *adj*
foolish; childish; ridiculous

stranded *adj*
prevented from leaving a place; trapped; lost

prominent *adj*
important; very noticeable

insight *n*
if you gain "insight" into something, you gain a deep and accurate understanding of it

to heal *vb*
if something "heals" you, it makes you better and normal again

a castaway *n*
a person who is on a deserted island because of a shipwreck or a plane crash

a trace *n*
a sign which shows you that someone or something has been in a place

to unravel *vb*
if a puzzle or mystery "unravels", it becomes clearer and clearer gradually

a surgeon *n*
a doctor specially trained to perform surgery or do operations

doomed *adj*
certain to fail or be destroyed

a casket *n*
a coffin (US English); a box for putting a dead body

a corpse *n*
a dead body, especially the body of a human being

to undertake *vb*
when you "undertake" a task or a job, you start doing it and accepting responsibility for it

a crash site *n*
a place where an accident takes place

guidance *n*
help; advice

a fugitive *n*
someone who is running away or hiding, usually in order to avoid being caught by the police

to await *vb*
if something "awaits" you, it is going to happen to you in the future

to change your ways *exp*
to do things differently as a way to improve your behaviour permanently

faith *n*
strong religious beliefs

destiny *n*
the force which some people believe controls the things that happen in your life

a trek *n*
a long journey, usually on foot

to deny *vb*
if you "deny" someone entrance or admission, you refuse them

a comic relief *n*
a humorous person intended to relieve dramatic tension

a mental institution *n*
a place for people who suffer mental illnesses

HOW TO SOUND GOOD ON THE PHONE!



People can't see you when you're speaking on the phone, but they can *hear* you. So, the way you speak is extremely important. In fact, experts have calculated that 80% of communication over the phone is through your tone of voice; and only 20% is from the words you use. Here are our top tips on how to speak over the phone, and how to interpret someone else's feelings through their tone.

1 FACIAL EXPRESSIONS

Your facial expression can affect your voice. For example, if you smile, your voice will sound warm and friendly. On the contrary, if you have an angry look on your face, it can make you sound unpleasant.

2 SOUNDS

Be careful not to make any negative sounds while you're speaking. So, no **yawning**, **tutting** or **muttering**. Instead, use short phrases to show that you're following what the other person is saying such as *oh, I see, really?* or *ah huh*.

3 FOCUS

Stay focused on the conversation. If you're checking your e-mails, surfing the internet, or answering messages, it'll be obvious from your tone of voice that you aren't really paying attention.

4 VOLUME

If you speak too loudly, you could sound angry. And if you speak too softly, it'll be difficult to hear you. So, speak loudly enough to be heard clearly, but not so loud that you're shouting.

5 PACE

The pace of your voice is how quickly you speak. And this can indicate how you feel. For example, an angry person might speak faster than normal. Or a depressed person might speak very slowly. Try speaking a little more slowly than normal. This will make you sound confident, and it'll make it easier for the other person to understand you.

6 BREATHING

It's important to breathe when you're speaking. As air from your **lungs** is **exhaled**, it passes over the vocal chords. And this improves the quality of your voice and affects the way you say words. Before making a call, take a few big **breaths** so you've got lots of oxygen.

7 GESTURES

Gesturing can affect the tone of your voice. When you gesture, you bring extra air into the lungs, which can make your voice sound warmer. Gestures are also useful to help you emphasise the right words or even find the words you need. The best thing about

gesturing during a phone call is that no one can see what you're doing, so you can gesture as **wildly** as you like!

8 MOVEMENT

If you're feeling tense, stand up and move around. It will release the tension in your upper body and help your voice to sound more sincere or confident.

9 MIRROR

If you want to **establish rapport** with the person you're talking to (especially in a sales call), try to copy the way they speak: their style, tone, volume, pace, etc. For example, if they're using more formal and polite language, you should do the same; or if they're joking around, adapt your style accordingly. This will help the other person feel more comfortable with you.

10 PAUSES

Using pauses every now and then can help you to slow down. This will make you sound more confident and in control. Also, if you pause after giving some new information, it'll give the other person time to understand it. At the same time, listen to how the other person uses pauses. They could tell you something about the speaker's emotional state. For example, a speaker might use pauses because they're really angry. For example: "I... am... so... angry..."

11 POSTURE

The way you stand or sit can affect your voice. When you're sitting down, with your body crunched up, you can't breathe so well and this can have a negative effect on your voice. On the other hand, if you're standing up, your breathing is unrestricted, which will make you sound good. If you do sit down, don't lean back in your chair as you might come across as arrogant through your tone of voice. Instead, keep a confident posture, with your back straight and your shoulders relaxed. If you want to appear really confident, you could adopt a power pose. This involves standing with your legs far apart (don't worry, no one can see you!). Adopting this pose will automatically make you sound more confident because you're standing confidently. For a really relaxed tone, make the call from a warm, comfortable bed! ✨



Answers on page 44

Activity ■ Inflection

Inflection refers to the changes of pitch in your voice – the way it goes up or down. When there’s no inflection, your voice can sound like a monotone – i.e. very boring. When you speak positively, your voice naturally goes up and down. Listen to these two examples. Which person sounds angry? Which one sounds polite and positive?

1. Could you just wait a moment, please?
2. Could you just wait a moment, please?

Activity ■ Stress

When we speak naturally, we often stress certain words. Notice how the following sentences have changed meanings with different stress. What does each sentence mean?

1. *I didn't say your product was bad.* =
It wasn't me – it was someone else who said it.
2. *I didn't say **your** product was bad.* =

3. *I didn't say your product was **bad**.* =

4. *I didn't **say** your product was bad.* =

5. *I didn't say your **product** was bad.* =

Activity ■ Emotions

Your tone of voice is the sound your voice produces. It can be warm, cold, gentle, harsh... This can tell other people how you feel. For example, a flat voice could indicate that you're bored. Listen to the following sentence said in nine different ways: We've finished the work. Write an emotion next to each sentence according to the speaker's tone of voice.

- | | | | | | |
|-----------|-----------|------------------|--------|------------|---------|
| surprised | confident | bored | sleepy | frightened | excited |
| confused | sad | angry | | | |

1. bored _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

GLOSSARY

to yawn *vb*
when you "yawn", you open your mouth very wide and breathe in more air than usual, often because you're tired

to tut *vb*
to make a clicking sound with your mouth, often when you're angry about something

to mutter *vb*
to say something softly and not loudly

lungs *n*
the organs in your body that you use to breathe

to exhale *vb*
to push air out of your body

a breath *n*
every time you take a "breath", you take air into your body

to gesture *vb*
to make a movement with your hand

wildly *adv*
if you gesture "wildly", you move your hands around quickly

to establish rapport *exp*
If you "establish rapport" with someone, you have a good relationship and become friends

Famous islands fight it out in this month's competition.

Face to Face



Ibiza VS Mykonos

GREECE AND SPAIN ARE BOTH MEDITERRANEAN COUNTRIES WITH GREAT HOLIDAY ISLANDS. BUT WHICH ISLAND WINS THE TITLE AS THE BEST PARTY ISLAND – IBIZA OR MYKONOS?

Ibiza is a **worthy contender**. This 570-km Spanish island is famous for its “chill-out” compilations and clubbing. It’s one of the Balearic Islands located in the Mediterranean Sea. Although Ibiza may be the **epicentre** of the electronic music scene, this party island has a lot more to offer than just **techno-blaring** clubs. There has been a massive development in the island’s “hippie-district” where **bohemian** people gather for concerts, bars and music reminiscent of the 1970s.

What’s also special about Ibiza is its diversity. Its geographical and cultural landscape is really **underrated**. The northern part of the island has farmlands, covered with **whitewashed** houses, citrus trees and sheep. The rural northern part of the island is also perfect for walking. In the south, on the other hand, you’ll find Ibiza town, home to Ibiza’s most famous clubbing venues. This is where partygoers dance the night away and enjoy

the post-clubbing **chill-out** cafés.

But Ibiza is no longer exclusively for **party-hungry** teenagers. Ibiza has frequently attracted celebrities such as Kate Moss, Bono and Mick Jagger. Along with these celebrities, Ibiza is also the place to be for fashion. The island’s beautiful beaches have been featured in fashion adverts for Missoni, Gucci, and Louis Vuitton.

Another great party island is **Mykonos**. Mykonos is an island in the middle of the Aegean Sea. Although Mykonos doesn’t quite compete with Ibiza’s night life, it comes pretty close in terms of intensity. Known as one of the most expensive and cosmopolitan Greek isles, Mykonos seems to attract more **aspiring celebrities** than actual celebrities. Cruise ships have been known to **drop off** as many as 15,000 visitors a day, all looking to experience the **chic** island lifestyle.

Like Ibiza, Mykonos attracts a bit of a **wild crowd**. It’s common to see couples swimming without bathing suits during the day, or jumping fully clothed into the water at night. Mykonos is not just about bars and clubs either; the restaurant and hotel industry have also **taken off** there. The beautiful **promenade** makes Mykonos perfect for al-fresco dining. Mykonos even has its own Little Venice where locals and holidaymakers can enjoy the Greek sunset over an **aperitif**.

The fact that Mykonos has been described by travel agents as “the Ibiza of Greece” is a clear indication that no matter how **chic** or **stunning** Mykonos may be, it’s almost impossible to beat the original party island. After all, Ibiza’s turquoise blue water and sandy white beaches are still **ranked** as some of the most beautiful in the world. Our results: Mykonos = 8 / 10; Ibiza = 10 / 10. 🌟

GLOSSARY

- worthy** *adj*
deserving; possessing the necessary qualities or abilities for something
- a contender** *n*
someone or something that takes part in a competition
- the epicentre** *n*
the place where there is a lot of activity
- techno-blaring** *adj*
playing techno music very loudly
- bohemian** *adj*
describing artistic people who live in an unconventional way
- underrated** *adj*
if you “underrate” someone, you do not realise how clever, important or significant they are
- whitewashed** *adj*
if something is “whitewashed”, it is painted white with a mixture of lime, chalk and water
- chill-out** *adj*
if a café or music is described as “chill-out”, it is relaxing
- a café** *n*
a place where you can buy drinks and snacks
- party-hungry** *adj*
if someone is “party-hungry”, they like to go out at night, often to bars or clubs
- aspiring** *adj*
trying to become successful at something
- a celebrity** *n*
a person who is famous, especially in areas of entertainment such as films or television
- to drop off** *phr vb*
to take someone to a place and leave them there, often in a car or other vehicle
- chic** *adj*
fashionable; sophisticated
- wild** *adj*
uncontrolled; excited; energetic
- a crowd** *n*
a big group of people
- to take off** *phr vb*
to become successful suddenly
- a promenade** *n*
the road by the sea where people go for a walk
- an aperitif** *n*
an alcoholic drink that you have before a meal
- stunning** *adj*
extremely beautiful or impressive
- to rank** *vb*
to consider important



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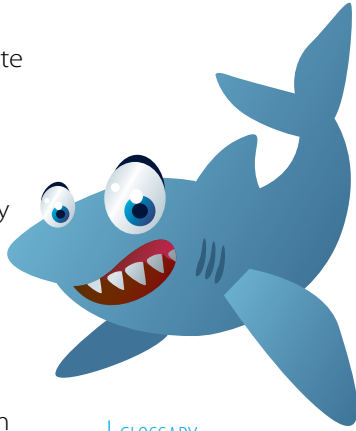
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LITTLE JOKES

MATCH EACH JOKE BEGINNING (1 TO 8) WITH ITS ENDING (A-H). THEN, LISTEN TO CHECK YOUR ANSWERS. ANSWERS ON PAGE 59

1. What's a shark's favourite game?
2. What do **devils** drink?
3. What's a monster's favourite soup?
4. What did one ghost say to another?
5. What does a **cannibal** call a phone book?
6. What's the worst vegetable to have on a boat?
7. What lies at the bottom of the ocean and **twitches**?
8. Why was the girl named Sugar?



GLOSSARY

a devil *n*
an evil spirit

a cannibal *n*
a person who eats the flesh of other human beings

to twitch *vb*
to make a sudden jerking movement with your body, often it is uncontrollable

a leek *n*
a long thin vegetable that smells similar to an onion

bite and seek *nonsense exp*
a play-on words "hide and seek", is a children's game in which one player covers their eyes and gives the others time to hide. That person then tries to find them. The joke says "bite" because that is something that a shark would do – to cut into something with its teeth

refined *adj*
if a person is "refined", they're very polite and well-mannered. "Refined" sugar is pure, and contains no other substances in it

a menu *n*
a list of meals and drinks that are available in a restaurant or café

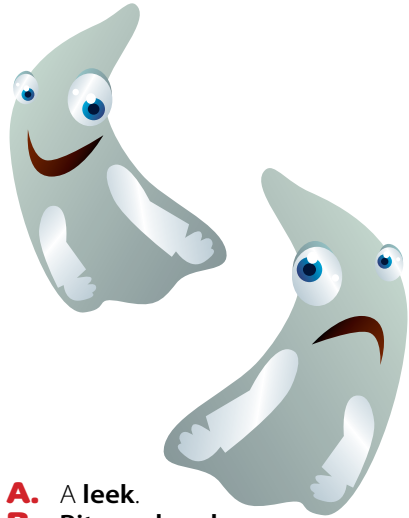
demonade *nonsense noun*
a combination of "demon" and "lemonade". A demon is an evil spirit and lemonade is a drink with water, sugar and lemon juice

a nervous wreck *n*
if you're a "nervous wreck", you're very agitated / worried. A "wreck" is what happens when a ship has an accident

"get a life" *exp*
"stop being a loser"; "do something useful"

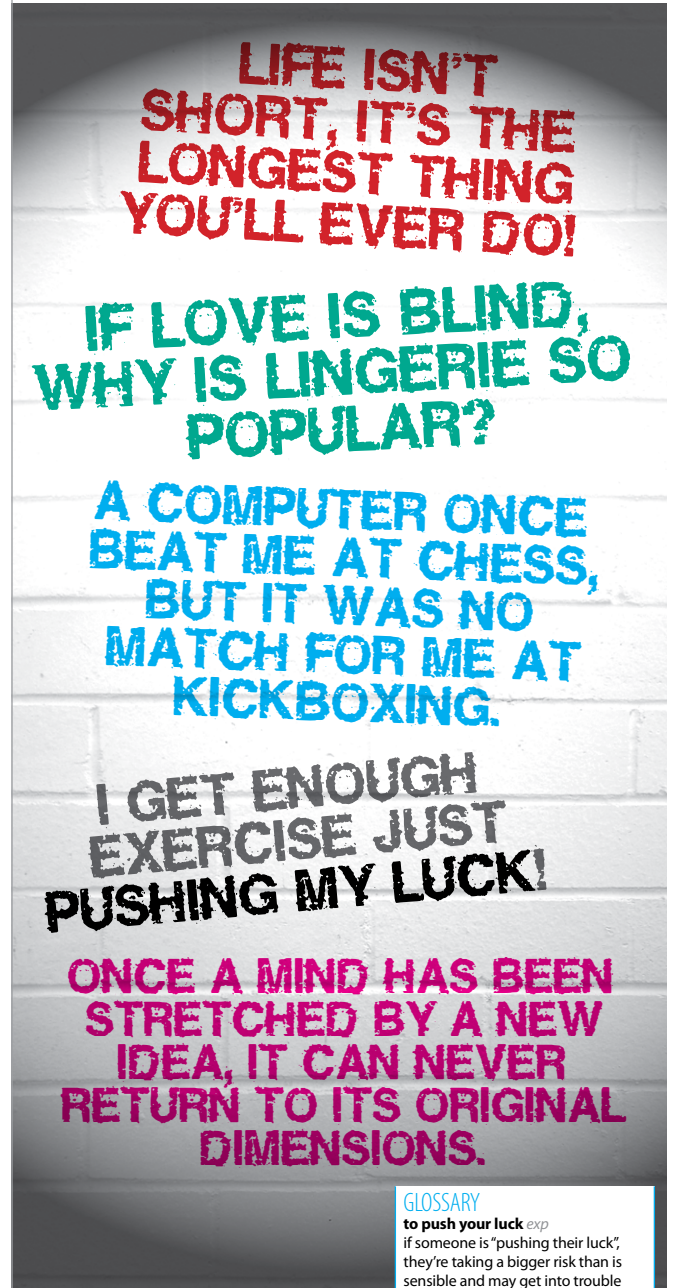
dude *n slang*
man; mainly used in American English

- A:** A leek.
B: Bite and seek.
C: Scream of tomato.
D: Because she was so refined.
E: A menu.
F: Demonade.
G: A nervous wreck.
H: "Get a life", dude!



GRAFFITI

HERE ARE SOME MORE EXAMPLES OF BRITISH TOILET GRAFFITI.



GLOSSARY

to push your luck *exp*
if someone is "pushing their luck", they're taking a bigger risk than is sensible and may get into trouble

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Misheard Lyrics

HERE ARE SOME MORE OF THOSE TOUGH-TO-UNDERSTAND SONG LYRICS. SEE IF YOU CAN IDENTIFY WHICH OPTION IS THE CORRECT LYRIC. ANSWERS ON PAGE 59



GLOSSARY

- a brow** *n*
an eyebrow, or a line of hair that grows above your eye
- a pen pal** *n*
someone you write friendly letters to and receive letters from, even though the two of you have never met
- a penthouse** *n*
a luxurious apartment or suite with lots of room at the top of a tall building
- a six-string** *n slang*
a guitar (because it has six strings)
- a seamstress** *n*
a person who sews and makes clothes as his / her job
- spicy** *adj*
flavourful; with lots of spices
- the spice of life** *exp*
something you add to your life that makes it more exciting
- an anthem** *n*
a song used to represent a society or group that is sung on special occasions
- thighs** *n*
the top parts of your legs, between your knees and your hips

- 1** What's the correct title of the song by Whitney Houston?
- a. Climb every mountain.
 - b. I'm every woman.



- 5** What does Bryan Adams really say in the song "Summer of 69"?
- a. Got my first real **six-string**.
 - b. I got my first real **seamstress**.



- 2** In Don Henley's song "Boys of Summer", which lyrics are correct?
- a. I can see you. Your brown skin shinin' in the sun.
 - b. I can see you. Your **brow's** gettin' shiny in the sun.



- 6** Which is the correct lyric to the Dixie Chicks' song "Cowboy Take me Away"?
- a. Except for maybe you, and your simple smile.
 - b. And step on big balloons, and your simple smile.



- 3** In Celine Dion's classic ballad "My Heart Will Go On", she actually says...
- a. I believe that the heart does go on.
 - b. I believe that the hot dogs go on.



- 7** Earth, Wind and Fire's song "Let's Groove Tonight" says which of the following?
- a. Share a **spicy** light.
 - b. Share the **spice of life**.



- 4** In Elton John's song "Goodbye Yellow Brick Road", the correct line is...
- a. I really like being your **pen pal**.
 - b. You can't plant me in your **penthouse**.



- 8** Gloria Gaynor's 1970's **anthem** "I Will Survive" says, "At first I was afraid..."
- a. I grew fatter **thighs**.
 - b. I was petrified.



How to save a pub!

Pubs are closing at an alarming rate. So, what can be done about it? One owner **came up with** an interesting idea.

"This pub would have **gone to the wall** without the cheap meals," said Nigel Borton, a **regular** at the Four Crosses Inn, a **pub** in Staffordshire. "I come three days a week, and I've never had a bad meal here yet. It's absolutely **brilliant** and the atmosphere now is great."

In response to falling numbers of customers, the pub owner, Tony Rabbitts, came up with an ingenious idea: The original £1 food-menu pub. Basically, his pub is offering incredibly cheap meals. "At first it was one day a week, but it filled the place up so we went up to two, then five, and now seven days a week," Rabbitts says. "We'd been **struggling** to pay the bills and would have had to close, but we refused to be beaten."

The pub used to serve 30 lunches a day, but now Rabbitts is doing more than 300 at busy



times, and bar profits have increased fourfold. "We've got regulars who come back every day. Some people come seven days a week. One woman was having her kitchen **remodelled**, and hasn't **bothered** having her cooker put in yet." The starters and desserts are all £1; the basic main courses are also £1, but there is a homemade option for £1.50 and a **roast** for £2.50.

"We had to do something. I stood outside the pub, looked at it and went, 'what is going to get me in this pub?'" That was when he decided the offer of meals at the magic price of £1. "The biggest problem is that people think there's a **catch**. They just can't believe

we're doing it. We've had people come in and say, 'do we have to buy a bottle of wine with the food to get it for a pound?' People assume the food tastes bad or that we serve small portions. OK, they're not massive portions, but it's home-cooked, decent food." ☺



GLOSSARY

- to come up with** *exp*
to think of; to suggest
- to go to the wall** *exp*
if a person or company "goes to the wall"; they lose all their money and their business fails
- a regular** *n*
a person who visits a place frequently
- a pub** *n*
a place where people have drinks and talk to their friends
- brilliant** *adj*
exceptionally clever, intelligent, or skilful
- to struggle** *vb*
to try hard to do something, even though you have obstacles in your way
- to remodel** *vb*
to give something a different form or shape
- to bother** *vb*
if you "haven't bothered" to do something, you haven't done it because you're too lazy / tired / indifferent
- a roast** *n*
a dinner that consists of meat cooked in the oven with vegetables and gravy
- a recession** *n*
a period when the economy is doing badly
- a catch** *n*
a hidden problem or difficulty in a plan or an offer that seems surprisingly good

ANSWERS ON PAGE 59

1 Pre-reading

What do you think the title means? Why do you think a pub was in danger? Make notes.

2 Reading I

Read to check your ideas from the Pre-reading exercise. Were you right?

3 Reading II

True or False?

1. Nigel Borton is the owner of the pub.
2. At first, the idea wasn't successful.
3. Profits have increased four-fold.
4. In the beginning, people were suspicious about the low prices.
5. People are surprised by the size of the portions served in the pub.

4 Language focus "to have something done".

Look at the sentence from the article:

"One woman was having her kitchen **remodelled**."

1. Who remodelled the kitchen?
2. What grammatical structure is used in this sentence?

5 Discussion

1. Do you think the same idea would work in your country? Why? Why not?
2. Do bars and restaurants make similar offers during times of crisis in your country? How?
3. How do you cut costs when you don't have much money?

VOCABULARY

The Fast Food

HERE ARE SOME COMMON WORDS OR OBJECTS THAT YOU WILL SEE OR HEAR AT A FAST FOOD RESTAURANT.

**A hamburger -**

minced meat which has been formed into a round shape.

A cheeseburger -

the same as a hamburger, but with cheese on top.

Crisps - very thin slices of potato that have been fried until they are hard, dry and crunchy ("potato chips" in US English).

A fizzy drink - a drink that contains small bubbles of carbonation ("a soft-drink" or "soda" in US English).

Chicken nuggets - pieces of chicken that are fried in butter.

A BLT Sandwich - a sandwich with bacon, lettuce and tomato.

A wrap - a thin, flat piece of bread with filling in the middle.

Chilli - small red or green pods that have a spicy taste and are used for cooking.

Ketchup - a thick red sauce made from tomatoes.

Mustard - a yellow or brown paste.

Barbeque Sauce - a spicy paste used to flavour food, especially meat

cooked on a barbecue.

A sundae - a tall glass of ice cream with chocolate sauce and nuts on top.

An apple pie - a kind of pastry made with apples.

A milkshake - a cold drink made by mixing milk with flavouring, ice cream or fruit and then whisking it.

A root beer float - a non-alcoholic drink made from herbs and plants that tastes similar to cola and with a scoop of vanilla ice cream on top.

"To eat in" - what you say at a fast food restaurant when you want to eat the food in the restaurant.

"To take away / out" - what you say at a fast food restaurant when you want to take the food to another place.

A tray - a flat piece of wood, plastic or metal which has raised edges and is used to carry things.

A booth - a small area separated from a larger area or room with soft seats and screens.

A playground - a public area in a fast food restaurant where children can play. ☺

(NOT SO) TYPICAL DIALOGUES

Restaurant

IN THIS DIALOGUE, FRANK IS IN A PIZZA RESTAURANT.

- Shop:** Hello, Speedy Slice. Quick pizza is our business. How may I help you?
- Frank:** Hi, I'd like a pizza, please.
- Shop:** OK. What can I get you?
- Frank:** Right. I'd like a medium-sized pizza with five ingredients.
- Shop:** What ingredients would you like?
- Frank:** I'll have bacon, green peppers, onion, spicy sausage and extra cheese.
- Shop:** Would you like anything to drink with that?
- Frank:** Yes, I'll have a coke, please. And my girlfriend wants a doner kebab.
- Shop:** OK, what's the address?
- Frank:** Oh, I'd like the glass that you're offering as a free gift with an order of chicken wings, too. So, you want chicken wings as well?
- Shop:** Ohhhh, yeah. A large **tub** to take away. And a dessert, too. Say, don't you guys have brownies that are buy one, get one free?
- Shop:** We do, but only on Fridays.
- Frank:** Well, great, today is Friday. I'm in luck.
- Shop:** Yes, I guess you are. What's your address?
- Frank:** It's 23 Central Street.
- Shop:** Erm... That's this address.
- Frank:** I know.
- Shop:** But I need to know your address.
- Frank:** No, you need to know the address of the place where I want my pizza.
- Shop:** Well, yes. Of course. So, what's the address of the place where you'd like your pizza **delivered** to?
- Frank:** I told you. 23 Central Street.
- Shop:** But that's this address. Are you calling from the same city?
- Frank:** Same city and same restaurant. I'm calling from the table in the corner. I'm the guy on the cell phone. Can you see me? Hi!
- Shop:** Oh, yes. Hello. *(He waves.)*
- Frank:** You deliver, right?
- Shop:** Yes, but you're in the restaurant. Why don't you come to the counter?
- Frank:** Why bother when you can phone?
- Shop:** Well, yes, I guess so. See you in a minute. *(Hangs up.)*
(Phone rings again a few minutes later.)
- Shop:** Hello? Speedy Slice. Quick pizza is our business. How may I help you?
- Frank:** Hi, it's me again. I was just calling to remind you not to forget the extra hot chilli sauce for the chicken wings.
- Shop:** OK, no problem. Oh, and by the way, I like your shoes.
- Frank:** Really? Thanks. I got a **great deal** on them.
- Shop:** Oh! Even better! Well, your food will be ready in a minute.
- Frank:** Great, bye! ☺

**GLOSSARY**

a tub *n*
a deep container

to deliver *vb*
if you "deliver" something somewhere, you take it there

a great deal *exp*
if you buy something that was "a great deal", you paid a low price for something that is good quality



DR FINGERS' VOCABULARY CLINIC

power

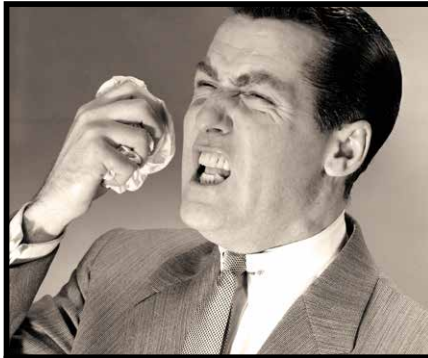
HERE ARE SOME MORE USEFUL AND INTERESTING EXPRESSIONS FOR YOU TO LEARN. THIS MONTH, WE HAVE SOME MORE EXPRESSIONS TO DESCRIBE POWER.



Breathe down someone's neck

TO OBSERVE SOMEONE CLOSELY IN ORDER TO MONITOR THEIR WORK.

"I've had my boss breathing down my neck all day – it's been really annoying."



Have somebody over a barrel

TO HAVE ABSOLUTE CONTROL OVER SOMEONE.

"She knows that I really need that money, so she's got me over a barrel at the moment."



Put the screws on

USE FORCE, OR THE THREAT OF FORCE, TO GET WHAT YOU WANT.

"They put the screws on him until he cracked and told them everything."



At the top of the ladder

IN THE HIGHEST POSITION IN AN ORGANISATION.

"After a long career, she's at the top of the ladder."



Rule the roost

TO BE THE MOST POWERFUL PERSON IN AN ORGANISATION.

"Although Jeff is the president, it's Sandra who rules the roost around here."



The top dog

THE PERSON WITH THE MOST POWER.

"Make sure you keep on his good side – he's the top dog around here."



Pull the strings

TO BE THE PERSON WHO CONTROLS THINGS.

"She's the one who pulls the strings in this office."



Have / hold all the cards

BE THE PERSON IN A POSITION OF STRENGTH.

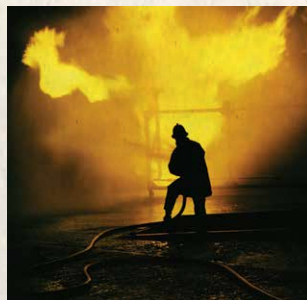
"She holds all the cards in this court case, so we'd better not do anything to upset her."

RIDDLES & quirky news

Fire! Fire!

The world's worst fire service.

"A fire service that can't even keep its own fire station and engines safe doesn't exactly inspire confidence," complained one local after disorganised firemen from Wales accidentally burnt their own station to the ground. All six fire engines perished in the £3 million blaze, and it took 250 firemen from nearby towns to finally get control of the inferno.



Investigators believe the fire fighters could have sparked the blaze themselves in a training exercise accident or that it could have been faulty wiring. The weekend blaze was the second time the brigade has lost all its engines in a fire. The station was recently rebuilt in 1994, and had just invested in new equipment.

The best job in the world

Tourism chiefs in Australia are offering what they say is the best job in the world – a caretaker of a paradise island. The job will take "minimal effort" for laid-back duties that work out at nearly £1,000 an HOUR.

The new post on Hamilton Island, on the Great Barrier Reef, is a relaxing job and doesn't call for much in the way of experience. It requires no academic qualifications, but applicants must be able

to swim and must have an "adventurous attitude". The six-month contract comes with a £70,000 salary package, and a free three-bedroom house.

Bosses say they want the caretaker to promote the island to a "global market". The only requirement is that the caretaker keeps a blog of what's going on – a job that should take less than three hours a week. The rest of the time they can go diving, help marine biologists or come up with ideas for new activities for visitors.

British-based Tourism Queensland spokesman said: "This is the best job in the world, there's no question about it. I'm sure we won't have any problem finding a large quantity of applicants." The job has been advertised in more than 15 countries, and the candidate will be announced next month.



Riddles



- 1 Which weighs more, a tonne of feathers or a tonne of gold?
- 2 Before Mt Everest was discovered, what was the highest mountain in the world?
- 3 A plane crashes on the US/Canada Border. Where do you bury the survivors? ❌



GLOSSARY

- a fire station** *n* a building where fire engines are kept, and where fire fighters wait until they are called to put out a fire
- an engine** *n* the part of a car or other vehicle that produces the power to make the vehicle move
- to burn something to the ground** *exp* if a building is "burnt to the ground", it is destroyed completely by fire
- to perish** *vb* to be destroyed
- a blaze** *n* a large fire which is difficult to control and destroys a lot of things
- an inferno** *n* if you say a fire is an "inferno", you mean it is burning strongly and causing a lot of destruction
- to spark** *vb* if A "sparks" B, A causes B to happen
- faulty** *adj* if equipment is "faulty", it is not working properly
- wiring** *n* the system of wires that supply electricity to different parts of a building or machine
- a caretaker** *n* a person whose job is to look after a place or a person
- a requirement** *n* a quality or qualification that you must have in order to be able to do something or be suitable for something
- diving** *n* the activity of working or exploring underwater using special breathing equipment
- to come up with** *exp* if you "come up with" an idea, you think of it and suggest it

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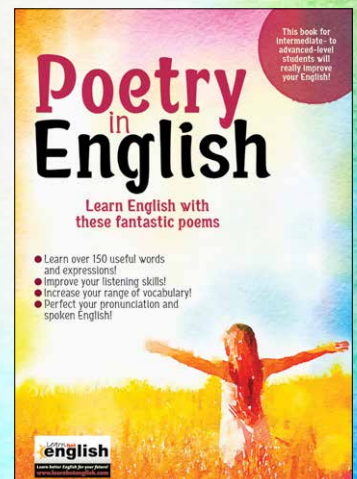
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Who's at Fault?

ANSWERS ON PAGE 59

1 Pre-listening

You're going to hear an argument between a married couple. Before you listen, make a list of typical issues couples argue about. For example: domestic chores, money, housework.

2 Listening I

Listen to the argument and tick off any issues you hear from your list.

3 Listening II

Underline the correct word in each sentence:

- Julie tells Terry he isn't very good at **reading maps / driving / reading maps or driving**.
- Terry is upset because he missed **the turn on the road / the football match / the wedding**.
- Terry wants to listen to the radio to find out about **the score / the tour / the weather**.
- The wedding is in **Birmingham / Burnley / Bradford**.
- Terry and Julie decide **to get something to eat / to go**

home to watch the football match / to turn back and go to the wedding.

4 Language focus third conditionals

Look at this sentence from the listening and answer the following questions. "If you'd let me deal with it, we wouldn't be stuck in a car in the middle of nowhere."

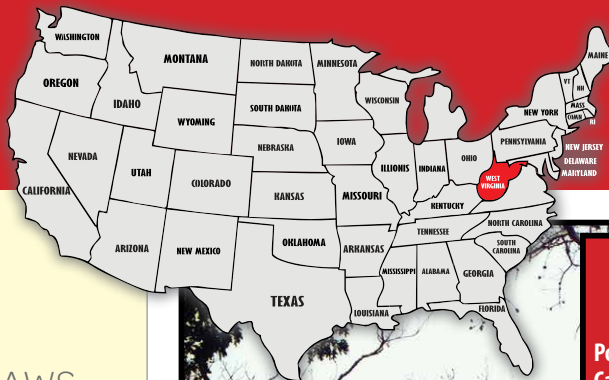
- How do we form the third conditional?
- When do we use this type of conditional?

5 Discussion

- Are you good at navigating / giving directions? Give an example.
- Have you ever had a similar argument with anyone? What was the outcome?
- Do you think this is a typical argument? Why? Why not?
- Have you ever blamed someone for something? Has anyone ever blamed you for something?



TRACK 21



HERE ARE SOME MORE CRAZY LAWS FROM THE US. (US ENGLISH SPELLING) THIS MONTH: WEST VIRGINIA.



- ⚠ No children may attend school with their breath smelling of "wild onions".
- ⚠ Unmarried couples who live together and "**lewdly associate**" with one another may face up to a year in prison.
- ⚠ When a railroad passes within 1 mile of a community of 100 or more people in it, they must build a station and stop there regularly to pick up and drop off passengers.
- ⚠ Any person who commits **adultery** shall be **fined** at least twenty dollars.
- ⚠ A person may be placed in jail for up to six months for making fun of someone who does not **accept a challenge**.
- ⚠ It is illegal to **snooze** on a train.
- ⚠ A person may not **hold public office** if he or she has ever participated in a **duel**.
- ⚠ For each act of public **swearing** a person shall be fined one dollar.
- ⚠ According to the state constitution, it is unlawful for anyone to own a red or a black flag.
- ⚠ If you wear a hat inside a **theater**, you may be fined.
- ⚠ **Roadkill** may be taken home for supper.
- ⚠ **Whistling** underwater is prohibited.
- ⚠ In Anderson, West Virginia, one may not walk a lion, tiger or leopard, even on a **leash**.
- ⚠ Firemen may not whistle or **flirt** at any woman passing a **firehouse** in Huntington.
- ⚠ In Nicholas County, no member of the **clergy** is allowed to tell jokes or humorous stories from the **pulpit** during a church service. ⚠

GLOSSARY

lewdly *adv*
obscenely; crudely

to associate *vb*
if you "associate" yourself with something, you connect yourself to it

adultery *n*
if a married person commits "adultery", they have a relationship with someone who is not their husband / wife / partner, etc.

to fine *vb*
if someone is "fined", they are punished by having to pay a sum of money because they have broken a rule

to accept *vb*
if you "accept" something, you agree to do it or take it

a challenge *n*
something new and difficult that requires determination and a lot of effort

to snooze *vb inform*
to sleep lightly for a short period of time

to hold a public office *exp*
to be an elected official

a duel *n*
a public fight between two people in which they use weapons to settle a disagreement

to swear *vb*
to use bad or crude language

a theater *n*
a building in which they show films, plays, musicals, etc.

roadkill *n*
dead animals on the highway

to whistle *vb*
to make a high-pitched noise by forcing air between your lips and teeth

a leash *n*
a long thin chain that you attach to a dog's collar to keep it under control

to flirt *vb*
to behave playfully with someone, giving them the impression you are romantically interested in them

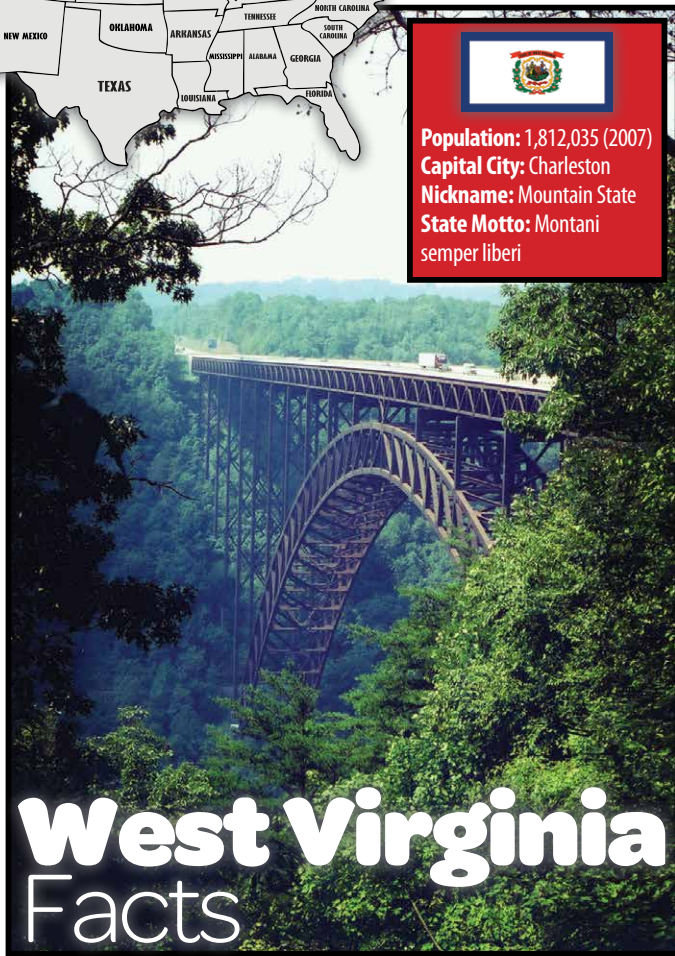
a firehouse *n* ("firestation" in British)
a place where fire engines are kept and where firefighters wait to be called to put out a fire

clergy *n*
officially appointed leaders of religious organisations

a pulpit *n*
a small platform in a church with a railing around it where members of the clergy preach



Population: 1,812,035 (2007)
Capital City: Charleston
Nickname: Mountain State
State Motto: Montani semper liberi



West Virginia Facts

- 📅 Mother's Day was first celebrated at Andrews Church in Grafton on May 10, 1908.
- 📅 West Virginia has the oldest population of any state. The median age is 40.
- 📅 In 1782, the last battle of the American Revolution was fought at Fort Henry.
- 📅 The world's largest sycamore tree is located on the Back Fork of the Elk River in Webster Springs.
- 📅 The first state sales tax in the United States went into effect 87 years ago in West Virginia on 1st July 1921.
- 📅 Nearly 75% of West Virginia is covered by forests.
- 📅 15% of the USA's total coal production comes from West Virginia.
- 📅 The first steamboat was launched by James Rumsey in the Potomac River at New Mecklenburg (Shepherdstown) on 3rd December 1787.
- 📅 The first spa open to the public in the US was at Berkeley Springs, West Virginia, in 1756 (then, Bath, Virginia).
- 📅 On 9th February 1950, US Senator Joe McCarthy launched his anti-communist crusade in Wheeling, West Virginia.
- 📅 *The Deer Hunter*, a five-time Oscar-winning movie, was filmed in West Virginia in 1978. ⚠

Famous People from West Virginia:

Mary Lou Retton, a 1984 Olympic Gold Medal winner in gymnastics, from Fairmont, Marion County.

Booker T. Washington, a Black educational leader and the first president of Tuskegee Institute, raised in West Virginia.

Pearl S. Buck, a Pulitzer Prize and Nobel Prize winning author born in Hillsboro, Pocahontas County.



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DICTIONARY OF SLANG

HERE WE'VE GOT SOME EXAMPLES OF HOW TO SAY THINGS IN DIFFERENT SITUATIONS.

Situation	Formal	Relaxed	Informal
A friend did something that made you look really stupid.	They caused me to come across as a bit of an ignoramus.	They made me look really stupid.	They really stitched me up; they made me look like a right plonker.
A friend is talking in a noisy and continuous manner.	He is conversing without respite on the topic of his recent promotion.	He keeps going on about his promotion.	He's rambling on about his promotion; He keeps rabbiting on about his promotion.
You are at a party and you're talking to a man you like. All of a sudden, a friend comes and tries to steal him away. You tell your friend to stop it.	Please desist from attempting to engage in conversation with the male with whom I have developed amorous feelings for.	Stop talking to that guy I like.	Stop trying to move in on my bloke.
A friend is very funny.	He is of a comic nature.	He's really funny.	He's a real laugh; He leaves me tickled.
A friend keeps talking about the same thing. You tell him to stop.	Please cease from focusing on that story.	Stop going on about it.	Give it a rest; Give it a break.
You would like to discuss something with a friend. You invite her to sit next to you.	Please obtain an object upon which you could repose your weary legs.	Get a chair and come and sit down.	Pull up a pew; Grab a seat.

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DR FINGERS' ERROR CORRECTION CLINIC

IN THIS SECTION DR FINGERS IDENTIFIES AND CORRECTS TYPICAL ERRORS.

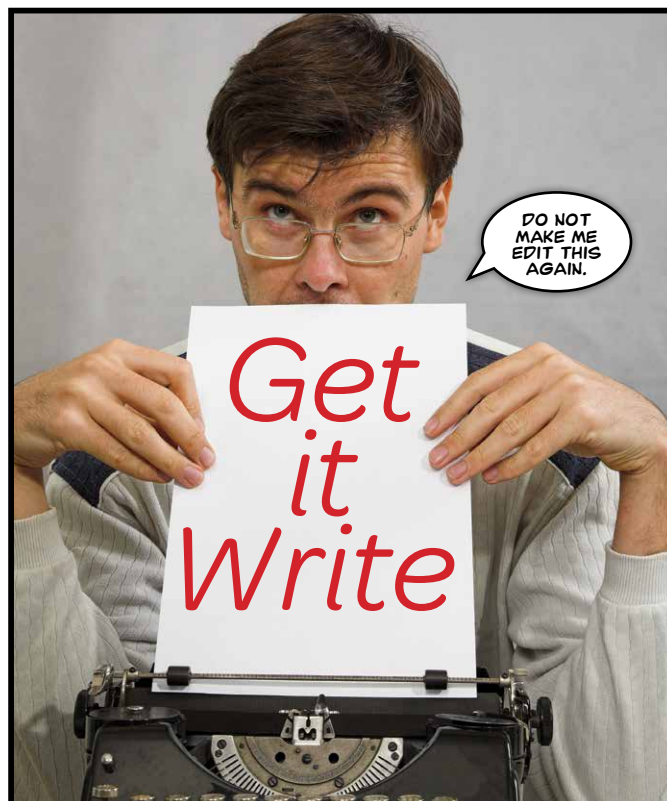


1 Exercise

Read the sentences. Find the errors and correct the sentences. Then listen to the CD to check your answers. Good luck!
ANSWERS ON PAGE 59.

- She had avoided the rain if she had left earlier.
She would have avoided the rain if she had left earlier.
- If I would understand you, I would be able to help you.
- If she will win today, she will be the champion.
- We would be grateful if you will send us a copy of the letter.
- Supposing if you don't get the job. What will you do then?
- She won't be able to go unless she doesn't pay the entrance fee.

LISTENING



ANSWERS ON PAGE 59

1 Pre-listening

What's a scriptwriter? What does a scriptwriter do? Imagine the day in the life of a scriptwriter. Then listen to check.

2 Listening I

Write down three of the tips that the scriptwriter gives for scriptwriting.

- _____
- _____
- _____

3 Listening II

Listen again and answer the questions according to what the scriptwriter says.

- Where do you start with a script?
- Where do you get these ideas for a script?
- How do you structure a script?
- Once you have a plot and some kind of structure, what else do you need?

4 Language focus homophones

"Write / right" are examples of homophones. Which is the correct definition of a homophone?

- Homophones are words that sound the same but have a very different spelling and meaning. They are often used in word play.
- Homophones are words that are spelt the same but have a different meaning and sound. They are often used in word play.

Look at the title of the article: "Get It Write." Where's the word play in this example?

5 Discussion

- In your opinion, how important is the script of a film?
- Have you ever written anything creative? For example, a short story / a play?
- Do you think you'd be able to write a script if you followed these tips? Why? Why not?

(US English)

TRACK ??

Chat-up Lines / Pick-Up Lines

LET'S SEE IF YOU GET LUCKY.

- I hate to see you go, but I love to watch you walk away!
- I must be lost. I thought paradise was further south.
- You know, I'm not really this tall. I'm just sitting on my wallet.
- There's something wrong with my cell phone. ... Your number isn't in it.
- How much does a polar bear weigh? I dunno, but it's enough to break the ice! Hey, I'm Sam. ☆



GLOSSARY

I dunno *exp*
I don't know
to break the ice *exp*
if you "break the ice" at a party or a meeting, you say or do something to make people feel relaxed and comfortable

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KNIFE IDIOMS

THIS MONTH WE'RE LOOKING AT SOME "KNIFE" IDIOMS.



On a knife-edge
IF YOU'RE "ON A KNIFE-EDGE, YOU'RE IN A VERY DIFFICULT SITUATION AND WORRIED ABOUT WHAT WILL HAPPEN IN THE FUTURE."
"We've been living on a knife-edge for months now, just wondering what's going to happen."



Go under the knife
TO HAVE A MEDICAL OPERATION.
"She was prepared to go under the knife to improve her physical appearance, but we managed to talk her out of it."



Cut through something like a (hot) knife through butter
TO CUT SOMETHING VERY EASILY.
"A laser beam can cut through metal like a hot knife through butter."



Put/stick the knife in
TO DO OR SAY SOMETHING UNPLEASANT TO SOMEONE.
"Most of the reviews of the film were really negative – not one critic could resist sticking the knife in."



The knives are out
IF THE "KNIVES ARE OUT" FOR SOMEONE, PEOPLE ARE EXTREMELY ANGRY WITH THAT PERSON.
"The knives were out for Mr Mitchell after the things he'd said about staff during the meeting came to light."



You could cut the atmosphere with a knife
IF YOU "COULD CUT THE ATMOSPHERE WITH A KNIFE", THE ATMOSPHERE AT A MEETING IS VERY TENSE AND EVERYONE IS NERVOUS / ANGRY.
"There was a lot of tension in the meeting; you could have cut the atmosphere with a knife."

Let's be



friends

(if we aren't already!)

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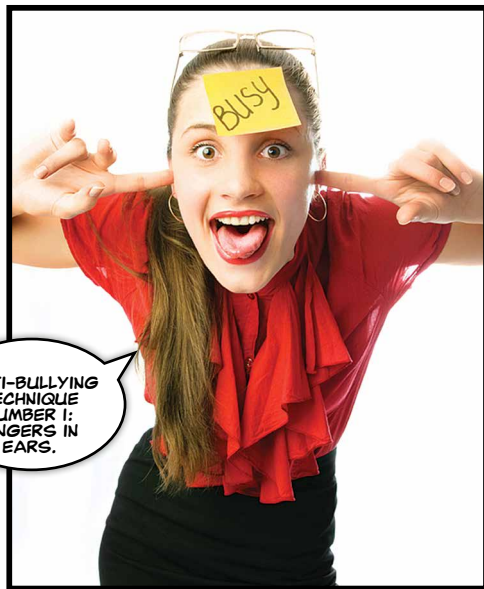
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Professional Sabotage

The bad things bad people do at work.



ANTI-BULLYING TECHNIQUE NUMBER 1: FINGERS IN EARS.

1 Pre-reading

ANSWERS ON PAGE 59

Before you read the article, do these two exercises.

1. Make a list of character types you find in the workplace. For example, the happy-go-lucky employee.
2. Define a "bully" or the act of "bullying". Give examples.

2 Reading I

Read the article. Which workplace character types are mentioned?

3 Reading II

Read the article again and give examples of the following:

1. Forms of bullying. For example, ignoring people.
2. A situation in which someone is bullied.
3. The impact of bullying on your health.
4. Actions to take if you're a victim of bullying.

4 Language focus expressions

"I've had enough."

1. Does this expression have positive or negative connotations?
2. In what kind of situation would you say, "I've had enough"? When did you last say "I've had enough"?

5 Discussion

In your own words, give your opinion on the following points from the article (in relation to your city):

1. Do you think bullying is a problem in companies in your country? Why? Why not?
2. Where else can you find bullying? Give examples.
3. Which piece of advice in the article do you most agree with? Give reasons.

Bullying in the workplace is on the rise. But what can we do about it?

The workplace is full of a variety of characters. There's the obsessive worker, the happy-go-lucky employee and the enthusiastic team player, just to mention a few. One of the worst types is the workplace bully. They're the ones who do their **utmost** to make our lives a misery.

The behaviour of a workplace bully can take many forms. Sometimes it's quite subtle: ignoring someone, **glaring** at them, spreading rumours about them or laughing at their opinions. But other times it's more serious, particularly when it's the boss who's doing it. Typical examples can include shouting aggressively at employees, humiliating them in public, giving them more work than they can **cope with**, inconsistently changing hours and duties, cancelling holidays without good reason and excluding them from social gatherings.

Jenny Kondek knows what it's like to have a bully as a boss. "I've been in lots of jobs, but the last one I had was terrible. For some reason, my boss **had something against me**. Maybe she felt threatened by me, I don't know. Anyway, she was always changing my holidays and giving me lots of extra work to do, especially on a Friday afternoon. It all **came to a head** during a meeting when I was publicly **reprimanded** for not reacting well in an emergency situation. That's when I decided that I'd had enough. After everyone had left the room, I said, 'I don't want to be spoken to like that.' She couldn't believe that I'd stood up for myself and she stopped **picking on me** after that."

In some cases, bullying can cause serious medical disorders. These can range from a loss of a sense of humour, depression, **migraine headaches**, skin disorders, chest pains, constant fatigue, abdominal pains and even vomiting. **To make matters worse**, experts say the levels of bullying are on the increase. Researchers from the Workplace Bullying Institute say that women bullies are becoming more frequent. In fact, their research shows that 40% of bullies in the workplace are women.

So, what should you do if you are a victim of bullying? Human resources expert Mary Holtman says it's simple. "Above all, you should remember that no one has the right to treat you badly. The most important thing is to **stand up to bullies**. Let them know that you will not tolerate their behaviour in any way, and that you won't allow yourself to become a victim. If things continue to be bad, then you must report it to someone higher up. And if they refuse to take notice, leave the company. These problems will not go away on their own." ❄

The Workplace Bullying Institute

The WBI describes itself as the sole United States organisation dedicated to the eradication of workplace bullying. Gary and Ruth Namie started the Campaign Against Workplace Bullying in the San Francisco Bay Area. They also established the first US bullying crisis **hotline**. The Institute launched the "WBI University" in 2008 and continues to offer support for those experiencing bullying in the workplace.



I AM NOT A BULLY.

GLOSSARY

- utmost** *n inf*
if you are trying your "utmost" to do something, you are really trying to do it
- to glare** *vb*
to look at someone with an angry expression on your face
- to cope with something** *exp*
if you "cope with" something, you can do it and it isn't too much for you
- to have something against someone** *exp*
if someone "has something against you", they don't like you
- to come to a head** *exp*
if a situation "comes to a head", it reaches the point where urgent action is necessary
- to reprimand** *vb*
if you are "reprimanded", someone speaks angrily to you because you have done something wrong
- to pick on someone** *exp*
to repeatedly criticise someone or treat them unkindly
- a migraine headache** *n*
an extremely painful headache that makes a person feel very ill
- to make matters worse** *exp*
to make a difficult situation even more difficult
- to stand up to someone** *exp*
if you "stand up to someone" powerful, you defend yourself against that person
- a hotline** *n*
a telephone number that the public can use to find out information about a particular subject

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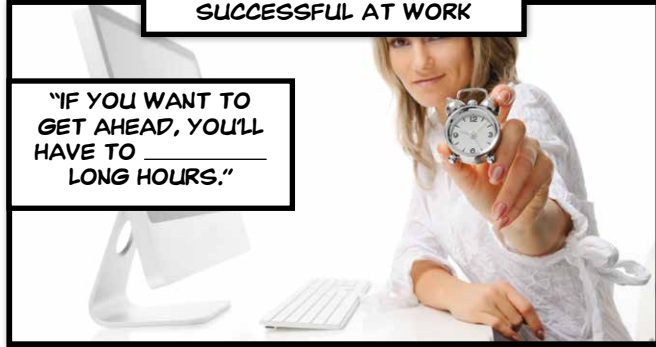
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THIS IS THE FIRST PART OF OUR SECTION OF CAREER-RELATED PHRASAL VERBS. COMPLETE THE SENTENCES WITH THE WORDS FROM BELOW. MORE NEXT MONTH. ANSWERS ON PAGE 59

toys plan until survey else lately work told

1. TO GET AHEAD
IF YOU "GET AHEAD", YOU'RE SUCCESSFUL AT WORK



"IF YOU WANT TO GET AHEAD, YOU'LL HAVE TO _____ LONG HOURS."

2. TO CARRY OUT
IF YOU "CARRY OUT" A TASK, YOU DO IT.



"THEY CARRIED OUT THE _____ ON PEOPLE'S FAVOURITE GROUPS."

3. TO GO AHEAD WITH
IF YOU "GO AHEAD" WITH SOMETHING YOU PROMISED TO DO, YOU DO IT.



"HE DECIDED TO GO AHEAD WITH HIS ORIGINAL _____."

4. TO STEP DOWN
TO LEAVE YOUR JOB SO THAT SOMEONE ELSE CAN DO IT.



"IT WAS TIME FOR HER TO STEP DOWN AND LET SOMEONE _____ DO THE JOB."

5. TO TAKE ON
IF YOU "TAKE ON" A NEW JOB OR RESPONSIBILITY, YOU ACCEPT IT.



"THEY WERE _____ THAT THEY'D HAVE TO TAKE ON A LOT MORE WORK."

6. TO SQUEEZE IN
IF YOU MANAGE TO "SQUEEZE SOMEONE IN", YOU FIND TIME TO SEE THEM, EVEN THOUGH YOU'RE REALLY BUSY.



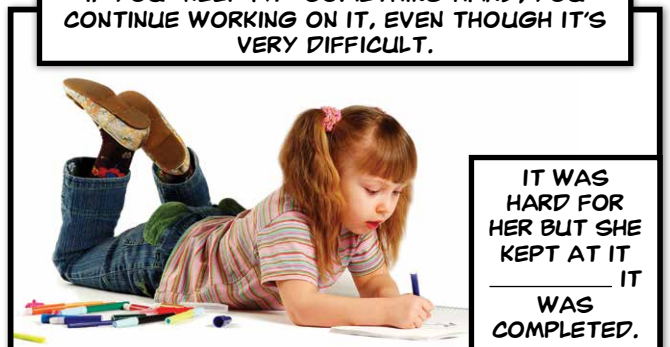
"I'VE BEEN SO BUSY _____, BUT MAYBE WE CAN SQUEEZE IN A LUNCH TOGETHER NEXT WEEK?"

7. TO BRANCH OUT
IF YOU "BRANCH OUT", YOU START DOING SOMETHING DIFFERENT.



"ALTHOUGH WE'RE A FOOD COMPANY, WE'D LIKE TO BRANCH OUT AND START PRODUCING CHILDREN'S _____."

8. TO KEEP AT (SOMETHING)
IF YOU "KEEP AT" SOMETHING HARD, YOU CONTINUE WORKING ON IT, EVEN THOUGH IT'S VERY DIFFICULT.



IT WAS HARD FOR HER BUT SHE KEPT AT IT _____ IT WAS COMPLETED.

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Matthew's kindle 10:32

COVER FEATURE
 TRACK 12: ENGLISHMAN & ENGLISHWOMAN

STAY MOTIVATED WITH THESE QUOTES!

Studying a language is never easy. There are times when you'll feel frustrated because you don't seem to be making any progress. But you've got to keep going and remember that language acquisition is a long, slow process with lots of ups and downs. Above all, it's important to have a positive, can-do attitude. These famous quotes should help keep your spirits up. [Complete the quotes with the verbs from below. Then, listen to check your answers.]

try set making returns make see want end do got

“Nothing is impossible, the word itself says ‘I’m possible!’”
 (Audrey Hepburn (1929-1993), actress)

“Either I will find a way, or I will find one.”
 (Phillip Stiles (1554-1586), soldier)

“If you can dream it, you can do it.”
 (Walt Disney (1901-1966), cartoonist)

“You are never too old to dream another goal or to dream a new dream.”
 (CS Lewis (1898-1963), novelist and poet)

“Always do your best. What you do your best, you will succeed.”
 (Confucius)

January 2015 issue

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Details

18 quotes to help you learn English! 13 top tips on how to improve your spoken English. 12 useful words and expressions

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TRACK 4: ENGLISHMAN, NEW ZEALAND

GRAMMAR

Affirmative

I leave on Saturday.
 You leave on Saturday.
 He leaves on Saturday.
 She leaves on Saturday.
 It leaves on Saturday.
 We leave on Saturday.
 They leave on Saturday.

Time expressions

We often use the Present Simple to talk about the future when we're discussing timetabled events (such as a flight or train time), fixed plans or scheduled activities. In order to talk about the future with the Present Simple, we can use time expressions such as: on Thursday, this weekend, at 6.00, in May, in two hours

For example:
 A: What time does the train leave?
 B: It leaves at 21:30.
 A: What time does Faith's flight get to?
 B: The plane lands at 4.45pm.

CHECK-IN →
 ARRIVALS →
 DEPARTURES →

BENOR PLUS
 North & the West, 12 2010 44300

BENOR PRINCESS
 Prince, 11 2010 44300

BENOR 2010
 North & the West, 12 2010 44300

WHAT COLOUR ARE YOU?  TRACK 05 

Danielle: Hey, did you take that colour personality quiz I sent you?
Steven: Yeah, I did. I thought it was really interesting.
Danielle: What were your results?
Steven: Well, I found out I was gold. Gold means I'm conventional. It also said that I'm reliable, organised, task-oriented and efficient.
Danielle: Yeah, that sounds like you. You like to get things done. My results were a bit different.
Steven: Oh, really? What colour were you?
Danielle: I was an orange, which means I'm courageous. It also said that I'm a motivator and that I can be persuasive.
Steve: Oh, I can see that. You like to get people excited about things.
Danielle: Yeah, I do. Some of the questions were difficult, though. For some of them, I didn't know which answer to choose.
Steve: I know. I was confused by the question, "Do you prefer to work with your mind or your hands?" I wanted to choose both, because I think it depends on the project.
Danielle: I know what you mean. I was confused by some of the questions too. My mum took the quiz, and she found out she was a blue.
Steven: Oh, yeah? And what qualities do "blue" people have?
Danielle: Blue means you're loving, and that makes sense in her case because she's a loving person. The quiz also said she's very emotional.
Steven: Yeah, that sounds like her. You know, I did some research on other types of personality quizzes, because I thought it was kind of interesting.
Danielle: What did you find out?
Steven: Well, personality quizzes are pretty good at predicting real performance. But the problem is that a lot of people are biased when they answer the questions about themselves. Researchers say that when people think they know which answer is the "right" one, they lie on the test to make themselves look better.
Danielle: That makes sense. I probably exaggerated a bit, too.
Steven: Yeah, but even though you may have lied a little, there's probably some truth to the results.
Danielle: Oh, definitely. I think these tests can give some insight into figuring out more about our personalities.
Steven: Yeah. Maybe.

TELEPHONE ENGLISH  TRACK 06 

Receptionist: Napa Valley Rental Car Service, how may I help you?
Herbert: Yes, hi, I'd like to rent a car.
Receptionist: OK, I just need some basic information first.
Herbert: Sure.
Receptionist: What's your name?

Herbert: Herbert Shumley. And this is going to be charged through American Credit – we're a financial firm based in San Diego.
Receptionist: OK, so you'll need a receipt, right?
Herbert: Yes. You should have our address on file.
Receptionist: Is it American Credit Financial, Houston Circle, Office 212, 86701?
Herbert: Almost, except the office building is 222, not 212.
Receptionist: Oh, OK. And what type of car would you like?
Herbert: I'd like a Dodge Stratus 4-door saloon. I need something fairly big because I'll be driving a lot of people around.
Receptionist: Right, and how many days will you be needing the car for?
Herbert: 5 days.
Receptionist: Would you like to get third-party insurance for 25% more?
Herbert: Yes, I would.
Receptionist: Right, well, then your total, including insurance, comes to \$438.25.
Herbert: OK, fax the invoice to my company and they'll take care of it.
Receptionist: No problem.
Herbert: Do you need any more information from me?
Receptionist: Just one more thing. Your driving licence number?
Herbert: G612953S.
Receptionist: Let me make sure I've got that correct. Did you say G-6-1-2-9-5-3-S?
Herbert: You've got it. Is there anything else you need?
Receptionist: No. That's all for now. But when you come to pick up the car, we'll need to swipe a credit card.
Herbert: OK. That's no problem. Bye.

A TASTE OF LUXURY  TRACK 10 

Christina: Hello, everybody, and welcome to "A Taste of Luxury", the number one cooking show. I'm your host, Christina Jackson, and on today's show we have guest chef, Tony Bertolli.
Tony: Hello there.
Christina: So, what have you cooked for us today, Tony?
Tony: Well, for the starter, I've made a simple garden salad. It's very healthy, and very tasty. As you can see, this salad has crispy lettuce, some juicy cherry tomatoes, red peppers, yellow peppers, carrot and some crunchy sugarsnap peas. All of these greens have been locally produced, so they're lovely and fresh.
Christina: Mmm, lovely. That looks great, and so colourful! And what about this main course? It smells delicious.
Tony: Well, I've prepared some salmon for you. You must try some while it's still hot. I'd have it with this

lemon butter if I were you.
Christina: Wow, that tastes really good.
Tony: Thank you. The salmon is accompanied by tiny new potatoes and more fresh vegetables, lightly sautéed in lemon butter. You wouldn't want to overcook them because then they'd lose all their natural goodness. I've just sautéed them long enough to soften them a little.
Christina: Fantastic, I'll remember that. Now, what about the pudding? It looks mouth-watering.
Tony: Ha ha, well this is the perfect contrast to the very healthy first two courses. This is my famous sticky chocolate pie. Please, try some.
Christina: Oh my gosh, that's incredible! What's in it?
Tony: Chocolate, cream, more chocolate, more cream – and of course my secret ingredient.
Christina: And what is your secret ingredient?
Tony: Now that would be telling!
Christina: So, Tony. You have made everything look so easy and delicious. I don't think it would be easy if I was left to do this. Do you have any top tips for a perfect gourmet meal?
Tony: Certainly. The first thing is preparation. Plan your courses carefully so they complement each other. Consider how heavy each course is. You don't want your guests to feel too full after they've eaten – there's nothing worse.
Christina: I see. Actually, I've often felt uncomfortable after a meal, so I know what you're talking about.
Tony: Oh, and one last point I'd like to make. Keep it simple and buy fruit and vegetables that are in season. This is so easy to do and very important. You'll taste the difference straightaway if the ingredients are in season.
Christina: OK. Good tip! Well, I'm afraid that's all we've got time for, but thank you so much for joining us today.

WHO'S AT FAULT  TRACK 20 

Terry: Right, right! I said turn right here!
Julie: You can't tell me to turn right after we've passed the turn-off. I need some warning, you know!
Terry: It wasn't my fault. You know I'm not very good at reading maps.
Julie: You're not very good at driving either.
Terry: Hey, that's not fair. You're the one who was in charge of all this. I don't even want to go to this stupid wedding. Why couldn't we stay at home and watch football? It's a really important match today – I can't believe you're making me miss it.
Julie: It's got nothing to do with me. We're going to this "stupid" wedding because you promised that we

would go, and it's your cousin who's getting married. If anyone's to blame for this it's you, not me. If you'd let me deal with it, we wouldn't be –

Terry: Left! Turn left!
Julie: Are you sure?
Terry: Yes.
Julie: And that will get us back in the right direction?
Terry: It should do...
Julie: OK then... Anyway, if you'd let me deal with this, we wouldn't be stuck in a car in the middle of nowhere. I could've thought of a good excuse for us.
Terry: We do have a good excuse. The football's on. And it's the cup qualifier. Can't I just switch the radio on and find out the score...?
Julie: No.
Terry: Oh, come on, Julie.
Julie: I said no.
Terry: But Julie...
Julie: Can't you just be quiet and read the map? Do you even know which way we're going?
Terry: Of course I do. You need to turn off at the next junction, and then we just follow the signs for Birmingham.
Julie: Birmingham?
Terry: Yes. It's easy. Julie, what are you doing? Wait, why are you pulling over? Julie, could you please tell me what you're doing?
Julie: The wedding's not in Birmingham, Terry. It's in Burnley. Didn't you even read the invitation?
Terry: Of course I didn't! You're the one who was in charge of all this.
Julie: And you were the one giving us instructions! I asked you if you wanted me to write down a list of directions, and you said, 'No, I'm not an idiot, Julie'. Well, it looks like you are an idiot after all. Give me the map.
Terry: Look Julie, there's no point wasting time blaming one another. OK, so I made a small mistake with the directions...
Julie: Oh sure, I mean it's an easy enough mistake to make. After all, there's only a hundred and twenty miles

between Birmingham and Burnley. No big deal.
Terry: Sorry. Well, now that we're lost, what should we do?
Julie: I don't know, I guess we could go get something to eat.
Terry: Or we could watch the game.
Julie: TERRY!

GET IT WRITE TRACK 24

Interviewer: For all you wannabe writers out there, we have a treat in store for you today. Here in the studio, we have acclaimed scriptwriter Ben Porter with some insider tips on scriptwriting so, fetch that note pad and start writing them down. Welcome Ben, thanks for taking time out of your busy schedule to be with us today.
Ben: No trouble at all.
Interviewer: So, where do you start with a script? I can't possibly imagine how difficult it would be to come up with an idea for a script worthy of Hollywood. How do you do it?
Ben: Well, you've just hit the nail on the head there. It all starts with an idea. First of all, remember that you're in for a long process, so you need to be patient and take each day as it comes. Your idea is your first building block – it's the foundation of the script. Of course, you've got a whole lot of work to do after that.
Interviewer: But where do you get these ideas?
Ben: Ideas can come from anything – an observation, a funny incident that happened to you, even a political statement. This is your seed, if you like. Now, it needs to grow!
Interviewer: That's it? To me, that sounds too easy to be true.
Ben: Well, no. You have to start jotting down ideas; a vague description / outline of the story. These ideas, at this stage,

are raw. Then, they need to be worked into a script. This is the hardest part as it requires structure.
Interviewer: If you're starting out, structuring a script might be a bit overwhelming, don't you think? I mean, how do you structure a script?
Ben: Yes, it is. That's why there are so many books out there to help guide you. You can also consult an endless number of websites or writing organisations. After referring to lots of sources for advice, you need to give your piece the technical touch.
Interviewer: Technical?
Ben: Of course. Writing is technical, as it requires structure and drafting as I mentioned before. This is something the writer needs to research, learn and practice. You need a format on which to develop your ideas. You'll have hundreds of drafts before you're satisfied.
Interviewer: So, once you have a plot and some kind of structure, what else is there?
Ben: The most important thing! The essential ingredient to any story...
Interviewer: People?
Ben: Exactly; characters – characters that your viewers will love, hate, pity, in short, characters who are believable. Every character in every scene needs an identity, a history, a reason for being. I like to describe it as "breathing life into characters".
Interviewer: I see. Well, you must know what you're talking about, as you recently won an award for best screen-play at Cannes – congratulations!
Ben: Thank you.
Interviewer: Well, it looks as though we've just run out of time. Thanks for stopping by.
Ben: Thank-you for having me.

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ANSWERS

SERVICE WITH A SMILE? PAGE 5

3 Reading II

- False
- False
- True
- True
- True

4 Language Focus with synonyms
1C 2B 3D 4A

USEFUL VOCABULARY PAGE 8

1c 2f 3h 4a 5i 6e 7d
8j 9g 10b

ISLAND DAY-TRIPPERS PAGE 10

2 Reading I

1b 2a 3c

3 Reading II

1 Key West 2 Frasier Island
3 Brownsea Island
4 Frasier Island 5 Key West

4 Language Focus

Can; should

DR FINGERS' ERROR

CORRECTION PAGE 15

- That book is bigger than the previous one.
- This is better than yours.
- It is more beautiful than the other one.
- Which film is funnier?
- This one is worse than his.

WHAT COLOUR ARE YOU? PAGE 15

2 Listening I

1b 2c 3a

3 Listening II

Danielle- courageous, motivator, persuasive
Steven- conventional, reliable, organized, task-oriented, efficient
Danielle's mum- loving, emotional

GRAMMAR FUN PAGE 16

Exercise

- business trip
- journey
- travel
- journey
- tour
- daytrips
- tour
- travel

TELEPHONE ENGLISH PAGE 17

3 Reading II

- how may I help you?
- our address on file.
- would you like?
- \$438.25.
- G612953S

NEIGHBOURLY LOVE PAGE 18

3 Reading II

- 7- the length of the hedge in metres.
- 57- the age of Brian Stokoe
- 2006- the year the vicar moved into the vicarage
- 2007- the year Stokoe wrote a letter of complaint
- 14- the day in December that the two men started fighting

4 Language Focus

- The police
- The police
- The action

FILM SCRIPTS PAGE 19

- Sunday School 2. yes
- cable (for television)

1a 2b 3a 4a 5a

TRIVIA MATCHING PAGE 22

1e 2l 3f 4i 5c 6h 7k 8b
9j 10a 11g 12d

A TASTE OF LUXURY PAGE 25

3 Listening II

- crispy
- lemon
- sticky
- delicious

4 Language Focus

Present Perfect, because it is something that happened in the very recent past.

HOW TO SOUND GOOD ON THE PHONE! PAGE 34

Activity I

- This person sounds polite.
- This person sounds angry.

Activity II

- It wasn't me – it was someone else who said it.
- I was talking about another product.

- I didn't say it was bad, I said something else about it.
- I didn't say it, I wrote it.
- I wasn't talking about your product, I was talking about something else.

Activity III

- bored
- sleepy
- angry
- surprised
- sad
- confused
- confident
- excited
- frightened

JOKES PAGE 38

1B 2F 3C 4H 5E 6A 7G 8D

MISHEARD LYRICS PAGE 39

1b 2a 3a 4b 5a 6a 7b 8b

HOW TO SAVE A PUB PAGE 40

3 Reading II

- False
- False
- True
- True
- True

RIDDLES PAGE 45

- they weigh the same; they are both one tonne.
- It always was the highest – it just hadn't been discovered.
- The survivors didn't die, so you don't need to bury them.

WHO'S AT FAULT? PAGE 45

3 Listening II

- Both reading maps and driving
- The football match
- The score
- Burnley
- To get something to eat

4 Language Focus

- We form the third conditional with two clauses 1) "if" + subject + past perfect 2) subject + "would have" + past participle
- We use the third conditional to talk about imaginary situations in the past

DR FINGERS' ERRORS CORRECTION PAGE 49

- If I understood you, I would be able to help you.

- If she wins today, she will be the champion.
- We would be grateful if you sent us a copy of the letter.
- Supposing you don't get the job. What will you do then?
- She won't be able to go unless she pays the entrance fee.

GET IT WRITE PAGE 49

3 Listening II

- You start with an idea.
 - Ideas can come from anything.
 - Start jotting down ideas, and create a vague outline of the story.
 - Characters
- 4 Language Focus
The correct definition is a).

PROFESSIONAL SABOTAGE (PAGE 54)

3 Reading II

- Some examples of bullying are ignoring people, glaring at them, spreading rumours, or laughing at their opinions.
 - People can be bullied by their bosses in the workplace.
 - Bullying can cause a loss of sense of humour, depression, migraines, skin disorders, chest pains, fatigue and even vomiting.
 - If you are a victim of bullying, you should stand up for yourself and let them know you will not tolerate their attitude. If the problem continues, you should report it to someone higher up in the company.
- 4 Language Focus expressions
- This expression has a negative connotation.
 - You might say "I've had enough" when someone has been bullying you for too long and you want it to stop.

PHRASAL VERB THEMES PAGE 59

- work
- survey
- plan
- else
- told
- lately
- toys
- until

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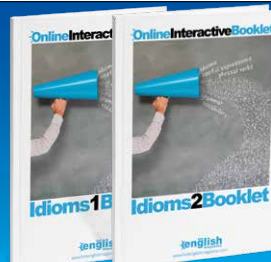
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METHOD

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PHRASE OF THE MONTH

NUMBERS



411 If someone says, "Give me the 411 on the situation", they're asking for more information or details about something. In the United States, dialling 4-1-1, puts you in contact with a call centre. This centre has phone numbers and addresses for people, restaurants, companies, etc. But you can use this in everyday language as well. For example:

- a. I've got the 4-1-1 on the new guy at work.
b. He gave me the 4-1-1 on how to download that software program.

10-4 If someone responds to you with a "10-4", it means they've received and understood your message. This comes from codes that police use to communicate with one another. Some people use this to mean, "I am confirming that I have received your message." For example:

- a. **Andy:** I'll meet you on Wednesday at 4 pm.
Jessica: 10-4. Don't be late.
b. Thomas: So, you said the bank is the 3rd street on the left?
Tammy: I sure did.
Thomas: 10-4. See you there.

24-7 If you do something "24-7", it means you do that thing all the time without taking a break. This is an abbreviation for "24 hours a day, 7 days a week". For example, if you say, "My girlfriend was calling me 24 / 7," you mean that she was calling you non-stop. "24/ 7" can have both a positive and negative meaning. Here are some more examples:

- a. I'm here for you anytime you need me. Feel free to call 24 / 7.
b. Suzy is so annoying. She complains 24 / 7.

See you next month when we'll give you the 411 on some more words. Take care 24 / 7. 10-4? 🍀

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