

3 Appointments

1.08

Conversation A

Jessica: Hello, is that Michael Robertson?

Michael: Yes, Michael Robertson here.

Jessica: Jessica Adams here. We need to speak again about the contract.

Michael: Right. Well, I'm available any day next week.

Jessica: Is Tuesday convenient?

Michael: Sure. That's the 31st, right?

Jessica: Yes. Tuesday the 31st. Is 9 a.m. too early for you?

Michael: No, that's OK for me.

1.09

Conversation B

Consuela: Si? Consuela Rodriguez.

Michelle: Sorry, I don't speak Spanish, can you speak Eng...?

Consuela: Of course. How may I help you?

Michelle: This is Michelle Blair. From ABC in Boston?

Consuela: Oh, hello, Michelle.

Michelle: We're both going to be in L.A. next week. I wanted to meet up.

Consuela: That sounds good. When are you getting there?

Michelle: Tuesday, but I have a meeting on Wednesday morning.

Consuela: Well, how's Thursday for you?

Michelle: OK. What date is that?

Consuela: The 22nd.

Michelle: Right. How's 3:30 for you?

Consuela: 3:30's good. I'm staying at the Studios Inn. You can call me there if there's any change of plan.

1.10

Conversation C

Ian: Good afternoon. Ian King here.

Ken: Ian! How are you?

Ian: Fine, thanks. You?

Ken: Oh, I'm good.

Ian: I'm here in Atlanta for a few days. Can I buy you a drink sometime?

Ken: Great. Love to.

Ian: Tomorrow evening?

Ken: That's Friday 23rd ... it's my wife's birthday.

Ian: Saturday then?

Ken: The 24th? Yeah, that's great.

Ian: Around six?

Ken: Six o'clock. Good. I'll look forward to it.

6 The convenience store

1.14

A: One of these, please.

B: A toothbrush? Medium or soft?

A: Soft.

B: OK, that'll be \$3.15 with the tax.

A: Here you are.

B: Out of five, 25 ... fifty ... seventy-five, and a dollar makes five.

1.15

C: This please.

D: Small chocolate? OK. One dollar and two cents.

C: It says 95 cents on the price tag.

D: Yeah, but there's seven cents sales tax. Sorry.

1.16

E: Do you have an APS film for this camera?

F: 25 or 40 exposure?

E: Forty.

F: Sure. Fuji or Kodak?

E: How much are they?

F: Both the same. Seven ninety-five. That's eight fifty in total with tax.

E: OK, Kodak. Eight fifty ... there you go.

F: Out of ten? That's one fifty change.

1.17

G: Do you have any triple A batteries?

H: Sure. They're over there.

G: These are double A.

H: Triple A are on the next shelf.

G: Right. Got them.

H: That's going to be seven forty-three with tax.

G: There we go.

H: Out of one hundred. Hey, mister, don't you have anything smaller?

8 Hotel information

1.21

Conversation A

Operator: Studios Inn Hotel. This is Kevin speaking. How may I help you?

Julie: Good afternoon. Do you have any accommodation for tonight?

Operator: Yes, ma'am. What are you looking for?

Julie: Just a single.

Operator: Excuse me ... Yes, we have that.

Julie: How much will that be?

Operator: The room charge will be \$295 per night, plus tax.

Julie: Great. I'll take it. My name is Morrison. That's M-O-double R-I-S-O-N ...

1.23

Conversation C

Front Desk Clerk: What kind of room do you want?

You: I'd like a double room, please.

Front Desk Clerk: Fine. I have a double room available.

You: Does it have a bath?

Front Desk Clerk: No, it doesn't, but it has a shower.

You: That's OK. How much is it?

Front Desk Clerk: \$99 per night. How are you paying?

You: American Express.

10 Starting conversations

1.26

Julie Morrison is in Los Angeles. She's just been introduced to Consuela Rodriguez.

Julie: So, you're with WorldWide Entertainment, Consuela.

Consuela: That's right.

Julie: Where do you come from?

Consuela: Mexico City. It's my home town.

Julie: How long have you been here in L.A.?

Consuela: Just a couple of days. I got here on Monday.

Julie: Where are you staying?

Consuela: The Studios Inn.

Julie: Really? So am I. How long will you be staying?

Consuela: Until Friday morning.

Julie: What do you think of L.A.?

Consuela: I like it a lot. Of course, there's too much traffic and pollution, but it's the same in Mexico City.

Julie: Right. What are you here for?

Consuela: I'm meeting a few people from TV companies. I'm buying programs.

Julie: Wow. That's really amazing. So am I!

15 In flight

1.35

Announcement 1

This is your captain. My name is Roy Conway, and I'd like to thank you for choosing United Airlines. Welcome aboard our Boeing 767, flight 755 to Denver. We're just waiting for clearance from Air Traffic Control, and then we'll be on our way. I'd like to remind you to keep your seat belts fastened, and also that smoking is not permitted on this flight. Smoke alarms are fitted in all restrooms.

1.36

Announcement 2

This is your Captain speaking, again. Sorry folks, I'm afraid we have an air traffic delay. It'll be 30 minutes before we can take off. So sit back, relax and our flight attendants will serve you drinks courtesy of United Airlines. We'd like to apologize for this delay, but, at this time, it's beyond our control.

1.37

Announcement 3

Hi, folks. We're now cruising at 30,000 feet and I've just turned off the 'Fasten Seat Belts' sign. I would like to remind you that for your comfort, safety and convenience, you should keep your seat belts fastened at all times. I'm hoping to make up some of the lost time, and I'll be reporting on our progress later in the flight. Our flight attendants will be serving dinner in a moment. Thank you.

1.38

Announcement 4

This is Roy Conway, your captain speaking. I have some good news. We have made up some lost time, and our E.T.A. (that's estimated time of arrival) in Denver, is now 7:45 p.m., Mountain Time. If you want to set your watches, it is now 7:21 Mountain Time, and we'll soon be commencing our descent into Denver. The temperature on the ground is 29° Fahrenheit, with clear skies and some light snow cover. I hope you all remembered to pack your winter coats. It's mighty cold down there.

1.39

Announcement 5

We're now taxiing in to our gate. May I remind you to remain in your seats with your seat belts fastened until the aircraft has come to a complete stop. It is now 7:52. Passengers with connecting flights should report *immediately* to the Transfer Desk in Concourse A. Thank you for flying United Airlines and we hope you'll fly with us again soon.

16 Congratulations!

1.40

Wilbur Meeks walked into the Chief Executive's office and sat down. "Good going, Meeks - a tremendous job!" said Mr. Devereux, the Chief Executive. "Sit down. Have a cigar!"

"I don't smoke, sir."

The Chief Executive closed the cigar box. "Now, you're British, aren't you?" asked Mr. Devereux.

"That's right sir, but my wife's American."

"And how long have you been with us?" asked Mr. Devereux.

"Only three weeks, sir, but I came from the Boston office."

"Well, I just wanted to say, congratulations!"
 "Thank you, sir," said Wilbur with a smile. Then he thought for a moment. "Um ... I don't understand, sir," he said.
 "Congratulations - you've done very well," the Chief Executive repeated.
 Wilbur looked surprised. "I don't know what you mean," he said.
 The Chief Executive smiled. "The new contract - the one you got from Burlingham Inc? I'm very happy about it. In fact, I want you to come over to my house for dinner on Sunday. How about that?"
 Wilbur Meeks looked at the floor. "Well, it's not *that* good," he said.
 "Good! It's great - a five hundred thousand dollar contract is good work, Meeks ... ah, William."
 "My name's not William, sir. It's *Wilbur*."
 "Didn't I say 'Wilbur'?" said the Chief Executive.
 "No, sorry, sir. You didn't. Excuse me, but did you just say five hundred thousand? May I see my report?" said Wilbur.
 "I'm afraid there's a mistake, sir," said Wilbur. "There are too many zeros - well, actually, there's a period missing. I meant five *thousand dollars and no cents*. Um, what time should I come for dinner on Sunday, sir?"

19 A trip to the mall

1.47

Conversation A

Sales clerk: Can I help you?

Consuela: Yes, I was looking at that *sweater* in the window.

Sales clerk: The *pink and gray* one?

Consuela: No, the *blue* one.

Sales clerk: Oh! The *man's sweater*.

Consuela: That's right. It's for *my husband*. What colors does it come in?

Sales clerk: We have *navy blue, dark green and pale blue*.

Consuela: Do you have a *navy blue* one in an *extra large*?

Sales clerk: Let's see ... small, medium, large ... oh yes, here you are. *Extra large*. It's a good quality *sweater*. 100% wool, made in *Italy*.

Consuela: Sure. I'll take it. How much is that?

Sales clerk: *Eighty-nine dollars and ninety-five cents*.

1.48

Conversation B

Sales clerk: Hello there. May I help you?

Consuela: Hello. Yes, I guess so. I'm looking for a toy, for an *eight-year-old boy*.

Sales clerk: Does *he* have a video games console?

Consuela: Yes, *he* does.

Sales clerk: We have some new games in. This is *Mega Mario Twenty*. It's very popular.

Consuela: OK. How much is it?

Sales clerk: *Thirty-nine, ninety-nine*.

1.49

Conversation C

Sales clerk: How may I help you?

Consuela: I'll take these, please.

Sales clerk: OK. *Size eight*, right?

Consuela: That's right.

Sales clerk: They're just in. We got them *yesterday*.

Consuela: Oh, great. They're my size. *Thirty-nine, fifty*, isn't it?

Sales clerk: Yeah. That'll be *forty-two sixty-six* with the tax. Out of *fifty*. That's *seven thirty-four change*. They're great *jeans*. I think I'm gonna buy a pair for myself.

1.50

Conversation D

Consuela: Pardon me, do you have any *Nike Air*?

Sales clerk: Right over there, ma'am. The *Nike* display is between the *Reeboks* and the *L.A. Gear*.

Consuela: Oh, yes. I didn't see them there. Do you have a pair of these in size *three and a half*?

Sales clerk: I think so. Yes, we do. Do you want to try them on?

Consuela: What? Oh, no! They're way too *small* for me. They're for *my daughter*.

Sales clerk: Ooops! Sorry ... They're *eighty-nine, forty-five*. How would you like to pay?

Consuela: *Visa*.

Sales clerk: OK.

22 Business events

1.57

Speaker 1 (male)

The last seminar I went to ... that was about six weeks ago. It was an all-day event, on a Saturday. Some of the talks were good, but there were a couple of pretty dull ones. It was real tiring. You know, you're just sitting there and listening, but there was a lot of information and I couldn't take it all in. The best part was the lunch break and the coffee breaks. I got to speak with people from other companies, and socialize, and that was a lot more interesting than the talks, really. And more useful.

1.58

Speaker 2 (female)

I've been on quite a few training courses in my job. They're usually residential, so it means a few nights in a hotel ... on expenses. I've done three computer courses, and one on communication skills in the workplace, then one on management. The last one was a complete five-day course on presentation materials. I learned a lot about new software, but the section on computer hardware was a waste of time. I knew most of that stuff already.

1.59

Speaker 3 (male American)

I've been here for five days for a trade exhibition, the Computer Expo. My company has a large stand, and we've been pretty busy. I've made some useful contacts, and I've given away about two hundred business cards! The trade fair is at a large exhibition center outside the city, and I'm staying in a hotel downtown, so I've spent a lot of time traveling. I only go to one or two trade fairs a year. They're hard work, but I enjoy meeting people, and we go out for a drink in the evening afterwards. Yeah, it's been fun.

25 On the phone

2.01

Recorded message:

Thank you for calling the Studios Inn Hotel. If you are calling from a touch-tone phone, you can select the department you want *now* or at any time during this call. If you want to inquire about reservations, press 'two' *now*. If you want to speak to hotel management, press 'eight' *now*. If you want to speak to the Guest Services, press 'four' *now*. If you want to inquire about conference facilities, press 'nine' *now*. If you want Business Services, press 'six' *now*. If you wish to speak to a guest, and you know the room number that you require, press 'one' followed by the room number *now*. If you require further assistance please hold for the operator. You are being held in a call-waiting system. Your call is important to us. Please hold and an operator will be with you shortly.

We apologize for the delay. All our operators are busy with other inquiries. Your call is important to us. Please hold and an operator will ...

Operator: Studios Inn Hotel. This is the operator.

How can I help you?

Julie: I'd like to speak to Ms. Consuela Rodriguez. I'm afraid I don't know the room number.

Operator: Please bear with me ... Ms. Rodriguez is in Room 743 ... please press 1743 at the tone ... (ding)

Julie: One seven four three ...

Recorded message: You have reached the Studios Inn voice mailbox of ...

Consuela's voice: ... Consuela Rodriguez ...

Recorded message: I am unable to take your message at this time. Please press STAR to send a text message or please leave a message after the tone ... (ding)

Julie: Consuela? Can you call me on my cell phone? That's 213 500 781 ... On second thought, I'll be in a meeting. Can you just text me and let me know when we can speak? Oh, sorry! This is Julie Morrison speaking.

2.02

Jessica: Hello.

Caller: Is this Jessica Adams?

Jessica: Speaking.

Caller: Hi, this is Steve Panchbhavi.

Jessica: I'm sorry, I didn't catch that.

Caller: I said, "This is Steve Panchbhavi."

Jessica: No, sorry, this is a bad line. I can't hear you very well.

Caller: I'm on a cell phone. The signal isn't very strong.

Jessica: I got "Steve", but I didn't get your family name. Could you spell it out for me?

Caller: Sure. Panchbhavi. P for Papa, A for Alpha, N for November, C for Charlie, H for Hotel, B for Bravo, H for Hotel again, A for Alpha, V for Victor, I for India.

Jessica: Oh, Pinchbhoivi!

Caller: No, Panchbhavi.

Jessica: I'm sorry. Panchbhavi. What can I do for you, Mr. Panchbhavi?

Caller: I work for Devereux Computers. I'm flying into Chicago from Seattle tomorrow. Could we meet up?

Jessica: Sorry, I'm leaving for L.A. then. Why don't you speak with Dave Scott? I'm sure he can help you.

Caller: OK. Thanks. Dave Scott. Is that S-C-O-T?

Jessica: No, there's a double-T at the end.

S-C-O-Double T.

Caller: Thank you. What's his number?

Jessica: It's OK. I'll transfer you to his extension.

2.03

A Alpha	H Hotel	O Oscar	V Victor
B Bravo	I India	P Papa	W Whiskey
C Charlie	J Juliet	Q Quebec	X X-ray
D Delta	K Kilo	R Romeo	Y Yankee
E Echo	L Lima	S Sierra	Z Zulu
F Foxtrot	M Mike	T Tango	
G Golf	N November	U Uniform	

26 On the Net

2.04

Julie Morrison is calling Ryan Thomas at WorldWide Entertainment.

Julie: Hello, is that Ryan Thomas?

Ryan: Yes, it is. Who am I speaking with?

Julie: Julie Morrison, NSW Media. It's about tomorrow's meeting.

Ryan: Right. What can I do for you, Julie?

Julie: I want to look at the publicity photos for the new sit-com before we meet. Can you e-mail them to me?

Ryan: There's a problem there, Julie. The TV company won't release any pictures. I can't e-mail them.

Julie: Oh, OK.

Ryan: But you could view them on our Web site. I can put them up in a secure area for you, and you can access them with a password.

Julie: That's great. Will I be able to download them?

Ryan: No, you won't be able to download them. But you can take a look.

Julie: Fine. What's the address?

Ryan: http colon forward slash forward slash, www dot wwe dot com.

Julie: www dot www dot com?

Ryan: No, www dot wwe dot com.

Julie: Got it.

Ryan: Then go to 'clients only' on the menu, and choose search. Key in NSW Media. You'll be asked for a password. Just key in the password and you'll go right to the pictures.

Julie: What's the password?

Ryan: You tell me. Anything you want.

Julie: Um, Julie M?

Ryan: Julie space M, Julie dot M or one word?

Julie: Julie space M.

Ryan: That's fine. I'll upload the files right now. You can access them in about ten minutes.

Julie: Thanks Ryan. See you tomorrow.

Ryan: I'll look forward to it.

27 Airport arrivals

2.05

Inspector: Good morning. Where have you come from?

Mr. Kim: Seoul, Korea.

Inspector: Fine. May I see your passport?

Mr. Kim: There you go.

Inspector: What is the nature of your visit?

Mr. Kim: Business. I'm visiting my company's West Coast office.

Inspector: And how long are you staying in the United States?

Mr. Kim: About three weeks.

Inspector: Fine. Here's your passport back.

Mr. Kim: Thank you.

Inspector: Welcome to the United States. Enjoy your stay.

28 Lost baggage

2.08

Conversation C

Wilbur: Devereux Computers, Boston office.

Airline Representative: May I speak to Mr. Meeks?

Wilbur: This is Wilbur Meeks speaking.

Airline Rep: This is Tasha ... From Redwood Airlines Customer Services. At Logan Airport. You lost your suitcase three days ago?

Wilbur: Well, actually, I didn't lose it. You lost it.

Airline Rep: Yes, well, we have some news for you.

Wilbur: Great!

Airline Rep: First the good news. We've found your suitcase, Mr. Meeks!

Wilbur: Wonderful! Thank you!

Airline Rep: Now the bad news. Unfortunately I don't actually have it with me right now.

Wilbur: Where is it?

Airline Rep: Well, it went from Seattle on the flight to Bangkok. Then it went to Hong Kong. They put it on the flight to New York, but it didn't get there. They took it off the plane in L.A., which is where we located it. Then we immediately brought it here to Logan Airport in Boston.

Wilbur: That's OK. Thank you very much indeed!

Can you send it to my home address?

Airline Rep: Ah, no. Not yet, anyway. You see, then they sent it on to Bologna. Bologna, in Italy.

Wilbur: Oh, dear.

Airline Rep: Don't worry, Mr. Meeks. We'll get it back for you.

Wilbur: Yes ... it's just ... you see, I bought some cheese in Seattle. It's in my suitcase!

29 Customs

2.10

Customs Officer: Excuse me. Do you have anything to declare?

Natalie Trudeau: Well, I have some whiskey.

Customs Officer: How much whiskey do you have?

Natalie Trudeau: One bottle. It's a liter. I think.

Customs Officer: That's OK. Do you have anything else?

Natalie Trudeau: Yes. I have some perfume.

Customs Officer: There are no restrictions on perfume for personal use. Is that all?

Natalie Trudeau: Yes, that's it.

Customs Officer: That's OK. You can go through.

30 Asking for directions

2.11

Conversation A

1st Man: Pardon me, I'm trying to get to the Walk of Fame.

2nd Man: I can't help you. I don't know the area.

1st Man: OK. Thanks anyway.

1st Man: Excuse me, I'm trying to get to the Walk of Fame? Can you give me directions?

3rd Man: Pardon me?

1st Man: Do you know how to get to the Walk of Fame?

3rd Man: Ain't that where they have all the footprints of the stars in the sidewalk?

1st Man: Yes, that's it.

3rd Man: I've seen that on TV. I reckon it's round here somewhere.

1st Man: But you don't know where?

3rd Man: Nope, sorry. Can't help ya.

1st Man: Excuse me, can you give me directions to the Walk of Fame?

1st Woman: Are you driving or walking?

1st Man: Driving.

1st Woman: It's the same anyhow. You just hang a left onto Highland, right?

1st Man: I go right into Highland?

1st Woman: No, you turn left onto Highland. Right ... sorry, I mean ... OK. Then take the first right onto Hollywood Boulevard. It's about half a mile down, maybe a bit less. You'll see it on your left, just before the next intersection. That's the northeast corner of Hollywood and Vine.

2.12

Conversation B

2nd Woman: Excuse me but, can you give me directions to Union Station, from here?

3rd Woman: That's pretty far from here. What you gotta do is stay on Sunset until you see the sign for the I-101. Then get off of Sunset and take that freeway. About four or five miles down on the 101, you'll start to see the signs for the station, but I don't remember the exit number. Anyhow, you want the exit for the I-110 North. Then start looking for the exit to Sunset Boulevard. Take that until you hit Olvera Street. You'll see the signs for the station before then. Can't miss 'em.

2nd Woman: Couldn't I just stay on Sunset the whole way?

3rd Woman: Yeah, but it'll be a lot quicker on the Freeway at this time of day.

2nd Woman: Right. Thanks.

2.13

Conversation C

4th Man: Hi, guys. Which way to Paramount Pictures?

1st Kid: Did you say Paramount Pictures?

4th Man: That's right.

2nd Kid: Well, go straight at this intersection and then take a right at the next intersection onto Vine. Go past Santa Monica Boulevard and get ready to go left onto Melrose. It's right along there. There's a huge billboard outside the entrance.

4th Man: Thanks, guys.

2nd Kid: You're welcome.

1st Kid: Hey, haven't I seen you before at the movies?

4th Man: Yeah. I guess so.

2nd Kid: Hey! It's Arnold Schwarzenegger! Wow, look everyone, it's Arnold Schwarzenegger!

32 Breakfast in America

2.15

Waitress: Hi! How are you doing today? Are you ready to order?

Ian King: Yes, I am, thank you. I'll have the Farmer's Breakfast.

Waitress: How would you like your eggs - sunnyside-up, over-easy, or ...?

Ian King: Sunnyside-up?

Waitress: Oh, I see. You're British! Well, that's when the egg's not flipped over. You can also have your eggs poached or scrambled.

Ian King: Uh, I think I'll have them sunnyside-up.

Waitress: And will that be link sausage, bacon, or country ham?

Ian King: Bacon, please. Instead of the grits, could I have pancakes?

Waitress: Sorry, sir. I'm afraid the pancakes will be a side order.

Ian King: All right, then. A side order of pancakes.

Waitress: Anything to drink?

Ian King: Ah, yes. A coffee, please, and freshly-squeezed orange juice.

Waitress: Cream and sugar are on the table. I'll bring your coffee and juice right away.

Ian King: Thank you. Could I also have a glass of water?

Waitress: Sure. Coming right up.

35 Describing things

2.20

Wilbur: Wilbur Meeks?

Kelly: Mr. Meeks? This is Kelly Osgood? The computer buyer at MidWest Retail?

Wilbur: Oh, yes. MidWest Retail from Chicago.

Kelly: From Minneapolis.

Wilbur: Of course. Sorry. What can I do for you?

Kelly: It's this new version of the Egg storage device? I have a few questions.

Wilbur: Right. Version three is the best one yet, it's the fastest ...

Kelly: Yes, yes, I know all that. We have 6,000 of them in the warehouse.

Wilbur: Oh, right.

Kelly: We want to put it in our catalog.

Wilbur: I'll have our publicity department send you some pictures ...

Kelly: We have those already.

Wilbur: It looks great, doesn't it? It's ...

Kelly: May I finish, Mr. Meeks?

Wilbur: Sorry. Yes. Go on.

Kelly: There isn't enough specific information in your ads. We need to put some facts, not just a sales pitch.

Wilbur: OK. I can send you our sales brief and ...

Kelly: Please let me continue. Do you have the information?

Wilbur: Uh, I guess so.

Kelly: OK. The dimensions. How big is it?

Wilbur: It's really tiny, you can put it in your pocket ... or purse ... and ...

Kelly: Alright. Can we stick to the point?

2.21

Kelly: OK, so how wide is it? How high is it? How long is it?

Wilbur: That's hard. It's egg-shaped ...

Kelly: So how wide is it precisely?

Wilbur: Um. Four point eight two centimeters. Do you want that in inches?

Kelly: I can convert it later. How high is it at the highest point?

Wilbur: Three point nine five ... centimeters.

Kelly: And the length? How long is it?

Wilbur: Seven point seven six.

Kelly: And what capacity is the memory?

Wilbur: Huge! It can store ...

Kelly: How big is it exactly?

Wilbur: 100 megabytes.

Kelly: Thank you. And it can take all camera cards?

Wilbur: You can connect anything to it. Really anything. It has USB, FireWire ...

Kelly: SmartMedia?

Wilbur: Yes.

Kelly: Compact Flash? Memory Stick?

Wilbur: No problem. Look, all this information is on our Web page, you could just refer your customers to it.

Kelly: I don't think we'd want to do that, Mr. Meeks. **Wilbur:** Why not? It's ...

Kelly: Because your Web site offers mail order sales too. We're a retailer. We're trying to sell them ourselves.

Wilbur: Oh. Yes. Right.

36 Talking about your job

2.22

Mark: I'm a chef, and I'm also the owner of the restaurant. The restaurant opens for lunch from twelve to three, and in the evenings from eight to twelve. I reckon on average I work from ten to three, and seven to one or one thirty a.m. We're open six days a week, Tuesday to Sunday. Monday we're closed. When you work for yourself, you don't have set working hours. When I'm not in the kitchen there's always paperwork to do. I do take good vacations - six weeks last year. I work hard, and I need the breaks. I don't have lunch, but the staff eats together when we close up just after midnight. I wear a uniform in the kitchen - the whole deal, chef's hat and everything.

2.23

Ingrid: I work in the retail sector, in a pharmacy. I'm a sales assistant. I work regular store hours. We're in a mall, so we don't open until 10. I start work at about 9:45 and I finish at 5:30. On Thursdays I work till 8 p.m. I don't work weekends or holidays. I have two weeks vacation a year - that's ten working days, in fact. I have to wear a white coat at work over my regular clothes. I have lunch in the food court in the mall, usually from twelve thirty to one thirty.

2.24

Lee: I work in an office in Boston, in the customer service department, and I spend a lot of time on the phone, dealing with customer problems. I work regular office hours. It's the classic nine to five job, five days a week. I have twelve working days vacation a year. I have to take ten of them together, but it's good to have the extra two days as well. I usually add a day at Thanksgiving so I can get home to see my folks - they live in San Francisco. I have lunch in the office cafeteria. It's real cheap. You can get a hot meal for under five dollars. I wear a tie and jacket, but I don't have to wear a suit. On Fridays, we can wear casual clothes, so I come to work in chinos or jeans and an open-neck shirt.

2.25

Susan: I'm a nurse in a hospital in Chicago. I work in the operating rooms. A lot of nurses don't work regular hours, but the operating room times are pretty regular, and I work thirty-five hours basic, but you know what it's like. I often have to work overtime. Last week I worked fifty-two hours. I usually work from nine to four. Once a year, I have to work a month of nights. We all do. Then I work from eleven p.m. to six a.m. I work five days a week, but I don't have the same days off every week - I always take Sunday off, and one other day. I have three weeks vacation a year - I don't think it's enough! I wear a uniform at work. That's good. You don't have to think about choosing clothes everyday! Everyone in the hospital eats in the same cafeteria, and it's subsidized by the hospital. You can buy lunch for about four dollars!

2.26

Oliver: I'm a construction engineer. I start work by seven every day at the latest. Sometimes I have an hour's drive to the construction site and I leave home before six. Most of the sites stop work at four or four thirty, but I usually have to take work home in the evenings. I don't work on weekends. I have a company car. Last year I drove 40,000 miles on business, so it's just a part of my job. I take four weeks vacation a year. I can take another two weeks without pay if I want, but I never do. I take a packed lunch. Sometimes I eat in the car. There's no uniform, but you have to wear a hard hat on construction sites, and I carry rubber boots in the car too. Most of the senior engineers wear a shirt and tie, like me.

2.27

Emily: I'm a sales executive, and I travel a lot on business. When I'm back in the office, I work nine to five, but when I'm traveling I work much longer. You can have a breakfast meeting then end up having dinner with a client to 11 p.m. or later. I work five days a week, Monday to Friday, but I often have to fly out somewhere on a Sunday night or fly back home on a Saturday morning. I can take time off during the week when that happens. I have to dress well, and I usually wear a suit with a skirt. The company pays me a clothes allowance. Lunch ... well, I might have lunch in a restaurant with a client, but if I'm alone I just pick up a sandwich, or sometimes just a yoghurt and an apple. I get good vacations in my job. Four weeks a year. I have a company car, and also I sometimes rent a car when I'm away. It depends on the city. Last week I flew to London, England and it's easier to take taxis in big cities.

37 Talking about vacations

2.28

Max Devereux: I never have much time for vacations, I'm far too busy at work. My idea of a good vacation is a short city break, just a couple of days. I like big cities. There are plenty of things to do and I don't get bored - and if something urgent happens, the office can get hold of me on the phone. My last vacation was Chicago. It was fine for a weekend break. Well, really it was a weekend business conference, but my wife came with me and we stayed an extra day. Or an extra afternoon - the conference finished Sunday morning and we didn't travel home until late in the evening. We went to the art museum - it was very educational.

2.29

Charlene Meeks: Wilbur and I went to this romantic, quiet beach for our honeymoon. It was a shame that Wilbur got food-poisoning, too much seafood, but we had a good time ... when he wasn't feeling sick, that is. The place I remember best is this little beach in Southern England. It was lovely and peaceful. Wilbur got lost of course, but the police found him. It was great weather and the place was great for couples, but Wilbur didn't put on any suntan lotion. He was badly sunburned, but the hospital was excellent. Really wonderful.

2.30

Wilbur Meeks: Vacation? There's only one place. Orlando. The theme parks are fantastic. I love them! They're perfect for families, but they aren't just for children. Adults enjoy them too, and they're OK in bad weather. If it rains, you can still go on the rides. Charlene doesn't like the "thrill rides" but I do. My favorite park is Islands of Adventure at Universal Studios. We were in Orlando for a week last year, and it wasn't long enough. I want to go again next year, but Charlene wants to go to a beach resort in Mexico instead. She says it's more romantic, but I don't agree.

2.31

Helena Devereux: I always take my main vacation in the middle of winter. Max doesn't come with me. He's too busy at work. I've been to Switzerland several times, it's perfect for winter sports. There's great scenery, the mountains are spectacular, and you get plenty of fresh air. And it really is an active vacation. You don't go up there to relax. There are first class restaurants to go to in the evening, and it's good for shopping, there are some fantastic designer jewelry and clothing stores. It is an expensive holiday. But the ski-instructors are so helpful. They're all very nice young men.

38 Options

2.32

Travel Agent: Good morning. Can I help you?

Nancy: Yes, I'd like to reserve a seat for a flight to Hong Kong.

Agent: Hong Kong? Would that be a round-trip ticket or one-way?

Nancy: Round-trip, please.

Agent: And for what date?

Nancy: The eighteenth of this month, if possible.

Agent: Friday, the eighteenth? What about the return date? Do you have a fixed date in mind, or do you want an open ticket?

Nancy: I have to return on the 30th. Fixed.

Agent: Non-stop? There are some cheaper flights via Canada, Japan or Korea.

Nancy: Definitely non-stop.

Agent: What class?

Nancy: Coach. I can't afford the others!

Agent: OK. What time of day do you want to depart?

Nancy: What's available?

Agent: Well, both Cathay Pacific flights are late departures, 11:45 p.m. and 1:40 a.m., so you could sleep. It's a fifteen-hour flight. United leaves in the morning at 11:30 a.m. and it's a daytime flight.

Nancy: Mm, I have a United frequent flyer card, but I'll take the Cathay Pacific 11:45 one.

Agent: OK. If you'll bear with me, I'll check availability. Yes, that's fine. Do you have a seating preference?

Nancy: Window. How much is that going to be?

Agent: Two thousand three hundred and forty-two dollars, please.

39 Reservations

2.34

Announcement: Thank you for calling the Hudson Theater. All our lines are busy at this time. Your call is important to us. Please hold. Thank you for calling the Hud ...

Michael: Oh, no! Darn!

Jasmine: Pardon me? This is the Hudson Theater Box Office. Jasmine speaking.

Michael: Oh, sorry. Do you have four tickets for "Carmen" on Thursday night?

Jasmine: We have very few tickets left for that performance. Where would you like to sit?

Michael: In the center, close to the stage?

Jasmine: Those seats were sold out months ago, sir. However, we have seats available in the lower and upper balconies.

Michael: Well, the lower balcony.

Jasmine: Do you all want to sit together?

Michael: Uh? Yes!

Jasmine: I don't have four seats together in the lower balcony. I have two and two.

Michael: No, I want four together. The upper balcony, then.

Jasmine: Fine. I have ZZ54, 55, 56 and 57. Should I mail them, or do you want to pick them up on the night?

Michael: I'll pick them up.

Jasmine: Then you have to be here one hour before the performance, unless you want to pay now. In which case, you can pick them up as late as you like.

Michael: I'll pay now.

Jasmine: Which card?

Michael: MasterCard.

Jasmine: Number?

Michael: Zero zero zero three, eight four two six, five nine five one, zero zero seven nine.

Jasmine: I'll read that back to you in reverse order. Nine seven zero zero, one five nine five, six two four eight, three zero zero zero.

Michael: That's correct.

Jasmine: Expiration date?

Michael: Five twelve.

Jasmine: The name as printed on the card?

Michael: Mr. Michael J. Robertson.

Jasmine: MasterCard. In the name of Mr. Michael J. Robertson. Four seats in the upper balcony.

Michael: That's right.

Jasmine: The total cost will be one hundred and eighty-two dollars.

Michael: That's fine. Thank you.

43 Somewhere to go

2.41

Ian: Do you have any information about excursions in the Tampa Bay area?

Concierge: Yes, sir. We have about fifty flyers from various places. Can I give you any advice?

Ian: Thank you. I'm staying here over the weekend. What would you recommend?

Concierge: Busch Gardens is the most popular attraction. It's a theme park. It's pretty busy on the weekends. Are you on your own?

Ian: Yes, I am. A theme park isn't much fun for one person!

Concierge: No. How about sports? There's a big football game on Sunday.

Ian: American football?

Concierge: Yes.

Ian: I don't understand the rules!

Concierge: OK. What about the Salvador Dali Museum in St. Petersburg? It's the largest collection in the world.

Ian: That sounds interesting. I need something relaxing.

Concierge: Ah, in that case, why don't you go to St. Petersburg beach after the museum? You can rent a boat, or there are fishing trips from the beach. That's what I'd do.

Ian: Sounds good. Thanks for your help.

Concierge: You're welcome. Let me get you some flyers.

45 Car rental

2.45

Keiko: Do you have any manual cars?

Clerk: Manual? What do you mean manual?

Keiko: With a gear lever.

Clerk: Ah! You mean stick-shift!

Keiko: That's it. Stick-shift.

Clerk: All our vehicles are automatic, ma'am. We don't have any with stick-shift. I mean, you need one hand to steer the vehicle and the other hand to adjust the stereo! Is that right?

Keiko: Yes. I'm not used to automatics.

Clerk: No hassle. Just put it in 'Drive' and off you go.

Keiko: Oh, I've driven them before. My father has one. I just don't like them.

Clerk: Well, here it is. Bay 39. A nice compact - yours is the silver one.

Keiko: Thank you.

Clerk: Uh, ma'am ...

Keiko: Yes?

Clerk: You're getting in the wrong door. That's the passenger seat ...

Keiko: (Laughs) Oh, dear! Yes. In Japan we drive on the left.

Clerk: We drive on the right in the U.S.A. Better get used to it!

Keiko: I will. I just wasn't thinking!

46 Experiences

2.47

Wilbur: Another sandwich, sir ... I mean, Max?

Max: No, thank you, Wilbur.

Wilbur: Can I get you a drink?

Max: No, really, I'm fine. But thank you.

Wilbur: I wanted to ask you something ...

Max: Well, what is it?

Wilbur: The new job ... for a European sales manager ... I'd like to apply for it.

Max: I see. How many languages do you speak?

Wilbur: Two. French and Spanish.

Max: How well do you speak them?

Wilbur: Quite well. I studied French for five years at school. And I've been learning Spanish in evening classes.

Max: How long have you been studying Spanish?

Wilbur: Um, not very long, really.

Max: When did you begin, Wilbur?

Wilbur: Uh, four weeks ago.

Max: So you aren't a fluent speaker.

Wilbur: Er, no. But I've bought some cassettes in Spanish, and I listen to them at home every evening.

Max: Really? They're a language program, then.

Wilbur: Not really. They're music - Julio Iglesias Greatest Hits and Folk Songs of Mexico.

Max: I see.

47 Check-out

2.48

Accounts: Accounts. This is Bernard speaking.

Consuela: This is Consuela Rodriguez in 743.

Accounts: Good morning, Ms. Rodriguez and how are you today?

Consuela: Fine. Sorry, I'm in a hurry, but I have a problem with my room bill.

Accounts: I'm very sorry to hear that. What exactly is the problem?

Consuela: First, the minibar charge for 9/19.

Accounts: Let me just call up your account on the screen ... please bear with me ... yes, I have it here. Six dollars. That was for two bottles of mineral water.

Consuela: I only had one. I took out a second one, but I didn't need it so I put it back.

Accounts: Yes, there's an automatic charge system. No problem. I'll delete that right away.

Consuela: Then there's the room service charge from last night. I had a Caesar Salad - the list price was only \$12.95.

Accounts: Let me check that. The check has a glass of House Chardonnay white wine with that, Ms. Rodriguez ... but if it's wrong, I'll delete it ...

Consuela: Oh! I'm extremely sorry. My fault. You're right and I'm wrong. I did have a glass of wine too. My apologies.

Accounts: No problem. Look, you've been our guest here for a long time. I'm going to delete that anyhow, with the compliments of the hotel.

Consuela: Well, that's very kind. Thank you.

Accounts: Thank you.

2.49

Max Devereux: OK, Wilbur, can you explain this - and it had better be good!

Wilbur Meeks: I'm so sorry, sir. But it's really not my fault. Take the movies - I heard that it was a good idea to leave the TV on in your room, so that thieves wouldn't know the room was empty. I didn't realize I selected the movie rental channel. It was on all day. And then there's the telephone. I had to call a long distance recorded information line, and I guess I didn't put the phone back properly. And the minibar was all a mistake! I had this big birthday cake - it's for you, sir - and I wanted to keep it cold, so I took everything out of the minibar. I didn't realize that it automatically registered a charge when you removed something. Sir - it's a beautiful cake, really. Well, it was. But it was too big for the minibar. It got a bit hot overnight and the chocolate melted all over the carpet - um, and the hotel says they're going to charge me for cleaning the carpet, sir. Can I put that on my room account? Anyway, the only other thing was breakfast. I went to a table, and there were five people already sitting there. When the waiter came and asked for our room numbers, they all said they were with me - I thought they were being friendly. What I didn't realize was that I was paying for their breakfasts. I'm really, really sorry.