

Nat3 ESOL Answer key,  
tapescripts and support  
materials.

# Answer key

## **01** Describing jobs Current jobs

### Activity 2

- 1 housekeeper
- 2 waiter
- 3 hairdresser
- 4 dustman
- 5 postman
- 6 telephonist
- 7 flight-attendant
- 8 builder
- 9 secretary
- 10 actor

### Activity 3

- 1 F
- 2 T
- 3 F
- 4 T
- 5 F
- 6 F

### Activity 5

- 1 usually have to
- 2 often have to
- 3 have to
- 4 ever have to
- 5 never have to
- 6 have to

## **02** Describing jobs

Ideal jobs

### **Activity 3**

b) an advert for the careers office

- 1 People who want advice about finding a job or changing their job
- 2 No
- 3 Yes
- 4 4
- 5 By phone or e-mail

### **Activity 4**

Working with children

- 1 T
- 2 F
- 3 F
- 4 T
- 5 F

### **Activity 6**

- 1 i — I
- 1 changeing — changing
- 2 advise — advice
- 3 advise — advice.
- 4 I'am — I am
- 5 musselburgh — Musselburgh
- 6 do — Do
- 7 informacion — information
- 8 proces — process
- 9 posible — possible

## Activity 3

- 1 C
- 2 A
- 3 C
- 4 B
- 5 B

## Activity 4

- \_\_\_\_\_ 2 \_\_\_\_\_ Fine thanks. And you?
- \_\_\_\_\_ 5 \_\_\_\_\_ Working as a tour guide on the Royal Yacht Britannia.
- \_\_\_\_\_ 3 \_\_\_\_\_ Great. I'm happy because I've got some information about a really nice job.
- \_\_\_\_\_ 9 \_\_\_\_\_ Well, it's £8.25 an hour.
- \_\_\_\_\_ 6 \_\_\_\_\_ Wow! Sounds good. Is it a full-time position?
- \_\_\_\_\_ 4 \_\_\_\_\_ What kind of job?
- \_\_\_\_\_ 7 \_\_\_\_\_ No, part-time unfortunately, but the pay is good so I don't really mind.
- \_\_\_\_\_ 1 \_\_\_\_\_ Hi, Ben. How are you?
- \_\_\_\_\_ 14 \_\_\_\_\_ I hope you get it!
- \_\_\_\_\_ 8 \_\_\_\_\_ How much do they pay then?
- \_\_\_\_\_ 11 \_\_\_\_\_ Yes, that's why it's so good, and it starts in a couple of weeks too.
- \_\_\_\_\_ 10 \_\_\_\_\_ Not bad. Is it a permanent position?
- \_\_\_\_\_ 13 \_\_\_\_\_ I'll be taking Arabic-speaking tourists around the boat and telling them about the boat's history.
- \_\_\_\_\_ 12 \_\_\_\_\_ So, if you get the job, what exactly will you be doing?

### Activity 2

<b>Rose</b>		
Application for Employment		
Name <b>Yuka</b>	Surname <b>Kanahara</b>	Title <b>Mrs</b>
Address <b>50/4 Leven Street Glasgow</b>	Tel no. Home <b>01982 653 4847</b>	
	Tel no. Mobile <b>0770 493 2148</b>	
Postcode <b>G12 4TN</b>	D.O.B <b>15/ 02 /1981</b>	
<b>Education</b> <b>1993-1999 Yokohama International School for Girls</b> <b>1999-2001 Tokyo College of Fashion</b>		
<b>Previous Employment</b>  <b>1999–2001 -Part-time waitress - Starbucks, Yokohama</b> <b>2002–2002 -Full-time Sales Assistant - Gap, Tokyo</b> <b>2005–2006 -Full-time sales assistant - Debenhams, Glasgow</b>		

### Activity 3

- 1 F
- 2 T
- 3 T
- 4 F
- 5 F
- 6 F

**05****Job interviews**

Talking about personal qualities and work experience

**Activity 2**

Do Dress smartly  
Ask questions  
Talk about your skills  
Look the interviewer in the eye  
Talk about work experience  
Find out about the company before the interview

Don't Arrive late  
Say negative things about previous employer  
Lie  
Mention negative qualities

**Activity 3**

- 1 25 years old
- 2 Married
- 3 Peebles — 6 months
- 4 First job — outside of Beijing
- 5 4 star hotel
- 6 2 years
- 7 During the summer
- 8 Mandarin is first language

**Activity 5**

- 1 12/4/07
- 2 No
- 3 Mr Peter Murray
- 4 Yes
- 5 18
- 6 No
- 7 No
- 8 One month

**Activity 1**

Technology	Business & Administration	Food & Hospitality	Social Work
<b>Electrical Engineering</b>	<b>Computing</b>	<b>Food Hygiene</b>	<b>Youth Work</b>
<b>Motor Vehicle Maintenance and Repair</b>	<b>Accounting</b>	<b>Professional Cookery</b>	<b>Psychology</b>
Child Care & Education	Languages	Health & Beauty	Art, design & media
<b>Playwork</b>	<b>French</b>	<b>Hairdressing</b>	<b>Photography</b>
<b>Learning and Development</b>	<b>ESOL</b>	<b>Massage</b>	<b>Ceramics</b>

**Activity 2**

- 1 Entry Requirements
- 2 Study Areas
- 3 Career Opportunities
- 4 Mode of Study
- 5 Course Dates
- 6 Further Information

**Activity 4**

- 1 20 weeks
- 2 15th June
- 3 No (not Friday)
- 4 A lecturer
- 5 No (deadline is 1 December)

**Activity 2**

She grew up in Brazil.

- 1 She went to school in Brazil.
- 2 She started high school in 1986.
- 3 She finished/left high school in 1992.
- 4 She studied medicine at university.
- 5 She graduated from university in 1999.
- 6 She got an English qualification in 2006.

**Activity 3**

She has applied for a course in massage.

- 1 F
- 2 T
- 3 T
- 4 F
- 5 F

**Activity 4**

- 1 Where did you go to school?
- 2 What subjects did you study?
- 3 How old were you when you left school / When did you leave school?
- 4 Did you get your high school certificate / Did you get any qualifications at school?
- 5 Did you go to university?
- 6 What did you study at university?
- 7 When did you graduate?

**Activity 5**

Yes, Sebastian finished high school.

- 1 I went to primary school when I was 5.
- 2 I went to high school when I was 12.
- 3 At primary school my favourite subject was maths.
- 4 I got my high school diploma and left school in 1980.
- 5 At university I studied politics.
- 6 I graduated in 1983.



**Activity 2**

The first notice

- is for new students.
- they must go to the office.
- to get their college pass and to find out where their classroom is

The second notice

- is for students.

- 1 No
- 2 Yes
- 3 In the bins
- 4 Your teacher
- 5 No
- 6 Contact your teacher

**Activity 3**

- Don't eat or drink in the classrooms.
- Don't throw litter on the floor.
- Don't use your mobile phone in class.
- Don't take books home without asking your teacher.
- Don't use the computers for downloading films or music.
- Don't bring friends who are not students onto the campus.
- Don't miss class without telling your teacher why.
- Don't be rude to other students or staff.

N.B. Students may not have exactly the same answers as the ones above; these are just examples and it is up to the teacher to assess if the students' answers are logical and grammatically correct.

**Activity 4**

b) health and safety

- 1 F
- 2 T
- 3 F
- 4 F
- 5 T

## Activity 6

- In future, please make sure that you turn off your phone before you come into the classroom. **4**
- In this situation you must tell the teacher at the beginning of the class that your phone may ring. **6**
- I have recently noticed that more and more students are using their mobile phones during the class. **2**
- Many thanks. **7**
- To all students: **1**
- The only exception to this rule is if you are expecting a very important call. **5**
- This is not acceptable as it disrupts the class. **3**

To all students:

I have recently noticed that more and more students are using their mobile phones during the class. This is not acceptable as it disrupts the class.

In future, please make sure that you turn off your phone before you come into the classroom. The only exception to this rule is if you are expecting a very important call. In this situation you must tell the teacher at the beginning of the class that your phone may ring.

Many thanks.

**Activity 2**

- |                         |          |                                |
|-------------------------|----------|--------------------------------|
| 1. Work with            | <u>g</u> | a) three interesting questions |
| 2. Note down            | <u>f</u> | b) teams                       |
| 3. Put the sentences    | <u>l</u> | c) out loud                    |
| 4. Get into             | <u>b</u> | d) the text for the answers    |
| 5. Read the sentence    | <u>c</u> | e) in pairs                    |
| 6. Skim read            | <u>i</u> | f) your ideas                  |
| 7. Compare answers      | <u>e</u> | g) a partner                   |
| 8. Scan                 | <u>d</u> | h) what your partner thinks    |
| 9. Think of             | <u>a</u> | i) the text quickly            |
| 10. Prepare             | <u>k</u> | j) on the internet             |
| 11. Find out            | <u>h</u> | k) a short talk                |
| 12. Look up the answers | <u>j</u> | l) in the correct order        |

**Activity 3**

Example answers — there could be many valid answers.

- 1 Could you speak a little slower, please?
- 2 Could you repeat the instructions, please?
- 3 Could you lend me a pen or pencil, please?
- 4 Could you move to your left, please?
- 5 Could you open the window, please?
- 6 Could you write it on the board, please?
- 7 Could you give me a handout, please?
- 8 Could you help me, please?

#### Activity 4

- 1 You are going to work with a **partner**.
- 2 I'm going to give each student in the pair a **handout**.
- 3 The **texts** on the handouts are the same.
- 4 Each student has different **information** missing.
- 5 I'll **give** you 5 minutes to do this.
- 6 **Note down** the answers in the gaps.

#### Activity 5

- When you think you have all the answers, go back to the text and check. 8
- Read each question carefully and check any difficult vocabulary. 5
- Next, skim read the article to see if you were right about the content. 3
- Finally, compare your answers with a partner. 9
- Having read the article once, go to the comprehension questions. 4
- First of all, look at the title and the picture. 1
- As you find each answer in the text, underline it. 7
- Now, go back to the text and scan it to find the answers to the questions. 6
- Then, discuss with your partner what you think the article is going to be about. 2

#### Activity 6

First of all, please turn off all mobile phones. Secondly, make sure that any books or notes are in your bag and not on the table. You will only need a pen. Please don't use pencil or Tippex in the assessment. If you make a mistake, cross it out. When I give you your assessment paper, please write your name and today's date at the top. You will have 10 minutes to look at the questions. If there is anything you don't understand you can use a dictionary. You will then listen to the CD recording twice. Circle the answers you think are correct.

**10****Missing classes**

Reasons for not attending class: illness/obligations

**Activity 1**

- 1 He has got a cold/the flu.
- 2 He has broken his leg.
- 3 He has got a headache.
- 4 He has got a temperature.

**Activity 2****Phone Messages**

**Date:** 25/2/2007

**Time:** 9.05am

**Name:** Dimitri Litvinenko **Class:** Advanced English

**Message for:** Anne

**Message:** Dimitri can't come to class today because he has got the flu.

**Contact tel. number:** 0770 462 1138

**Activity 4**

- 1 She has to take her daughter to the doctor's.
- 2 She has to take her dog to the vet's.
- 3 She has to go for a blood test/have a vaccination/go to the doctor's.
- 4 He has to go to the dentist's.

**Activity 5**

Yes, missing a lot of classes is a problem.

- 1 No
- 2 Contact the college
- 3 Yes
- 4 The secretary
- 5 Your teacher

**11****Starting work**

Your first day at work

**Activity 2**

Yes, she has got the job.

- 1 No
- 2 Monday 25 June
- 3 5 hours
- 4 No
- 5 Her National Insurance number
- 6 Bruno

**Activity 3**

Fabio is the head waiter.

- 1 F
- 2 T
- 3 F
- 4 T
- 5 F
- 6 F

**Activity 6**

<b>Base form</b>	<b>Past simple</b>	<b>Third form</b>
be	was/were	been
have	had	had
see	saw	seen
do	did	done
speak	spoke	spoken
study	studied	studied

**Activity 1**

- 1 b)
- 2 d)
- 3 e)
- 4 a)
- 5 c)

**Activity 2**

The notice is for staff who use the photocopier.

- 1 T
- 2 F
- 3 F
- 4 T
- 5 F

**Activity 3**

Short action: jammed  
Long action: was making

- 1 I **was doing** a delivery when the van broke down.
- 2 I **was serving** a customer when the till-roll ran out.
- 3 I **was taking** the pizza out of the oven when the fire alarm went off.
- 4 I **was cleaning** the floor when I slipped over.
- 5 I **was chopping** onions when I cut myself.
- 6 I **was loading** the van when I dropped a box.

**Activity 4**

The Hoover isn't working.

- 1 The hallway
- 2 Yesterday
- 3 No, the cover
- 4 The supervisor
- 5 No

**13****Missing work**

Responding to requests to work

**Activity 2**

- 1 Thursday 19 May, 5 pm–6.30 pm
- 2 In a supermarket
- 3 Yes
- 4 No
- 5 No
- 6 Richard

**Activity 3**

- 1 F
- 2 T
- 3 T
- 4 F
- 5 T

**Activity 4**

- 1 I can't work on Wednesday because **I'm going to the doctor's.**
- 2 I can't cover your shift because **I'm working.**
- 3 I can't work on Friday night because **I'm travelling to Skye for a wedding.**
- 4 I can't stay late today because **I'm picking up my son from school.**
- 5 I can't come in early tomorrow because **I'm meeting my bank manager.**
- 6 I can't work overtime next week because **my mother is visiting.**



**Activity 2**

He is mainly negative.

- 1 A year
- 2 Temporary
- 3 An hour by bus
- 4 A bigger company
- 5 Yes

**Activity 3**

- *I have been with the company for a year — I would like to be considered for **promotion**.*
- *My current position is very easy for me — I want more **responsibility**.*
- *I work very hard — I think that I deserve a **pay-rise**.*
- *I have very little job security — I would like to have a **permanent contract**.*
- *I want to continue learning. I need more **training**.*

**Activity 4**

Shortbread, haggis and toffee

- 1 The Wild Haggis Company is bigger than **Murray's Shortbread**.
- 2 **Hall's Sweets** is the biggest company.
- 3 Hall's Sweets has more factories than **Murray's Shortbread**.
- 4 **The Wild Haggis Company** has the most factories.
- 5 The Wild Haggis Company is more international than **Murray's Shortbread**.
- 6 **Hall's Sweets** is the most international.
- 7 Hall's Sweets is older than **The Wild Haggis Company**.
- 8 **Murray's Shortbread** is the oldest company.

## Activity 5

17 Marchmont Road  
Edinburgh  
EH11 5DK

10 March 2007

Dear Mr **connolly**,

I am **writting** to inform you of my **desision** to resign from my position with The Edinburgh Jam Company.

Giving 2 weeks' notice, my last day of work will be the 24 **march** 2007.

While I believe that I am moving for good reasons, I am sorry to leave and I thank you for your help during my time with the **compani**.

**Pleese** let me know the arrangements for returning my uniform and factory **pass**

**yours** sincerely

Chen Xiu

Punctuation errors: Connolly, March, pass., Yours

Spelling errors: writing, decision, company, please

**Activity 1**

- 1 c)
- 2 d)
- 3 g)
- 4 e)
- 5 a)
- 6 b)
- 7 f)

**Activity 2**

- 1 I work in a restaurant, so I don't work 9 to 5 — I work **shifts**.
- 2 My **salary** is very low — I want a pay-rise.
- 3 My boss is very happy with me — hopefully I'll get a **promotion**.
- 4 The best thing about my job is my **colleagues** — they are all very nice.
- 5 We are very busy this week, so I'm going to have to work **overtime**.
- 6 It is important to talk about your **personal qualities** in a job interview.

**Activity 4**

## Example questions

- 1 Where do you work?
- 2 What are your duties?
- 3 What hours do you work?
- 4 Do you get any training?
- 5 What skills do you need to get this job?
- 6 What work experience do you need to get this job?
- 7 What personal qualities are needed in this job?
- 8 What job did you do before this one?
- 9 What kind of contract do you have?
- 10 Why are you doing this job?
- 11 Do you have any opportunities for promotion?
- 12 What job would you like to do in the future?

**Activity 1**

The letter is about organising tutorials.

- 1 Three weeks
- 2 Problems and objectives
- 3 Next week
- 4 15 minutes
- 5 No

**Activity 2**

Yes, Salim is happy in the class.

- 1 F
- 2 F
- 3 F
- 4 T
- 5 T

**Activity 3**

- 1 **Where are you living?**  
I'm living in Livingston.
- 2 **Are you working?**  
Yes, I'm working in my uncle's newsagent's.
- 3 **Are you enjoying the class?**  
Yes, I'm enjoying the class.
- 4 **Are you having any problems?**  
Yes, I'm just having one or two problems.
- 5 **What are you finding difficult?**  
I'm finding the homework difficult.

#### **Activity 4**

- 1 I want to speak more fluently.
  - 2 I would like to improve my listening skills.
  - 3 I need to build my vocabulary.
  - 4 I want to get some English qualifications.
  - 5 It is important for me to gain more confidence.
- 
- 4) You should prepare for an Access 3 assessment.
  - 1) You should try to speak English at every opportunity.
  - 5) You shouldn't feel embarrassed if you make mistakes.
  - 2) You should listen to the radio and watch films in English.
  - 3) You should try to learn 10 new words every day.

**Activity 1**

- 1 f
- 2 h
- 3 e
- 4 c
- 5 g
- 6 a
- 7 b
- 8 d

**Activity 2**

This part of the workshop is about: how to organise your handouts.

- Use a highlighter pen. 5
- Punch all worksheets. 1
- Write down the homework at the back of your file. 7
- Name and date all worksheets. 2
- Use dividers. 6
- Put the newest worksheet on top. 4
- Put all worksheets in a ring-binder. 3

**Activity 3**

- 1 I'm going to **buy a ring-binder.**
- 2 I'm going to **buy a highlighter pen.**
- 3 I'm going to **file my college work better.**
- 4 I'm going to **date all my worksheets.**
- 5 I'm going to **keep the worksheets in the right order.**
- 6 I'm going to **write the homework down in one place.**

## Activity 5

The text is about a good place to study.

- Make sure the room is not too hot or cold for you. 6
- It's not a good idea to try to listen to the radio whilst studying.  
2
- Make sure you have enough light. 7
- A comfortable chair is very important. 8
- Turn off your mobile while studying. 3
- Don't keep your pens and pencils in another room. 5
- Prepare a timetable for using your place of study. 1
- A very small table is not good for studying. 4

**Activity 2**

- 1 2004
- 2 In her English course
- 3 Speaking, listening, reading, writing
- 4 Her young son
- 5 Two
- 6 Computing

**Activity 3**

No, Rose isn't happy about the idea of doing an assessment.

- 1 b
- 2 c
- 3 c
- 4 a
- 5 a

**Activity 4**

- 1 If you do practise assessments **you will know what to expect in the real assessment.**
- 2 If you speak a lot in class **you will improve your fluency.**
- 3 If you borrow readers **your reading skills will improve.**
- 4 If you watch films in English **you will improve your listening skills.**
- 5 If you write down new vocabulary in your notebook **it will help you to remember new words.**
- 6 If you don't come to class **you will lose your place on the course.**



**Activity 2**

He is describing his time at college.

- 1 Nervous
- 2 No
- 3 An hour
- 4 He worked every evening.
- 5 Yes
- 6 He is going to start applying for jobs.

**Activity 3**

He has been studying cookery.

Length of course	<b>Negative</b>
Timetable	<b>Positive</b>
Teaching	<b>Positive</b>
Class-mates	<b>Positive</b>
Preparation for assessments	<b>Positive</b>
Homework	<b>Negative</b>
College facilities	<b>Positive</b>
Classroom	<b>Negative</b>

#### Activity 4

It is to a teacher / Katherine. It is from a student / Jonathan. It is about a reference.

Hi Katherine,

I hope you are well. I'm fine here but missing the classes.

I'm writing **because** I'm in the process of applying for a job with a company in Dundee. They sent me the application form the other day **and** on it they ask for two referees. One has to be work-related **but** the other one can be academic. Could I put you down as one of my referees, please?

The job is with a bus company and I would be working as an office administrator. It looks like a nice place to work and it is well-paid **too**. I think I could do the job well **so** I would appreciate your help in getting it.

I look forward to hearing from you soon.

Jonathan

**Activity 1**

- 1 Worksheet
- 2 Skim
- 3 Subjects
- 4 Qualification
- 5 Brochure
- 6 Semester
- 7 Register

**Activity 2**

- 1 Look up
- 2 Compare
- 3 Note down
- 4 Underline
- 5 Apply
- 6 Attend
- 7 Discuss
- 8 Find out

**Activity 3**

This is a beginner's Arabic class. It is a three-month course and it runs from April to June. The classes are on Monday and Wednesday evenings from 6.30 to 9pm. You don't need to have any Arabic to join the class as it is for complete beginners. The course focuses on basic communication and grammar and is taught by a native speaker. It costs £150, which includes a course-book, and at the end of the course you will receive a certificate of attendance. To register for the course you must fill in an application form and send it to the college before the end of February. You can get an application from our website or by phoning us on 0131 664 8737.

## Listening CD track index

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# Tapescripts

01

## Describing jobs

Current jobs

### Activity 3: Track 2 (*The speaker is a young Scottish woman.*)

Hi, my name's Elizabeth and I'm a nurse. I work full-time at the Royal Infirmary in Edinburgh. I usually work 5 days a week from 8am to 4pm, but sometimes I have to work the night shift, which means working from 9pm to 6am. I also have to work alternate Saturdays.

I am responsible for one ward in the hospital and my duties include regularly checking the patients, giving them their medicine and discussing their progress with the doctors. I also have to deal with visitors to the ward and make the beds, but I don't have to clean the ward or give the patients their food; there are different members of staff for that.

My job is certainly hard work, but I like it a lot because I know I'm helping people.

### Activity 5: Track 3 (*Pilar is a young Mexican woman. Roman is a middle-aged Polish man.*)

- Pilar: Hi, I'm Pilar. Nice to meet you.  
Roman: Hi Pilar. I'm Roman. Nice to meet you too.  
Pilar: So, tell me Roman, what do you do?  
Roman: I'm a lorry driver.  
Pilar: Oh, really? That must be hard work.  
Roman: It can be. I usually have to drive very long distances and I often have to drive at night, but I enjoy driving so it's not too bad.  
Pilar: Where do you have to go?  
Roman: Most of the time I drive around Scotland, but sometimes I have to drive down to England too.  
Pilar: Do you ever have to go abroad?  
Roman: No, I never have to go out of the UK for work, which is good.  
Pilar: So, how many hours do you work a week?  
Roman: On average, I'd say about 55.  
Pilar: Quite a lot!  
Roman: Yes, in fact, I have to go to work now.  
Pilar: Well, it was nice talking to you Roman.  
Roman: Yes, hope to see you again some time.  
Pilar: Bye then.  
Roman: Bye.

**Activity 4: Track 4** (*The careers adviser is a Scottish woman. Miriam is a Scottish woman.*)

Careers adviser: Good morning.  
Miriam: Good morning. I have an appointment to see a careers adviser.  
Careers adviser: Ok, what's the name, please?  
Miriam: Miriam Mackenzie.  
Careers adviser: Oh yes, come and have a seat.  
Miriam: Thank you.  
Careers adviser: So, Miriam, are you working at the moment?  
Miriam: Yes, I'm working as a cleaner.  
Careers adviser: Ok, and are you happy in that kind of job, or would you like to find something different?  
Miriam: I'd really like to work with children, but I'm not sure what I can do because I don't have any qualifications.  
Careers adviser: Would you like to work with younger children?  
Miriam: Yes, I get on well with young kids.  
Careers adviser: How about working as a playworker. There are often jobs available in after-school clubs and you don't usually need qualifications, just a police check.  
Miriam: That sounds interesting.  
Careers adviser: Would you like me to get you some information about that kind of work?  
Miriam: Yes, that would be great. Thanks.

**Activity 4: Track 5** (*Hagir is an Arabic-speaking woman. Ben is a Scottish man.*)

- Hagir: Hi, Ben. How are you?  
Ben: Fine thanks. And you?  
Hagir: Great. I'm happy because I've got some information about a really nice job.  
Ben: What kind of job?  
Hagir: Working as a tour guide on the Royal Yacht Britannia.  
Ben: Wow! Sounds good. Is it a full-time position?  
Hagir: No, part-time unfortunately, but the pay is good so I don't really mind.  
Ben: How much do they pay then?  
Hagir: Well, it's £8.25 an hour.  
Ben: Not bad. Is it a permanent position?  
Hagir: Yes, that's why it's so good, and it starts in a couple of weeks too.  
Ben: So, if you get the job, what exactly will you be doing?  
Hagir: I'll be taking Arabic-speaking tourists around the boat and telling them about the boat's history.  
Ben: I hope you get it!

**Activity 2: Track 6** (*Yuka is a young Japanese woman.*)

My name is Yuka Kanahara and I'm from Japan. My surname is spelt K-A-N-A-H-A-R-A. I was born on the 15th February 1981. I'm married and I live with my husband in Scotland. My address is 50/4 Leven Street; that's in Glasgow. The postcode is G12 4TN. My home phone number is 01982 653 4847 and my mobile number is 0770 493 2148.

Before I came to Scotland I used to live in Japan. I studied at the Yokohama International School from 1993 to 1999. I then moved to Tokyo to study fashion at college. I finished my two-year course in 2001. Whilst I was at college I worked as a waitress at Starbucks. After finishing college I got a full-time job as a sales assistant at Gap. I was there for two years and then, after that, I came to Peebles with my Scottish husband. I am currently working as a sales assistant at Debenhams in Glasgow, but we are moving to Edinburgh soon so I need to find a new job there.



**Activity 3: Track 7** (*Lina is a young Chinese woman. The interviewer is a middle-aged Scottish man.*)

Interviewer: Good afternoon. You must be Lina.

Lina: Yes, pleased to meet you.

Interviewer: Now Lina, first of all, tell me a little bit about yourself.

Lina: Well, I'm 25 and I'm originally from China. I moved to England in 2005 and then I came up to Scotland, where I met my husband. That was in 2006. So, I've been in Peebles now for about 6 months and I'm very happy living and working here.

Interviewer: Fine. And can you tell me something about your previous work experience?

Lina: Yes. My first job was in a hotel outside of Beijing; I worked as a housekeeper there. I enjoyed working in the hotel, but I wanted a position which was more challenging, so it was then that I decided to train to become a hotel receptionist. I worked as a receptionist for a busy 4-star hotel in the centre of Beijing before coming to the UK; I was there for two years.

Interviewer: And have you worked here too?

Lina: Yes. I have worked both as a hotel receptionist and as a housekeeper here. In the summer I had a job at a small hotel just outside of Edinburgh.

Interviewer: Right, and what qualities do you think you have which make you a good hotel receptionist?

Lina: Well, I have a lot of experience in dealing directly with the public and I think I am friendly and approachable. I also have a lot of patience and a calm temperament, which I think is essential when you work in a busy, fast-moving hotel environment. At the same time I would say that I'm organised and efficient and I'm good at problem solving. I also have good computer skills and speak several languages; Mandarin in my first language but I am also fluent in Cantonese and I know a little Japanese too.

Interviewer: So, why are you interested in working for our hotel?

Lina: I think it would be an exciting opportunity for me to work in such a big and important hotel. I would enjoy dealing with guests from all over the world and I think that I would learn a lot.

Interviewer: Fine, thank you for that. So, do you have any questions for me about the position, Lina?

Lina: Yes. Can you tell me ... (*fade out*)

**Activity 4: Track 8** (*The secretary is a Scottish woman. Isaac is a Scottish man.*)

Secretary: Hello, Peterson College. Can I help you?  
Isaac: Hello. I'd like some information about one of your courses, please.

Secretary: Yes, what course is it?  
Isaac: Foundation Professional Cookery.

Secretary: Ok. How can I help?  
Isaac: Well, I've read the course description but it doesn't say anything about the fees. How much is the course?

Secretary: Let me see. It's a 20-week course, so it is £450.  
Isaac: Right. And regarding the course dates, what are the actual start and finish dates?

Secretary: The semester begins on the 22nd January and finishes on the 15th June. You have two weeks off at Easter.

Isaac: Fine. And what is the timetable like?  
Secretary: Well, classes are every morning from 9.30 to 12.30, and then there are afternoon classes every day except Friday from 1.30 to 3.

Isaac: Ok, and how is the course assessed?  
Secretary: Oh, I'm afraid I don't have that information. You will have to speak to a lecturer about that. I can make an appointment for you to speak to somebody if you like.

Isaac: Don't worry. I'll think about it first, thanks. Just one more question though. When is the registration deadline?

Secretary: You must register by the 1st December.  
Isaac: That's great. Thanks for your help.  
Secretary: No problem. Bye now.  
Isaac: Bye.

**Activity 5: Track 9** (*The speaker is a middle-aged Polish man*)

I went to school in Torun, which is a small city in Poland. I started primary school when I was 5 years old and then I went to high school when I was 12. At primary school my favourite subject was maths but at high school my favourite subject was philosophy. I also studied Polish, Russian, history, geography, economics and science at high school.

In my last year there I had to prepare for my end of school exams. I got my high school diploma and left school in 1980, when I was 18.

After finishing school I went to university in Warsaw. At university I studied politics and I graduated in 1983.

**Activity 4: Track 10** (*The speaker is a Scottish woman.*)

Right, before we start the class I have to talk to you about a few important things.

Firstly, if you hear the fire alarm, then you must stop what you are doing immediately and leave the building — don't stop to get bags or coats. The nearest fire exit to this classroom is at the end of the corridor and down the stairs, and our meeting point is in the college car park, at the far end. It may just be a fire drill but always imagine that it is a real fire and never go back into the building until someone tells you it is ok to do so.

Secondly, smoking is forbidden throughout the college building so please don't smoke in the toilets as this will set off the fire alarm. If you need to smoke you will have to go outside.

Finally, this college is on a very busy road. Only cross the road at the pedestrian crossing or you could have an accident.

**Activity 4: Track 11** (*The speaker is a Scottish man.*)

Hi everybody. For the first part of the lesson you are going to work with a partner; you can work with the person sitting next to you. I'm going to give each student in the pair a handout. The two handouts are different. The texts on the handouts are the same — both have a description of someone's job — but there are differences: each student has different information missing. To fill in the gaps in your descriptions you will need to think about the questions you need to ask; I'll give you 5 minutes to do this. Write your questions in the area provided on the bottom of the handout; you should have five questions. Then, you need to ask your partner those questions to find out what the missing information is; note down the answers in the gaps. So, let me give out the handouts and we'll do the first one together as an example ...

**Activity 2: Track 12** (*The secretary is a Scottish woman. Dimitri is a Russian man.*)

- Secretary: Good morning, Waverley College. How can I help you?  
Dimitri: Oh, hello. I'm a student at Waverley and I'm calling because I can't come to class today.
- Secretary: Right, can you give me your full name, please?  
Dimitri: Yes, it's Dimitri Litvinenko.
- Secretary: I'm sorry, but could you spell that for me, please?  
Dimitri: Dimitri, D-I-M-I-T-R-I. Litvinenko, L-I-T-V-I-N-E-N-K-O.
- Secretary: Thank you. And what class are you in?  
Dimitri: Advanced English.
- Secretary: Ok, and who is your teacher?  
Dimitri: Anne.
- Secretary: Ok, so what should I tell Anne?  
Dimitri: Can you tell her that I'm absent today because I've got the flu.
- Secretary: Oh dear! I'll pass on the message. Could you just leave me a contact number in case Anne wants to talk to you.  
Dimitri: Of course. It's 0770 462 1138
- Secretary: Thanks Dimitri. I hope you get better soon.  
Dimitri: Thank you. Bye.  
Secretary: Bye.

**Activity 3: Track13** (*Fabio is a Scottish man. Maribel is from Argentina.*)

- Fabio: Hi there. I'm Fabio. I'm the head waiter here.
- Maribel: Hi, I'm Maribel, the new waitress.
- Fabio: Yes, Bruno told me. He wants me to give you some training today. Have you worked in a restaurant before?
- Maribel: Yes I have, but in Argentina.
- Fabio: Right. Were you a waitress?
- Maribel: Yes, I was.
- Fabio: So, have you ever worked in a British restaurant?
- Maribel: No, I haven't. It will be the first time.
- Fabio: Don't worry. You will be fine. The most important thing is to learn the dishes on the menu. Here's the menu. Have you seen it before?
- Maribel: Yes, I have eaten here!
- Fabio: Oh, good! Well, I'll explain the menu in a minute after I have shown you how to send orders to the kitchen. It is all electronic. Have you ever used a system like this?
- Maribel: No, never. Is it complicated?
- Fabio: Not at all. I'll show you now ...

**Activity 4: Track 14** (*Ali is a Scottish man. Marc is a Scottish man.*)

- Ali: Marc! Can you help me with something a minute, please?
- Marc: Sure. What's the problem?
- Ali: Well, I've got a problem with the Hoover. I was cleaning the hallway when the Hoover just stopped working.
- Marc: Oh, maybe it is full. You could try changing the bag.
- Ali: No, I know that isn't the problem as I changed it yesterday.
- Marc: Well, how about checking that the cover is closed properly — it won't work if it isn't.
- Ali: It looks like it is shut perfectly. What else could it be?
- Marc: You had better tell the supervisor about it. He may know how to fix it.
- Ali: Yes, I'll tell him when he comes in. But how am I going to finish cleaning now?
- Marc: Why don't you ask Karen if you can borrow the Hoover from the other building?
- Ali: That's a good idea. I'll go and ask her now. Thanks for your help.
- Marc: No problem.



**13****Missing work**

## Responding to requests to work

**Activity 3: Track 15** (*Marvin is a Scottish man. Richard is a Scottish man.*)

- Marvin: Hi Richard. Are you busy?  
Richard: No, come in. How are you today Marvin?  
Marvin: Fine thanks. It's just that I wanted to talk to you about Thursday's staff meeting.  
Richard: Oh right. Are you coming?  
Marvin: Well, that's just it. I can't come to the meeting because I'm taking my daughter to the dentist's.  
Richard: Oh, I see. What time is the appointment?  
Marvin: It's at 5.30, on the other side of town. I organised it at that time so that I could go after work.  
Richard: Is it possible to change the appointment to another day?  
Marvin: I doubt it as they are always very busy.  
Richard: Well, don't worry then. Are you working on Friday?  
Marvin: Yes, I'm working from 8am.  
Richard: Can you come and see me on Friday morning then and I'll tell you anything you missed in the meeting?  
Marvin: Yes, I'll come in during my morning break. Thanks Richard.  
Bye.  
Richard: See you Friday, Marvin.

**Activity 5: Track 16**

- Answering machine: You have reached the answering service for Safeways Supermarket. The store is open from 8am to 9pm. If you would like to leave a message please do so after the tone.
- David: Hello. This is David Bishop — I work in the warehouse. I'm ringing to say that I can't come in to work today — I have a stomach bug and I'm not feeling well enough to work. Hopefully I will be back to work tomorrow. Thanks. Bye.

**Activity 2: Track 17** (*The speaker is a young Scottish man.*)

I work for the Edinburgh Jam Company. I have been with the company for a year now. Unfortunately, I'm not very happy there as although I am working full-time I only have a temporary contract. What's more, the factory is a long way from my house — more than an hour by bus. It would be good to work for a bigger company where there is a better chance of getting a permanent contract and where I might have the opportunity for promotion — at the moment I am working on the factory line, but I'd really like to be a supervisor. A pay-rise would be good too — I work very hard but I don't earn much money.

**Activity 2: Track 18** (*The teacher is a Scottish woman. Salim is an African man.*)

Teacher: Hi Salim. How are you today?

Salim: I'm fine thanks Maggie.

Teacher: Good. Did you get very wet on the way in today?

Salim: No, I took the bus and it drops me just outside the college.

Teacher: I thought you lived near the college — where are you living at the moment?

Salim: I've moved. I'm now living in Livingston.

Teacher: And are you happy there?

Salim: Yes, it's good because in the afternoons I'm working in my uncle's shop.

Teacher: And what about the class? Are you enjoying it?

Salim: Yes, it's great fun!

Teacher: Are you having any problems?

Salim: Well, I am having one or two problems — I find some things difficult.

Teacher: What are you finding difficult?

Salim: I'm finding it difficult to find the time to do the homework because I'm working every afternoon.

Teacher: I see ...

**Activity 2: Track 19** (*The speaker is a Scottish man.*)

Welcome to the study-skills workshop. I hope that today is going to be interesting for you and that you go away with some useful tips. We are going to start the session by talking about how to organise any handouts that you get during the course — this may sound like a very simple thing but it is one of the most important. You should always punch every worksheet your teacher gives you. You should also name and date it before putting it in a ring-binder — it is best to put the newest worksheet on top. It is also a good idea to have a highlighter pen — you can use it to highlight the most important things on each worksheet so that when you go back to them the key points are easy to find. I also like students to use dividers in their files as that way you can separate any college information sheets from exercises. You can also keep a section at the back with blank paper in it for noting down what the homework is — that way you can never forget what you have to do.

**Activity 3: Track 20** (*The speaker is a Scottish woman.*)

I've got a lot of good ideas about improving my study skills now. The first thing I'm going to do is buy a ring-binder — my paper folder is a real mess. Oh, and I'm also going to buy a highlighter pen because I think that it will make revising easier. I've decided that I'm going to file my college work better, so I'm going to date all my worksheets and I'm going to keep them in the right order too. And I'm definitely going to write the homework down in one place — I always forget what we are supposed to do!

**Activity 3: Track 21** (*The teacher is a Scottish woman. Rose is a female non-native speaker*)

Teacher: Hi Rose.

Rose: Hello.

Teacher: I wanted to talk to you about the Intermediate 1 assessments.

Rose: Oh no!

Teacher: Don't worry! They are not that bad.

Rose: But I really don't like any kind of exams!

Teacher: Well, I think that you will be ready to do your first assessment soon.

Rose: But I won't pass! Exams make me feel so stressed.

Teacher: If you prepare well you will achieve the assessment.

Rose: Do you think so?

Teacher: Yes, of course. Your English has improved so much since you started in August.

Rose: When will I do the assessment?

Teacher: Next month I think.

Rose: Will we do some practice assessments before then?

Teacher: Yes, of course. In fact, if you stay for flexible learning today I will give you some practice reading exercises to do.

Rose: Thanks. That would be good.

**Activity 3: Track 21** (*The teacher is a Scottish man. Sam is a young Scottish man.*)

Teacher: Hi Sam.

Sam: Hello Mr Brown.

Teacher: So, it is your last day on the cookery course. How are you feeling?

Sam: Well, actually, I'm really tired. The course is very intensive and I think that it is maybe a bit too long. For me, 8 weeks would be better than 10.

Teacher: And what about the timetable? Was it good for you?

Sam: Yes, that was fine.

Teacher: Good. So tell me, what did you like best about the course?

Sam: Well, I have to say that the teaching was fantastic! The lessons were always interesting for me. I am also very happy about the friends I've made in class — all my class-mates are great.

Teacher: And do you feel the course prepared you well for your assessments?

Sam: Yes and no. The exam practice we did in class was really useful but I don't think we had enough homework — I needed to practise more at home.

Teacher: Ok. And what did you think of the classroom and college facilities?

Sam: Oh, in general the facilities are amazing, especially the kitchens we use when we are doing practicals. The main problem for me was the actual classroom as I think it is too small for a group of 20 students.

Teacher: Well, it is good to hear your views on the course. I'll keep your comments in mind for the next course.

# Supplementary materials

03

## Finding out about jobs Requesting information

### Activity 2

- Barman
- The Jolly Judge Pub
- Serving drinks
- £5.60 an hour
- Fri and Sat 6–12pm
- Temporary
- Immediate start

- Factory Worker
- Benny's Biscuits
- Sorting and packing
- £5.98 an hour
- Mon–Thur 10pm–6am
- Permanent
- To start February

- Bouncer
- Destiny Night Club
- Working on the door
- £8 an hour
- Thur, Fri, Sat 10pm–3am
- Temporary
- September to June

- Shop Assistant
- Sunshine Supermarket
- Working on the checkout
- £6.01 an hour
- Mon–Fri 8am–5pm
- Permanent
- To start 15 March

- Sorter
- Post Office
- Sorting letters
- £5.76 an hour
- Shifts as required
- Temporary
- Christmas period

- Gardener
- Greenscene Gardens
- Mowing and planting
- £7.50 an hour
- Mon–Fri 7am–3pm
- Permanent
- To start September

- Joiner
- Carter's Construction
- Working on house construction sites
- £12 an hour
- Mon–Fri 7.30am–3.30pm
- Temporary
- 6 months from February

- Taxi-Driver
- Maxine's Mini-Cabs
- Driving cabs in the Edinburgh area
- Variable wage
- Temporary
- Immediate start

- Kitchen Porter
- Pizza Express
- Washing dishes, making starters
- £5.90 an hour
- Tues–Sat 4–12pm
- Permanent
- To start January

- Assistant Chef
- Browns
- Helping the head chef
- £7.05 an hour
- Shifts as required
- Temporary
- 6 weeks from 1 Dec

- Cleaner
- Bank of Scotland
- Hoovering, dusting
- £6 an hour
- Mon–Fri 6.00–9.00am
- Permanent
- To start May

- Receptionist
- Premier Lodge
- Taking bookings, checking in guests
- £6.78 an hour
- Thurs–Sun 12–9pm
- Temporary
- Summer

- Housekeeper
- The Balmoral Hotel
- Preparing rooms
- £7 an hour
- Mon, Wed, Fri 9am–3pm
- Temporary
- 5 weeks from 3 Dec

- Waiter/Waitress
- Cafe Rouge
- Taking orders and serving customers
- £5.50 an hour + tips
- 40 hours a week – various shifts
- Permanent
- Immediate start

- Barista
- Starbucks
- Preparing and serving coffee
- £5.76 an hour
- Weekends 8am–6pm
- Temporary
- To start April

- Security Guard
- Marks and Spencers
- Looking out for shoplifters
- £7.10 an hour
- Tues–Sat 9am–5pm
- Temporary
- To start 20 November



**Activity 5**

Application Form		
Name	Surname	Mr/Mrs/Miss
Address		
Postcode	D.O.B.	
Home Tel.	Mobile Tel.	
Education		
Previous Employment		

**Employment Contract**

**Name:** Lina Xu **Address:** 89 Queen Street, Peebles, PB2 8YD

**Position:**

You will be employed as: receptionist

The terms & conditions of your employment with The Links Hotel are:

**Commencement Date:**

Your employment with the Company shall commence on 12/4/07

**Remuneration**

Your remuneration will be £880 gross per month. Payment will be 1 month in arrears.

**Report to:**

Mr Peter Murray

**Hours of work:**

Your normal hours of work will be from 12pm to 8pm daily, Thursday to Monday. It is the policy of the Company that as far as possible, extensive working hours above the norm will not occur.

**Place of Work:**

You will be required to work in The Links Hotel, 5 Lauriston Close, Peebles PB5 7ED

**Holidays & Holiday Pay**

The company's holiday year runs from 01/01. Your paid holidays will be 18 working days per year.

**Holiday Pay:**

This will be based on your current normal monthly rate of remuneration.

**Notice of Holidays:**

You must give not less than 8 weeks advance notification of those dates and periods on which holidays will be taken.

**Public Holidays:**

You are obliged to work a minimum of 2 public holidays per year.

**Probation:**

Your employment will be probationary for the first 3 months.

**Notice:**

In the event that either the company or you may wish to terminate the contract before its expiry date, one-month's notice must be given by both parties.

**10****Missing classes**

Reasons for not attending class: illness/obligations

**Activity 3****Phone Messages****Date:****Time:****Name:****Class:****Message for:****Message:****Contact tel. number:****Phone Messages****Date:****Time:****Name:****Class:****Message for:****Message:****Contact tel. number:**