

SKILLS TEST UNITS 1–3



A A: Ally M: Mom

1

- A:** Mom, whose are all the medals in the lounge?
- M:** Those are your grandfather Godfrey's. He was a very athletic man in his younger days. He used to play professionally – for the national hockey team, believe it or not! Ask him about it.
- A:** I can't believe it! When you look at him now, he doesn't do any exercise. It seems amazing that he would have been involved in competitive sports! He never gets stressed, does he?
- M:** No, and I must say out of everyone in the family, I think you and he are the most similar. You don't let things bother you!
- A:** What about Grandma, was she a professional athlete, too?
- M:** Oh no! She used to work in theaters when she was younger.
- A:** Is that who you take after, Mom? Do you think you take after Grandma?
- M:** What?! Do you think I'm like Grandma?! Do you think I am stubborn and sensitive like her?
- A:** Oh Mom! She isn't stubborn.
- M:** No, you're right, she probably isn't that stubborn.
- A:** I'd agree with you about her being sensitive though! No, the reason I say you're similar to Grandma is because she is witty and I think you are, too.
- M:** Goodness! I wouldn't say I was at all.
- A:** What did she do in the theater?
- M:** I'm not too sure, I think she was like a comedian or someone who told funny stories between music acts on the stage.
- A:** So she could be famous?
- M:** Well, might have been famous!
- A:** What about your dad? Did he work in the theater as well with Grandma?
- M:** Goodness no! Can you imagine? He's as quiet as a mouse! No, Grandpa Joe used to run a newsstand. He is the intellectual one of the family. He loved reading and so working in a newsstand was perfect for him; he would get the newspapers very early in the morning and read them before opening the store. He could then tell everyone what was happening in the world. When he realized that people no longer wanted to buy a newspaper because he had already told them what was happening, he decided to keep the stories to himself. And guess what?
- A:** People started buying newspapers from him again?
- M:** Right!



B S: Speaker

2

- S:** A few years ago, I accepted a job in the city. Having been born and bred in the countryside, it was quite a novel idea to start a new life somewhere completely different. What I wasn't expecting was to find it so difficult to meet people. Whenever a new person would arrive in my old town, everyone would rally around to help the new person feel welcome and at home. Not in the city! I realized that I would have to make an effort to make friends and join in activities. The first thing I did was join the badminton club. I asked around at work and someone told me of a club they'd heard of. This was a good thing, because it gave me

something to do in the evenings, and I would go for coffee afterwards and meet other people.

Something else I noticed, which nothing could have prepared me for, was the difference in people's interactions. In the city, people ask in-depth questions about things and are, I suppose, trying to understand fully whatever the subject is. I tried it and found myself sounding very inquisitive, almost interrogative or abrupt, at first, but it helped me feel like I was on the same wavelength as other people around me and fit in. Getting to know people superficially, as in, you know, getting to know what people do, where they go on vacation, what pets they have ... what they like and don't like, is one thing, and that's how I used to be. I used to quite like chatting with temporary staff at work, or the guy who serves coffee in the cafeteria ... but going into a conversation and asking *why* the other person thinks what they think and how they would feel about it if they were in someone else's shoes is a new skill that I have picked up and, as a consequence, I enjoyed conversations a lot more. It builds a stronger relationship with the person you are speaking to, and I would recommend this to anyone who is moving to a new place.

One other significant observation I made was the way in which people in the city part ways. Saying goodbye to somebody I knew in the place where I grew up would be something like, 'Oh well, okay then John, nice to see you, see you next week.' In the city, people will say things like, 'We'll have to go out to eat sometime,' but it never happens. Even when I call up to say, 'How about that coffee, Sam?' the response is usually something like, 'Ah, I'm away next week and the week after I'm on vacation ...' and so on. It's definitely do it now or it won't happen, and so I tend to be a lot more spontaneous and say to someone, 'Come on, let's go get something to eat now,' rather than making plans for later.

SKILLS TEST UNITS 4–5



A S: Speaker

3

- S1:** I went for an interview for a college engineering course. They said they would let me know in the next week whether or not I got the spot. My plans really depend on the outcome of that.
- S2:** To be honest, I tend to focus more on the here and now rather than worry about what's going to happen later on in life. The plans I have made tend to change, so I don't think it's worth spending too much time worrying about it.
- S3:** I haven't always known what I wanted to do, but I've gotten into Auburn University which I'm really looking forward to, and my boyfriend and I are going to see a bit of the world before we settle down. That's about as far as we've gotten!
- S4:** I know that college is something I'm definitely going to do, but I've got no idea what I want to do or where I want to go. I should do what my cousin did and go and see an educational consultant who will be able to offer some guidance on choices.
- S5:** My mom and dad keep asking me, 'What are you going to do when you finish school?' I honestly don't know; then again, my squash team friends are going to take a year off, a sort of break from school, to get a little money together and travel. I think that sounds like a good idea.

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- S6:** I keep weighing out the pros and cons of going to college or taking a year off. I like the idea of doing things with my life before furthering my education and settling down, but at the same time it might be a good idea just to get all the learning out the way.



B J: Jane

4

J: Hi Mark, it's Jane. I had to leave early and couldn't wait for your meeting to finish so I thought I'd leave you a voicemail. Just got some things regarding your trip to Mexico tomorrow.

OK, so your plane leaves tomorrow at 3:45 from Boston Logan airport, and it's not Terminal A, it's Terminal E. I think it was written somewhere that it was Terminal A, but it's not, it's E. You already know that your taxi has been booked with Enterprise Cars, and that's at 9:45 as per the original plan ... OK, so that's your flight details. What next? Ummm ... Ah! Yes, one very important detail – your plane is due to touch down at 9:10, and you'll be met by Juan Lopez Marquez – but you're going to have to hang around for half an hour or so because Heinrich is arriving from Munich at 9 and so, rather than get separate cars, they thought they'd take you both at the same time. I hope you don't mind me agreeing to this. Good news is that Heinrich won't have luggage checked, so he'll be able to walk straight out. What else is there? Come on Jane, remember ...

Passport! Your passport is in the safe and I got you some Pesos, 4,000, and I put them in the safe, too. Sorry, not 4,000, there's 5,000 pesos.

Now, where did I put the business credit card ...? Business credit card is ... with your passport and cash, too! I took it out of your desk and put it with everything else.

Finally, you know you asked about staying in Mexico City an extra night? Well, I'm afraid it's not possible for two reasons; the hotel is fully booked the night after we had originally made the reservation and, most importantly, we have a visitor. John Briggs dropping by the office on Friday and would like to catch up with you. If it's OK with you, I'll make reservations somewhere for lunch for you both, so you can get out of the office. But please let me know, the earlier the better.

Next week ... oh I'll wait to tell you about next week 'til we speak on the phone. Feel free to give me a call if you want – between 5 and 6. No, sorry, make it 5:15 as I'm taking my little one to ballet.

OK, Mark, I think that's all I needed to tell you. I'll send over an email with this info to you a little later; I just wanted you to get this now.

and being a new driver, I had very little experience and knowledge of car maintenance. I was driving north to visit my aunt and uncle, it was torrential – the rain, and I remember my windshield wipers going as fast as they possibly could. I was on the highway, and then all of a sudden a green light came on the dashboard that said the car was losing power, I was driving about 70 or 80 kilometers an hour in the rain, losing power. Instinct told me to get onto the hard shoulder, which is what I managed to do before there was absolutely no power at all. Confused, and in a real state of panic, there were cars and trucks whizzing past, there I was with no phone, as we didn't have them back then, wondering how I was going to get out of this situation. Fortunately, there was a pickup truck on the hard shoulder about half a kilometer further up, and I could just about make out his lights so I walked up, in the rain, no umbrella, can you imagine? And luckily for me, he reversed and towed me away! I really do think I had a lucky escape!

- S3:** I remember playing with slingshots when I was younger, and one day we were playing, me and my brother, with our nextdoor neighbor, Mel. We lived across the street from a park and so we used to go out to play there after school. One day, my brother was chasing me and Mel around the park, firing at us, and we were running around laughing, then suddenly we heard a lady's scream. We went to investigate and there was an elderly lady lying on the ground. I knelt to look at her, but I didn't know what to do. Mel, being very practical, said to the lady, 'Don't worry, I'm going to get help.' She ran home and got her mother to come because she is a nurse, and when she arrived, she was shocked and told Mel to go back and call an ambulance. The lady had passed out and ended up in the hospital for three days. We all visited her, apologized for not knowing what to do at first, and we are still in touch with her to this day.
- S4:** This is a true story. When I was a scout, we used to go to the woods two or three times a year. A group of us had passed our navigation tests and so we were allowed to wander off on our own. However, on the second day, we ended up getting completely lost. We had no phone signal, no way of contacting anyone. We heard the helicopter which had been sent to find us in the evening, since we hadn't made it to base camp on time, but unfortunately it didn't track us. To make a long story short, we had enough food and water; we were OK, but we didn't come across a town until the following evening. I must say, that was probably the most scared I'd ever been as a kid.
- S5:** I've always enjoyed running in the wilderness, and the reason for this is because I like the solitude. Working and living in the city, it's the only chance I get to be completely on my own. So one Sunday afternoon, I drive out to a mountainous area and set off for my run. About 7 or 8 kilometers into the run, there's this dog walker who must have twisted his ankle somehow, and the dog is whining next to him. I was a little bit put out but I had to stop; morally, I thought it was the right thing to do, especially as there wasn't another soul in sight. This poor guy had been there since sunrise that morning ... in agony! He said I was the first person he had seen since. He couldn't walk and there was no one else who could've helped, so I threw him over my shoulder and walked back the 7 or 8 kilometers that I had just run.

MID-COURSE TEST



A S: Speaker

5

- S1:** I found myself in the hospital this time last year. I'd gotten a serious case of food poisoning, which I got because my mother had served me some chicken that'd been kicking around in the fridge for about three weeks. My father had gotten it out to throw it away, but my mother was unaware of this, cooked it and dished it up for me. Not long after, I started to get very sick, as you would expect!
- S2:** I think one of the potentially most dangerous situations I have been in was when my car broke down. I had had my license for six months and my dad bought me an old junker so I could drive around. It wasn't very reliable,

S6: I'm used to danger; as a firefighter, I face it everyday, but there was a situation in which I found myself and I wonder how I got out of it. Myself and my colleague had been called out to rescue a cat from a tree. Believe it or not, it only happens once or twice a year, but still, we are trained to deal with this situation. I put the ladder up next to the tree and climbed up. My colleague stayed on the ground and was talking to the cat's owners. As I reached the top of the tree, a branch snapped and the cat fell. Luckily, I caught it, but he wanted to fight with me, and I had one hand on the ladder and the other hand holding the cat. It was scratching my face and hissing at me, and I lost my balance and fell. I landed flat on my back with this angry cat clawing into me. I landed badly and broke my arm. My colleague and the cat's owners saw me on the ground and ran over, asking me what'd happened.



B T: Teacher S: Student

6

T: In last week's lesson, I introduced the study of sleep and what happens in our bodies and brains while we are asleep. I hope you were awake during that! Today, we're going to be looking at sleep in relation to our hearts and the rest of our bodies. Did you know that too little or even too much sleep can heighten the risk of cardiovascular disease? Can anyone remember how many hours of sleep is recommended?

S: Yes, it's six to eight hours a night.

T: That's absolutely right, and six to eight hours sleep a night is most beneficial for the heart, with more or less shut-eye potentially heightening the risk of coronary artery disease or a stroke.

Something like one million adults were studied, and scientists found that those who slept for fewer than six hours per night or more than eight hours were at an increased risk of developing coronary artery disease, according to the study.

Compared with adults who got six to eight hours of slumber a night, 'short sleepers' had an 11% greater risk, while 'long sleepers' had a 33% increased risk over the next nine years, the researchers said.

So, too much or too little sleep may be bad for us, and more research is needed to clarify exactly why, but we know that sleep influences biological processes like glucose metabolism, blood pressure and inflammation – all of which have an impact on the heart. Having a short night or sleeping in occasionally is unlikely to be detrimental to health, but they say that prolonged nightly sleep deprivation or excessive sleeping should be avoided, as I just said. We all knew that getting a good night's sleep was important for good health, but not many people know that getting too much can also be harmful.

Sleeping in on the weekend will not make up for the harmful effects of short-changing yourself on sleep during the week. There was a US study with sleep-starved participants showing that they were more likely to snack late at night, have poorly controlled blood sugar and put on weight relative to those who were able to sleep for nine hours.

Among those who were given time to catch up on sleep on weekends, blood sugar control actually worsened compared with those who only slept for around five hours each and every night.

When we maintain insufficient sleep schedules during a work or school week, this causes people to eat more than they need – this leads to weight gain. When they eat more, they tend to eat after-dinner snacks, which leads to a reduced ability to regulate blood sugar levels.

A team of scientists who was researching the connection between blood sugar levels and sleep decided to set up a trial by enlisting 36 healthy adults under the age of 40 to live for two weeks in their sleep and chronobiology lab, where their food intake, light exposure and sleep could be monitored. The participants were split across three groups; one was allowed to sleep nine hours a night, one was restricted to five hours a night and they found the group which was restricted during the week but was allowed to sleep as much as they wanted on weekends reported more disrupted sleep and only managed to recover around 66 minutes by sleeping in on the weekends.

Now, insulin sensitivity – anyone remember what that was?

Let's turn to our textbooks now and read about ...

SKILLS TEST UNITS 6–8



A J: James U: Uncle

7

J: So, Uncle David, what did you find most difficult about leaving home?

U: I think the hardest thing was realizing that nobody was going to do your cooking or your laundry or clean the bathroom. It's obvious, but you're just thrown in at the deep end and you have to do it all yourself. One thing for sure, you have to keep your kitchen and your bathroom clean. Looking back, my little apartment must have been an absolute dump, and I wish I'd taken better care of it. It was a nice apartment, and if I had my time again, I would paint the living room so that it was a brighter color and looked nicer, and I would definitely have had more pictures and paintings everywhere.

J: How did you manage to afford the rent?

U: I thought that with getting my first-ever job I'd be able to afford everything, but I was wrong. Getting a job doesn't necessarily mean that you can afford a car, nice vacations, pay rent and pay your bills. You need to prioritize, and you can't just prioritize having a good time and having nice things. Making sure you don't owe anybody anything is the number one priority. Having fun comes second. Can you understand that?

J: Totally. Where did you get the idea that you would be able to afford everything?

U: Immaturity, I guess, James! Having not had much money before, it was quite a novelty to have a few bucks in my pocket. I got into trouble with rent payments, but fortunately the landlord was an extremely kind guy and he knew my boss, so he let me off a couple of months on the understanding that I wouldn't fall behind again. Paying my rent and bills became my priority at that point, and I just had to cut down on going out and doing things that I really wanted to do. I didn't like falling behind with payments.

J: Gosh! Do you think that would happen nowadays – a landlord letting you off like that?

U: I don't know, but I wouldn't recommend you try! My father only told me afterwards that he would've helped me ... If only he'd told me that before I'd moved into the apartment!

Test Audio scripts

- J:** And what about eating – were you in restaurants every night?
- U:** Goodness, no I wasn't! When I first moved into the apartment, I went to evening classes to learn how to cook basic things. I only did the basic six-week course, but I wish I'd continued to learn how to do more interesting things. I guess, in hindsight, I was too busy doing other things!
- J:** Well, it sounds like you had a good experience – and thanks for passing it onto me.



8

B S: Susanne M: Mary

- S:** And tonight we have the acclaimed director Mary Louise Jennifer Jefferson. Welcome!
- M:** Thank you Susanne – but please, just call me Mary!
- S:** Quite a mouthful, isn't it!
- M:** Yes, I wish I'd just gone with Mary Jefferson, but hey ... I was young and trying to make an impression in a man's world, and there was an actor at the time with the same name.
- S:** Mary, you've just won an award for the movie *Playing on the Beach*. That must've been an incredible moment, hearing your name read out. When we saw this on TV, you looked utterly surprised. Were you genuinely surprised or just pretending?
- M:** Susanne, it was more than just a surprise! I was thinking, 'Oh no, this is a dream, I haven't prepared an acceptance speech ... even though they tell you to when you get the email telling you that you've been nominated. I really don't feel proud of this movie, in fact I hated it ... and I don't have a speech prepared!'
- S:** So, why didn't you like this movie? I've seen it and I must say, I thought it was outstanding.
- M:** Well, it would have been better in color rather than black and white. I felt it could have been subtler to simply have a simple color movie. Then, when it came to the opening scene of the city, before they all headed to the beach, there didn't need to be a thunderstorm. Just some rain and a few grey clouds would have conveyed the message of a drizzly cityscape.
- Something that I didn't think about was how many people I'd taken on in the movie. As I said, I wish I'd simplified the movie a bit more, and there shouldn't have been so many people there.
- S:** Is it normal for directors to be so critical of their own work?
- M:** I don't know, Susanne. But it's interesting what other people make of your movies. Look at *Rory's Story* – three years in the making, fantastically written script, outstanding acting ... and it goes by almost unnoticed. Since *Playing on the Beach* has won this award, suddenly people are saying *Rory's Story* was a magnificent jewel, a must-see, a future blockbuster. Two years ago that came out, and only now are people waking up to the movie.
- S:** Maybe they're just seeing it through different eyes. Now the audience understands the director, i.e. you, a little more, they can get what you were doing with *Rory's Story*, whereas before, people were like, 'What?' I have to admit, I found it a little too complex for my simple brain to understand.
- M:** Well, Susanne, to each their own.

S: OK, well, Mary, it's been a pleasure speaking to you this evening.

M: Thank you for having me on tonight.

SKILLS TEST UNITS 9–10



9

A L: Lucy R: Richard

- L:** Richard, thank you for coming into the studio today to tell us a little bit about your invention.
- R:** Actually Lucy, it's not *my* invention, it was someone else's. I'm just the one who wants to launch it over here. I've made a few adjustments and added a more user-friendly ...
- L:** So, before you tell us what changes you've made, etc, tell us what your invention actually is.
- R:** Well, as I say, it's not my invention. I was traveling in northern Thailand with my wife and we came across a young man by the name of Prikathorn Ramasakil waving something in the air by a water faucet in this little village we were staying in.
- We said, 'Hi, how are you?' that kind of thing, as he had this huge smile and we were just drawn to him. The fella asked us, 'You have socks?' We had no idea what he was talking about, then he showed us what he was swinging around – it was some vegetable leaves inside an old pair of socks. Ah! You want our socks? Do we even have any? Luckily enough, my wife had some with her because she'd worn them on the plane out to Bangkok. She gets them out of her bag and hands them over. We asked what he was going to do with them, and he said, 'Come with me'. So he shows us this pile of socks – he's collecting them from tourists and travelers. So what this guy does is wash them, twist a branch to open the end, then put freshly washed lettuce, herbs or vegetables in them, and swing them to dry them. He told me that 80% of people who get stomach illnesses do so from food that has been contaminated after it's been washed, so washing and drying produce in this way could help to reduce viruses.

The other bonus to this system is not only is it more hygienic, it also keeps in the moisture that is helpful for preserving the lifespan of the leaves and herbs. So, this incredible guy wanted to get 100 pairs of socks, make this contraption and sell them at a market. I loved the idea, so we spent some time with him and exchanged contact details, and I promised to do what I could to help him. I found out that I could buy longer socks and got someone to create O-shaped pieces of plastic all the same size, instead of the tree branch he was using originally to keep the socks open, so washed or rinsed food could be easily put inside.

- L:** What an unusual invention ... Richard, tell me, do you think this will be a success?
- R:** We'll have to wait and see.
- L:** All the best, Richard, and thank you for coming in to present this product.



10

B S: Speaker

I've been an editor at *The People's Standard* for 10 years, sorry, 11 years now, and I must say that I couldn't have chosen a more varied job. Prior to joining *The People's Standard*, I was working for a local paper which was a

very different experience. Local news covers things like shopping center openings, burglaries on a very small scale, Boy Scouts being awarded for their good deeds. Things that don't really get people talking. I decided I needed more demanding, more interesting news to cover. So, I chose to move to the capital and get a job as a journalist with a newspaper read all over the country.

My first story was to go to the Oval Office to interview the then President about cuts in education, which had caused an uproar across the country. When I was back at the local paper, I tended to do stories on education and political news, and so this was, if you like, a perfect story for me to cover ... and to be invited to the White House to discuss this was the highlight of my career. Obviously, I've been to Congress and the Supreme Court, but as my first job, the excitement remained with me for well over a year. And of course, this was all before the days of social media, where you can boast about your achievements. Not that I needed to because my name was next to every story and my photo was sometimes published with whoever the political celebrity was at the time.

Fast-forward 20 years or so, that's when I decided to become an editor, so I joined *The People's Standard*. As a journalist, obviously, you work very closely with the editor, who has a lot of input in your stories, and once you get to know your editor well, you know what they will and won't like. And so I thought, as a career progression, I would take a stab at seeing what it's like on the other side. Little did I know how much stress would be involved! Never a day goes by when I don't lose my temper, usually with technology and not people! As an editor, you are constantly up against deadlines and the fast-paced ever-changing world gives you little choice other than to keep up.

Being good at this job is not just about communication with your journalists; it's also very dependent on other sources. If you have built up a good network of contacts, which includes journalists, editors, photographers ... those kinds of people, then you are more likely to succeed, as they, too, are gatekeepers to fantastic stories. By creating a community of sharing stories, we widen our nets and are able to present more varied news which will be of interest to our audiences. Working at *The People's Standard* has meant that I've had to worry very little about budgets, and so if there is a story that could be happening thousands of miles away, we will employ a journalist to take the trip. It really is a great job; I hope I can keep going for many more years.

around. You don't get much of a chance to sit back and take an overview of what the service really means to the business. But because the company has given me this particular role, I can now apply a strategic view and have the practice, theory and methodology to act on it.

In fact, when I applied for this job, it was as a complaints manager. But we agreed that in addition to complaints, my role could look at improving service quality across the organization. I have helped achieve this in a number of ways. For example, we have six key indicators – six things we use to measure our success. Service wasn't one of them. Now it is.

The results have been impressive. We have been able to prove that a customer who rates us as excellent in terms of service is likely to have a longer relationship with us. They're more likely to recommend us and to have more account holdings with us. When people are asked for feedback and their ratings come back as average, there's a greater chance of those customers leaving and really, there's not a lot we can do about it. In the olden days, we would call that individual and do our best to retain them, persuade them to stay and work really hard in that phone call. Since my arrival in this department, we've decided to investigate the causes for lower ratings, rather than just try to convince people to stay with us. This was a big shift in the focus of using feedback and has helped us realize that the public is really quirky! Whenever there was a client who wanted to leave us, we asked how the customer service could have been better. Often the response would be something like, 'Oh well, one of your staff members called me at a bad time and I wasn't able to concentrate on what they were saying.' Rather than come down on staff and say, 'Hey, you got a poor rating.' In order to improve service quality, it would be recorded as being 'unfortunate circumstances'. Even if somebody has 10 years' experience, and a 100% clean record with excellent efficiency, all it takes is for them to catch somebody at a bad time, in a bad mood, and their performance ratings can drop in a heartbeat. Although we take feedback about our service seriously, we take any low ratings about the staff providing customer service with a grain of salt, unless of course there are persistent problems with the same employee. Having experienced this myself firsthand, you get to understand how your staff would be feeling and comprehend their sense of disappointment, too.

At the heart of the business is actually the staff. I do not subscribe to the belief that 'the customer always comes first'. I think sometimes the staff are mistreated by the customers, and they need my support. Customer service is not just about customers, it's also about maintaining standards and providing quality training and ongoing support to the people that represent your business. During my management of this team of 13, 12 of them have been here over 10 years. This is an outstanding example of staff loyalty and something I'm determined to maintain.

END-OF-COURSE TEST



A A: Announcer S: Speaker

11

A: Pete Sowden, 49, is the customer relations manager at a popular bank in the US and has been at the forefront of providing superior service while keeping operating costs as low as possible.

S: During the 29 years I've been at this company, I've worked in a variety of operational and customer-facing areas, which I believe has given me an excellent background for my current customer service role.

My team specializes in mortgages and savings. Traditionally, it's been very easy to get embroiled in the day-to-day business of making sure that customer inquiries are turned



B J: Jodie

12

Welcome, everybody! Come on in, find somewhere to stand, you don't need to find somewhere to sit down because we're going to be on our feet for most of this session. And please, don't take off your coats, we are going to be wandering around campus and, as you know, it's freezing out there! As there are quite a number of you,

Test Audio scripts

we're going to divide you into two groups. Could you, here, in this half of the room follow my colleague, Janie, and the rest of you remain with me, please.

My name is Jodie Brody and I am one of the administrators here at the University. It's my pleasure to welcome you and to show you some of the important parts of the University. Obviously, you will get lost at the beginning, as it is a rather complex campus system, but I'm going to point out some of the important parts that you will more than likely need to use, or at least know about. We will start here in the main lecture hall and then move on to the cafeteria, the library and then the dorms.

This is where a lot of the lectures for 200+ students are held. There are several lecture halls and they are all used by different departments. Just one thing to note, do not leave valuables unattended, as we do have thieves operating in the University, which is sad but true. Behind me to the left in the corner is the fire exit. Under no circumstances can you open these doors, unless there is an emergency, as the alarms will go off.

Just over here, on your right, behind you, turn around everyone, are the restrooms. There's only one male and one female bathroom, so you could be in for a bit of a line between lectures. Let's go out through the double doors straight ahead. In front of us, across the quad, you will see the cafeteria. It's usually a lot better stocked than it is at the moment; there are not many students around this week and so it's not fully operational. In the far right-hand corner of the cafeteria, you can find the first aid room. It's open between 8 and 6, and there's another first aid room on the other side of the campus, but their hours are between 10 and 2. Then, in the opposite corner to the left, there's a lost-and-found office, but to be fair, if you do find something just take it to the nearest help desk, this is really the place where you would pick lost items up from.

Does anyone have any questions? No? Let's head to the library, my favorite part of the University ...