

SKILLS TEST UNITS 1–3



A W: Woman M: Man

1

Extract 1

- W:** I'm going on vacation next week and was just wondering – how do you normally keep in touch with your family when you're out of the country?
- M:** I never call them because it's just too expensive. I just send them texts or emails. Calling from another country just isn't for me.
- W:** Oh, I should look into the costs before I go!

Extract 2

- M:** What do you do when the internet is down and you need to contact a client? It doesn't happen that often, I know, but I'd like to know what you do in your company.
- W:** I usually just leave the office and wait until the internet is back. If it's urgent, or I'm in a hurry, I'll give them a call. What about you?
- M:** My boss tells me to call the client and explain I can't get in touch because of the internet problem.

Extract 3

- W:** Have you ever had to deal with an awkward situation with a customer over the phone? I'm asking because it happened to me last week.
- M:** Thankfully it hasn't happened to me, but it happened to my boss one day not long ago when I was in the office with him and you won't believe it, they were chatting away and all of a sudden, the other person just hung up the phone!
- W:** Oh dear! I'm sure it was embarrassing for your boss, especially if you were there at the time!

Extract 4

- M:** How often do you update your statuses on social media? I update mine almost every day ...
- W:** You're kidding! I rarely do mine because I'm just not interested in hearing about other people, or telling them about my life.
- M:** Oh, I love telling everyone what I've done or am going to do. I also love hearing about other people's lives, especially my old school friends. Aunts and uncles aren't so interesting!

Extract 5

- W:** How often do you email or speak in French on the phone at work?
- M:** The funny thing is, I used to use it every day, but now everyone communicates in English. I have actually asked my boss if I can take Spanish classes so I can move departments.
- W:** Oh! So what did he say?
- M:** Ha ha. He said he would think about it.



B C: Colm L: Linda

2

- C:** I'm calling about the ad on the internet for Spanish lessons.
- L:** Oh, hello! My name's Linda and I'm the Spanish teacher. What kind of lessons were you looking for?
- C:** Hi Linda, my name's Colm and I want to become more fluent in Spanish. Your ad says that you do online classes as well as exam lessons, though I'm more interested in private one-on-one classes.

- L:** No problem. Yes, we offer a range of classes so I'm sure we can sort something out. You say you can already speak a little bit of Spanish. How long have you studied it or spoken it?
- C:** Well, I had lessons at school for about five years, but then I stopped two years ago because there were so many people in the class and I didn't feel like I was improving.
- L:** And what area do you think you need to develop the most?
- C:** Well, the reason I want to learn is because I often go to Spain to visit my parents, because they live there, you see. I'm afraid my grammar and my pronunciation aren't very good at all. My reading and listening skills are pretty weak, too, so I guess I need a little improvement in all areas.
- L:** I'm sure I can help you with that. When are you available for lessons and how often would you like to study?
- C:** I'd like to start as soon as possible. I have Tuesday nights and all day on Saturdays free and maybe Sundays, too. I was hoping to study for two hours on one of those days. What do you think?
- L:** I don't work weekends, Colm, I'm sorry, but I do have 5–7 on a Tuesday evening. We would start the following week. Is that OK?
- C:** Sounds great, and I can come straight from work, since I finish at 4:30. How much do you charge by the way?
- L:** It's \$18 an hour, but for your two-hour lesson it's \$30.
- C:** OK, can I book it now?
- L:** Yes, of course! Can I take your full name, please? And your number ...
- C:** Sure, it's Colm Stanhope.
- L:** Hold on a second, how do you spell 'Colm' – is that with a 'K'?
- C:** No, it's a 'C'. And my last name is Stanhope S-T-A-N-H-O-P-E. My number is 872-741-6380.
- L:** Great. So I'll book you for Tuesday, December 8th, at five o'clock. Do you have my address?
- C:** Yes, it's 59 University Road, Chicago, Illinois, isn't it?
- L:** That's right! Well, Colm, thank you for your call and I'm looking forward to meeting you then.
- C:** Thank you, Linda. Adios!

SKILLS TEST UNITS 4–5



A S: Stefanos J: Julie

3

- S:** Congratulations on your new job, Julie! I bet you're happy you have the job in the city, aren't you?
- J:** Yes, I am. I applied to a lot of companies, and it did take a while, but I always knew something would come up. I didn't expect a job to come up right away since I don't have a lot of experience.
- S:** Have you always wanted to be an engineer?
- J:** No! I used to want to be a pilot, like a lot of people I guess. I remember telling my family that I wanted to fly to every country in the world. My mom would encourage me to look at maps of the world, and she even bought me a globe, you know, one of those big ball things with the world map on it. I always thought I would work in another country, and my aunt would tell me she would visit me if I did. What about you? Did you use to think you'd be a mechanic?

Test Audio scripts

- S:** Yes, I've always wanted to work with cars and have my own business. I don't have very good digital technology skills, as you know, so I never thought I could work in an office.
- J:** Do you think you'll have your own business in the future?
- S:** Well, I'm working on it right now – I'm looking for a business partner, you know, someone who will start a business with me.
- J:** So, what next then? I mean, is it hard to start a business?
- S:** It's not easy, but I think I can do it. Attracting investors is the difficult thing, but I've built a good reputation in my current job and hopefully that will be helpful. The main thing is to start making a profit as soon as possible.
- J:** Well, when you start your new business, I'll start bringing my car to you. My brother used to try and fix it, but he would often just create more problems without fixing anything. He used to want to be a mechanic, but he finally realized he won't make a very efficient one.
- S:** Anyone can do it ...
- J:** Yeah, well not my brother. Anyway, you have an excellent reputation as a mechanic, so I'm sure you'll be really popular and have a lot of customers! OK Stefanos, it's great to catch up with you. All the best with your new business!
- S:** Thanks, Julie. You take care, too.



B M: Man W: Woman

4

Extract 1

- M:** How do you see your job in the future?
- W:** I don't know really, it's not something I've thought about. To be honest, I don't think I'll still be in the same job. I'd like to have a job using my creative thinking skills, since I'm good at thinking up new things. What about you?
- M:** I think I'll talk to my boss about becoming the head of my team. I used to do this in my old job and it's something I thought I was good at, since I have fairly good people skills.

Extract 2

- W:** Do you see yourself living in the same apartment in, say, five years?
- M:** I do, actually. I've moved so much since I left college, I just want to stay where I am. What about you? Are you happy where you are?
- W:** To be honest, no. I used to live in a really quiet neighborhood, but now it's become fairly popular and loud. I often have to go to the lady next door's house, saying, 'I'm so sorry to bother you, but could you turn your music down, please?' and she says, 'Oh, I'm so sorry, it won't happen again'. But it always does.

Extract 3

- M:** What do you think you will do when you finish this training course?
- W:** I'm flying to Mexico next week to learn Spanish and just enjoy life to the fullest for 12 months. After that, I don't know what I'll do.
- M:** Hmm. So, why Mexico?
- W:** Well, I have family there and the weather is good all year round. Besides, I don't have any other plan right now.

Extract 4

- W:** Did you get that job you applied for the other week?
- M:** I'm still waiting to hear, but I don't think I did. I think they'll choose the other candidate who was waiting for the interview while I was. She seemed to have a lot more experience than me. I've applied for another job closer to my home, so I won't have to ride a bus or train. I should find out soon.
- W:** Oh, well good luck with that one then.
- M:** Thanks.

Extract 5

- M:** When do you think you'll become head of your department?
- W:** By the end of next month I hope, but I'm going to have to relocate first. Looking for housing in a new city isn't easy, especially since I don't know it. I'm sure I'll find somewhere in a good area, but it just takes time, doesn't it?
- M:** Yes, but it'll be worth it in the end.

MID-COURSE TEST



A S: Speaker

5

- S1:** I love being in different countries, you know, completely different places from my own. I live in a quiet little town, so the idea of getting away to a big city really excites me. However, I do have a fear of getting on a plane or public transportation in another country. Don't ask me why, I just do. Once I'm there, I'm fine, it's just, well, you know, getting there and getting delayed or being in traffic in a foreign country that makes me panic.
- S2:** I once got on the wrong train when I was in Norway. I was visiting a friend, I had no directions from him, he just said, 'Oh it'll be OK, everyone speaks English', but when I was getting a train ticket, the guy at the office spoke so quickly I couldn't catch what he was saying. I thought he was saying I should go east, but I think he was saying go to Oslo – east ... Oslo – they sound similar in Norwegian. Or at least they did back then! So I ended up somewhere totally different!
- S3:** The last time I was in New York was, um let me see, about six months ago. At the beginning, I found the subway a little confusing and very stressful, but once I understood how it worked I loved it. To avoid stress, don't travel in rush hour. Get your ticket in advance, since there's long lines at the ticket office. Also, New York is a city where everyone's in a hurry, but you don't have to be. Take your time and enjoy the experience!
- S4:** I was backpacking around Europe with a friend a few years back. We'd just arrived in a little hostel in Prague, the first stop, and as we were checking in, I realized I didn't have my backpack. Suddenly, I looked down at where I thought I'd put it and it was gone! I'd put it by the entrance, but I'd forgotten. I went to the police station, reported my 'lost' backpack, then when I got back, there was my backpack! I felt so stupid and was angry at myself for not seeing it!
- S5:** If you're not familiar with the trolleys in Lisbon, then it can be a fairly tricky experience so let me give you some tips. Before you do anything, get a trolley map. You'll find one in most newsstands. Getting your ticket at the same time is cheaper than buying it on board. Another thing I'd suggest is get on at the back, since it's easier to get off. Finally, be careful when you do get off, since there's traffic all around you!

Test Audio scripts



B P: Presenter

6

P: Good afternoon, ladies and gentlemen! My name's Jack Simmons and I'm a behavioral expert. I'm here to speak to you today about potentially only using your phone once a day. Yes! Once a day! People used to think life without a phone seemed unimaginable, but it's actually become a reality. There's no doubt everyone finds it difficult at first; there'll be all sorts of reasons for you to pick it up, want to check the time, look at a photo ..., but remain motivated and don't lose heart, you can do it.

So how do we do this? First of all, we need to break the habit of just picking up the phone for no reason. How many of you, be honest, pick up your phone and have no idea why? Ha ha. Yes, a fair number! Using your phone for no reason needs to be banned. If you need to make a phone call, use a landline telephone. Every office has one. Do it! If you need to check or send emails, guess what? Use a computer. Use a camera if you want to take a video or a photo and start wearing a watch if you want to know what time it is.

A question I often get asked is this: how can I get a number if I want to call someone? All my numbers are in my contact list. Well, how about transferring all your names, numbers and addresses into a little address book one rainy afternoon? You know, when there's nothing else to do and nothing on the TV. Another question people frequently ask me is how am I going to get the weather forecast? We have become obsessed with knowing what the temperature is going to be. Well, I say, do what most people do anyway and use a computer to check or watch the forecast on TV or go outside. Constantly using our phones is not good for us, for plenty of reasons. Think about the effect it has on our eyes. Do you really think it does us any good staring at a tiny screen? We also run the risk of becoming addicted, too, which will really destroy relationships with other people face-to-face.

I'd like to leave you with one final thought. Imagine how life used to be 25 years ago without cell phones. Ha ha. Do you think people survived? Of course we did. And I hope you live a happier life without spending so much time on your cell.

SKILLS TEST UNITS 6–8



A J: Julien T: Teresa W: Waiter

7

J: I've heard such great things about this restaurant.

T: I can't wait to try the menu!

W: Good afternoon, what can I get you?

J: No appetizer for me, please, I'll just have the steak with salad and beans, please. Medium-rare.

W: Certainly, sir. And how about you, ma'am?

T: Also, no appetizer and I'd like the steak, too, but with boiled potatoes and onion salad.

W: How would you like your steak?

T: Oh, um rare, no, medium-rare, please.

...

W: Here you go ... medium-rare steak with salad and beans for you, and for you, ma'am ... medium-rare steak, too, with boiled potatoes and onion salad. Can I get you anything else?

J&T: No, thank you.

W: Well, enjoy your meals!

...



B W: Woman M: Man

8

J: I'm not enjoying this meal very much, are you? My steak's tough.

T: I was just thinking the same. My potatoes are too hard as well. Look, I can hardly cut them. I think we should say something.

J: Excuse me ... excuse me ... I'm sorry to bother you, but ...

W: Is everything OK with your meal?

J: Well no, I'm afraid there's a problem with our steak – look, it's really tough, and my friend's potatoes are really hard.

W: I'm really sorry, let me take them back to the kitchen. You ordered your steaks medium-rare, didn't you?

T: Yes, we did.

W: OK, leave it to me.

...

W: Here you are, the chef sends his apologies.

J&T: Thank you.

...

J: I don't believe it! It's the same steak. Only it's hotter. Is yours still tough?

T: No, mine is great. And the potatoes are perfectly cooked.

J: Waiter! I'm sorry, but this is the same steak; it's still tough, but it's simply been warmed up.

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

J: Look! Just look, it's the same steak ... still tough ..., but it's been warmed up, you know, reheated.

W: I'm so sorry sir, give me your plate and I will take it away.

...

W: I'm sorry for the inconvenience, sir. The chef is extremely sorry and hopes this one is better. I'm very sorry and would like to assure you it won't happen again.

J: Thank you ... much better, thank you.

...

W: Have you finished? Let me take your plates. Was everything better the second time?

J: Third time! Yes, much better. Can we have the bill, please?

W: You'll be glad to know there is no bill – it's our way of apologizing for the mix-up, we hope you return one day.

J: Well, thank you very much.

Extract 1

W: Is that a new phone you have there?

M: Yes, it looks nice, but it's not very good. Look, the light isn't very bright and there's no button on the side for taking photos. My old phone had so much more than this one, and it was cheaper! I'm not sure why this brand is so expensive, it's definitely not the best, but everyone seems to have one these days.

Extract 2

M: Where did you get your new laptop from? I am looking for one right now, but not sure where to go.

W: I can't remember where I got it from, I've had it a long time. My parents took me out to get it, but it was a nightmare. My dad wanted to get me the cheapest, and my mom wanted to make sure I had the best. I didn't know what to get – it was so confusing. Next time I get one, I'll just go on my own I think.

Test Audio scripts

M: Oh, thanks for telling me that, since my parents wanted to help me choose one, too. I'll tell them I'm OK choosing it on my own now!

Extract 3

W: Did you get your digital camera online?

M: No, my brother gave it to me in fact. It's a good brand, but I don't think I would buy anything else by that company again, simply because it's too expensive. My boss has a camera with the same functions and it cost half the price of this one. Do you have a camera?

W: No, I'm in the process of buying one, that's why I thought I'd ask you.

Extract 4

M: Do you have a smart watch?

W: No, but I bought one recently for my boyfriend. I couldn't decide what brand to get, that was the first problem. Then I had to decide on the functions to include, so, for example, should it be waterproof to 10 meters or 100 meters, should it have a large memory or a small one ... gosh it was a really difficult experience and the staff were far from helpful. If it was for me, I would just choose the cheapest with the simplest functions. In black!

Extract 5

W: What do you do with your old phones and laptops? My phone's broken and I can't decide whether to give it to my brother to fix or just throw it away.

M: Oh, I never throw my old gadgets away. I hate the idea of filling up landfills with things I could've fixed myself. Although I have to admit, I took my last phone into the repair store and they couldn't do anything with it. The battery, screen and power thingy were all completely broken and there was nothing they could do. I had to throw it away in the end.

SKILLS TEST UNITS 9–10



A W: Woman M: Man

9

Extract 1

W: Have you ever had to spend a lot of money on something that you thought was a waste of money?

M: Uh, I had to change the wheel of a car once, and instead of attempting it myself, I just called roadside assistance. It cost me \$150 and it's something I regret doing, because I think I could have done it myself. I'd seen my dad do it many times before, you know, he'd shown me in case it happened to me.

W: Hmm. Would you be able to do a good job at it next time?

M: I think so!

Extract 2

M: Have you ever done something you shouldn't have?

W: I certainly shouldn't have let my nephew take my dog, Pepper, for a walk when he was only eight.

M: Ha ha. Why, what happened?

W: Well, my nephew, Ed, had offered to take Pepper for a walk. Unfortunately, Pepper was too strong for Ed. I mean, he was only a little boy, and the dog ran off. Ed was devastated! He spent all night looking for the dog and we didn't find him till the next day.

Extract 3

W: What happened to your arm – did you break it?

M: Yes, last week; I was skateboarding down a steep hill and ... well, you can probably guess, I fell off!

W: Were you wearing any protective clothing?

M: Yes, I had my helmet and gloves on and even my knee pads, but they didn't protect my arm! The doctor said I should avoid steep hills in future. I think I'll take her advice and stay on flat surfaces!

Extract 4

M: Do you cook very often? I've heard you're a very good cook.

W: Yes, I cook most evenings. Last night I tried a new recipe, but, to be honest, I wouldn't do it again, because it took too long to prepare and cook.

M: What was in this recipe?

W: It was a Mexican fajita-style baked dish; I can't remember the name. It tasted delicious but it was too complicated for me.

Extract 5

W: I've heard you've painted your apartment recently. How's it looking?

M: Not bad, I've painted the living room dark pink. It took a while to do it all. For example, the living room took a week, since I was doing it after I finished work in the evenings.

W: Did anyone help you?

M: No, I did it on my own because my partner was away.

W: So, are you happy with it?

M: I wish I'd chosen a different color. The pink is too dark; it's made the room a lot darker since it was white before. I think next time, I'll get someone to do it and also advise me on which color I should go for.



10

A: Anna B: Benjamin

A: Is it true that as part of your degree you had to interview people about how they remember their childhoods?

B: That's right. I took one class called 'Remembering Life When We Were Children'. It was interesting to see how everyone had different memories, and how brothers and sisters had very different memories of how their parents behaved. For example, my sister said that our parents were really strict and fairly unemotional, whereas I remember them being warm, friendly and laid back. Very conflicting memories.

A: Maybe they were both true? Maybe your parents behaved differently with you both?

B: That could have been the case, but our shared memories are of our parents being friendly and fun. It's just my sister's memory of them being strict. Very interesting, and my research follows this line of thought.

A: So how did you end up choosing this subject?

B: Well, someone, it was either a neighbor or an old colleague, had told me about a TV show they'd seen about the school she had gone to 20 years ago, and how the children remembered always being shouted at by their principal. Anyway, this person said that the principal was a very calm and kind person. So this got me thinking, what other memories do people have that differ?

A: What other situations did you discuss with people?

B: I interviewed a couple in their 80s who had been married for 60 years.

A: Wow! How did you meet them?

B: I read about them in the local newspaper, so I contacted George and Gina Scott and told them about my research and asked if I could talk to them. They were very excited when I came over, offered me coffee and cake, and we talked about their wedding day. George had no idea what the weather was like, while Gina remembered it had rained all day long. When George was convinced it hadn't been raining, Gina got a photo out of them leaving the church, with her mother holding an umbrella over them! Obviously, it was a black and white photo, but still ... you could see she was right!

END-OF-COURSE TEST



A K: Kevin B: Belen

11

K: So, tell me again where this amazing theater is in your hometown. I need to write it down because I've already forgotten where you told me to go!

B: As you know, I worked there last year, I'll be able to tell you everything I know. The main entrance is on Calle Ruiz.

K: Oh gosh, can you spell that, please?

B: It's Calle, C-A-L-L-E, Ruiz, that's R-U-I-Z, and it's number 45, right next to a bank. You can't miss it. And when you go inside, look for a pink elevator.

K: Pink?! OK. Which side is it on?

B: The left, but, first of all, you need to buy a ticket from the office, which is just next to the recording studio.

K: But I don't want to watch a performance, I just want to see the interior.

B: Yes, but you still need a visitor ticket to look around. It's \$5 if you're under 26.

K: But I'm not under 26! I'm almost 30!

B: Really?! In that case, it's \$8 I'm afraid.

K: Seems a lot to just look around a theater.

B: It's worth it though. You get a little leaflet and a guided tour, you know, a member of staff – the guide – will show you around and describe every detail to you. I still find it fascinating and I've done it a lot of times.

K: Ahm. So, once I'm there, what will I see? What will I do and how long will it take?

B: You'll enter from the top of the theater and the first thing you'll see is the stage. It's 100 square meters, which is pretty impressive. After you've taken some photos, you'll go to the rehearsal room, which is where you'll see a short movie on the history of the theater.

K: Oh wow! In the rehearsal room? That's unusual! How long does this movie last?

B: About half an hour, but you don't have to watch it all if you don't want to. You can just continue on your own then and wander freely backstage, ask the tour guide questions, then, when you're ready, you just leave behind the stage. Your ticket does give you a 50% discount on any performance that day, so if you go in the morning, you could see a matinee or the evening show.

K: If there are performances, what time can I visit?

B: Tours are from 10 to 12 in the morning, then between 4:30 and 6. The performances in the afternoon, the matinees, start at 1 and the evening performances start at 7.



B W: Woman M: Man

12

Extract 1

M: Claire! Why are you in a hurry?

C: Oh, I'm sorry, I'm late. I almost forgot to lock the door when I left the house today. I had the house key in my hand and started walking down the street to get the bus. I had almost gotten to the bus stop when I thought to myself, 'Did I lock the door?' I was almost at the bus stop, but I decided to go back and check. Just as well I remembered before getting on the bus because, otherwise, it would have been unlocked all day.

Extract 2

W: I can't believe I've forgotten my husband's birthday again. I'm going to have to get him a special card saying, 'Forgive me!' Again.

M: Isn't it in your calendar, you know, on your phone or in an appointment book?

W: Well, no, it isn't. I just hope I remember each year.

M: If you'd put it in your calendar, you wouldn't have ...

W: I know ... I wouldn't have forgotten his birthday ... twice! I wish I'd done it when I thought of it – I had been meaning to put it in my calendar for a long time.

M: Oh well, hopefully it won't happen a third time.

Extract 3

M: Do you ever forget to take your library books back?

W: No, I don't. I have a good memory for that kind of thing. What about you?

M: Well, yes, that's the reason I brought the conversation up. I was late by three days and they've given me a fine. I mean, come on, three days!

W: How much was it?

M: Not much, I can't remember off the top of my head, but still ... to get a fine, it makes me feel like a criminal.

W: Oh, well you'll remember next time at least, won't you!

Extract 4

W: I was once on vacation in Crete and I'd gone out, the sun was shining, and well, I just didn't think about closing the windows. The hotel receptionist had said, really clearly, 'Don't go out in the evening without closing your windows, otherwise the flies will come in'. The room was so hot and, and it was still sunny and it didn't feel like the evening at all, you know, I thought I'd get some fresh air in the room. But boy, was she right! I got back and the room was swarming with flies. I just couldn't believe how light the evenings were.

Extract 5

M: Do you have the time?

W: 3:15. Where's your watch?

M: Oh, I was late getting up this morning and I forgot to put it on.

W: You haven't forgotten your phone, have you?

M: No! The most important thing – I never forget that, thankfully. Couldn't live without it.