

3.02 Lesson 8A, Exercise 3

arrivals hall
baggage reclaim
buffet car
check-in desk
departure gate
duty-free shop
hard shoulder
passport control
petrol station
taxi rank
ticket office
waiting room

3.03 Lesson 8A, Exercises 6 and 7

1

Man Have you been waiting long?
Woman Yes, I have. I think my train must be late.
Man Hmm. Which train?
Woman The 12.05 to Manchester.
Man I think it's gone.
Woman What do you mean? I didn't see it.
Man It left from the other platform.
Woman Oh no!

2

Man Can I have a cheese and tomato sandwich and a coffee, please. Oh, and an apple.
Woman White or brown?
Man I'm sorry?
Woman The sandwich. White or brown bread?
Man Brown, please.
Woman Black or white?
Man What?
Woman The coffee. Black or white?
Man White.
Woman Here you are. That's £12, please.
Man Oh, gosh. That's a lot. I need more money. I'll have to go back to my carriage.

3

Man Judy! Over here!
Woman Chris! Thank you so much for coming to meet me!
Man Did you have a good flight?
Woman Yes, it was fine.

Man The car's in the car park. Here, I'll help you with your bags.

Woman Thank you.

4

Man I'd like this bottle of perfume.
Woman Of course. That's £40 pounds, please. How will you be paying?
Man By credit card.
Woman Lovely. Can I see your boarding pass?
Man Yes, here it is. Hang on. I'm sure it was in this pocket. Oh dear!

5

Man Here, let me put those bags in the boot.
Woman Thanks.
Man Where to?
Woman Baker Street, please. I'm in a bit of a hurry.
Man OK. Jump in. Don't forget your seat belt. It's the law now.
Woman Oh, OK.

6

Woman Where are you flying to today?
Man Berlin.
Woman And how many bags have you got?
Man Just this one. Can I take it as hand luggage?
Woman Yes, that looks OK.
Man Thanks.

7

Man Great! We just made it in time!
Woman 1 Look, they're boarding.
Man Come on.
Woman 2 Can I see your boarding pass?
Man Sure.
Woman 1 Only business class passengers are boarding at the moment. You're in economy class.
Man Oh, OK.

8

Woman Are you going to fill it up?
Man Yes. Why not?
Woman How much is the unleaded?
Man £1.40 a litre.
Woman That's really expensive! Just put in enough to get us home!
Man OK.

3.04 Lesson 8C, Exercise 2

A British Tradition

The British tradition of explorers dates back centuries, when intrepid men set off across the ocean to discover new lands. The public have always looked up to these explorers as heroes, even if they were unsuccessful. These days, most places in the world have already been discovered, but there are still plenty of remote regions where it's challenging – and at times dangerous – to get about.

Ed Stafford, a former British Army captain, has continued the British tradition of exploration. In 2010, he completed a record-breaking journey when he became the first person to trek the entire length of the Amazon River. He started at the source of the river, which is in the mountains of Peru, and finished 859 days and about 7,000 km later on the Atlantic coast of Brazil.

One of the biggest challenges was dealing with wildlife. Stafford and his partner came across electric eels, lethal vipers and giant anacondas. As if that wasn't enough, Stafford suffered an estimated 50,000 mosquito bites and a tropical fly laid its eggs in the skin of Stafford's head. Three months into their gruelling journey, Stafford's partner gave up and went home.

But some of the humans he encountered were even more threatening than the wildlife. Stafford had been warned to stay away from certain notorious villages, but on one occasion he was chased by five or six boats full of angry locals. They were armed with guns and bows and arrows. Stafford thought they were going to kill him. But in fact, the village chief accompanied Stafford for 47 days of the walk and they ended up becoming good friends.

3.05 Lesson 8C, Exercises 5 and 6

Robert Falcon Scott – or Captain Scott, as most people call him – was a famous British explorer who lived at the start of the twentieth century. In 1910, he set out on a new expedition: his aim was to get to the South Pole. At that time, nobody knew very much about Antarctica – the maps were not good – and nobody had ever been to the South Pole. Scott wanted to be the first.

There were sixteen men in Scott's expedition, and they were divided into groups. In October 1911, one group set off with two motor sledges carrying

supplies, but both motor sledges broke down. The men had to pull the supplies across the snow themselves. This was exhausting, and the rest of the expedition soon caught up with them. Then, a snow storm began and temperatures dropped. It was impossible to continue the expedition while the weather was so bad, so the men camped – and waited.

Scott was determined to reach the South Pole. He decided exactly who was going to make the final part of the journey: himself and four others. This part of the journey went well, but when they reached their destination, they found a tent, some supplies and a letter. A Norwegian explorer called Amundsen had got to the Pole first! Using skis, Amundsen had travelled much faster. It was a terrible moment for Scott. In his diary, he wrote: 'Great God! This is an awful place.' Captain Scott and the four other men turned around and headed back to base camp the next day.

The return journey was a disaster. The weather was terrible, and the men were exhausted. They did not have enough food to eat, and on the 17th of February, one of them collapsed and died. The four survivors continued their journey, hoping for better weather. But in fact, the weather got worse – much worse – and they had to stop. One of the group, Captain Oates, decided on the 17th of March that he had no hope of completing the journey. He went out of the tent, saying: 'I am just going outside and I may be some time.' He did not return. He must have decided that his own death would help the other three, because they would have more food.

Unfortunately, the death of Captain Oates was not enough to save the others. They were only 18 km from new supplies, but the weather was so bad they could not continue. The final entry in Scott's diary shows that they had given up. He wrote: 'I do not think we can hope for any better things now. We shall stick it out to the end, but we are getting weaker, of course, and the end cannot be far. It seems a pity, but I do not think I can write more.' Six months later, a search party came across the bodies of Scott and the two other men in their tent. The body of Captain Oates was never found.

3.06 Lesson 8E, Exercise 3

Travelling with friends

Going on holiday without your folks for the first time can be a great experience. Just be aware that they won't be at your side if it all goes wrong. A first-time holiday can be an experience you'll remember for life. So make sure you think ahead, and it won't be one you remember for all the wrong reasons. Here's a DIY guide to planning a holiday with friends!

So, you're going away with friends, with nobody around to give you grief? That might be how it seems in theory. In reality, disagreements can often happen. Before you even leave home, be honest with each other about what you want from this holiday. Don't wait until you arrive to discover you're the only person who wants to spend lots of chilled nights in watching BBC World. Be honest about what you want before you leave and discuss any problems ASAP.

This might be the first time you've had lots of money to spend on yourself. But don't forget that this money is supposed to last your whole holiday. Spending it all before you get as far as the airport departure gate isn't a good idea. Be sensible: work out how much you're going to spend each day and stick to it.

It's worth staying switched on about your diet. You can certainly have a break from your everyday dishes, but just remember that your body needs vitamins and minerals, not just chips and burgers! It's natural to want to relax on holiday, especially when you're parent-free, but that doesn't mean you should live like a pig. Personal hygiene still matters – and if it doesn't matter to you, it will to your friends!

You're on holiday from the stresses of the everyday world, but you're also away from your home and family. So try to look out for each other. And don't be selfish. A mate who won't make the effort should be left at home. Don't be the one who lets everyone down. Respect people's space and their needs, likes and dislikes. If you're staying in a self-catering apartment, make sure you all take turns to do the cooking and washing-up. With a little care and attention, you'll all get along just fine.

Right now, you might not think you'll miss home. But you may feel differently when you're hundreds of miles away, so be sure to keep in touch by phone, SMS or email. If possible, arrange for your family to call or text you at an agreed time, to keep your costs down. But don't be afraid to pick up the phone or send a message home at any time if you're feeling wobbly.

3.07 Vocabulary Builder 8, Part 3, Exercise 1

USA
UK
CD
GM
UFO
AIDS
NATO
NASA
RAM
JPEG
CD-ROM

3.08 Lesson 8F, Exercise 3

1

Tour guide And on your left, you can see ...

Man Excuse me.

Tour guide ... a famous landmark which dates back to the fifteenth century. It was designed ...

Man Excuse me!

Tour guide ... by the famous architect ...

Man Excuse me! I'd like to make a complaint.

Tour guide Is there a problem?

Man Yes. It's very hot in here. Can you ask the driver to switch on the air conditioning?

Tour guide I'm afraid the air conditioning isn't working at the moment.

Man What? That's just not acceptable.

Tour guide I'm very sorry, sir. There's really nothing I can do about it.

2

Employee Can I help you?

Man Yes. I understand we're going to be late arriving at New York.

Employee That's right. The captain is estimating a delay of about twelve hours.

Man Well, that's a bit of a disaster for me. I've got a train to catch – I'm going to miss it.

Employee I'm very sorry to hear that. But I'm afraid the bad weather is slowing us down. The sea is quite rough.

Man Well, what do you suggest I do?

Employee Is it possible to change your train ticket?

Man Not without paying a fee. And I don't see why I should pay for it. The delay isn't my fault!

Employee I'm afraid I can't help you. If you read the terms and conditions, you'll see that we don't guarantee to reach the destination at a specific time.

3

Employee Hi. Is everything OK?

Woman No, it isn't. I want to complain about the state of our swimming pool.

Employee Oh yes? What's the matter with it?

Woman It's filthy! It obviously hasn't been cleaned for weeks ... or even months. It's a disgrace.

Employee Don't worry, madam. I'll send somebody to clean it.

Woman That's what the owner told us on the day we arrived at the apartment. It's now a week later, and nothing has happened. I'm running out of patience. My children want to use our pool, but I won't let them swim in it until it's been cleaned. And the outdoor shower is just as bad. Look at it!

Employee I can only apologise. I'll personally make sure the problem is resolved immediately.

Woman Thank you.

4

Employee Is everything OK?

Man No, it isn't. I'm extremely disappointed.

Employee Oh dear. I'm sorry to hear there's a problem. What's wrong exactly?

Man The site doesn't have half the things we were promised. Where's the children's play area? There isn't one!

Employee We had to remove it because of vandalism. I'm afraid there isn't much we can do about that.

Man And look what it says in your brochure. 'Every tent has its own electricity and water supply.'

Employee The luxury tents do – but not the standard tents. It's all there in the brochure if you read it carefully.

Man Well, I'm really not happy about this.

5

Employee How can I help?

Woman I'm very disappointed with my room.

Employee Oh, I'm sorry to hear that. What's the problem?

Woman Well, I specifically asked for a room with a balcony with a sea view. But my room overlooks the street – and there's no balcony. It's not what I expect from a five-star hotel!

Employee Oh dear. I must apologise. I'll sort it out immediately.

Woman Thank you. I appreciate that.

Employee Sorry for the inconvenience.

Woman That's quite all right. Thank you for your help.

3.09 Lesson 8F. Exercise 4.

- 1 I'd like to make a complaint.
- 2 That's just not acceptable.
- 3 There's really nothing I can do about it.
- 4 I'm very sorry to hear that.
- 5 It's a disgrace.
- 6 I'm running out of patience.
- 7 I'm sorry to hear there's a problem.
- 8 I'm really not happy about this.
- 9 I'll sort it out immediately.
- 10 I must apologise.

3.10 Skills Round-up 1 to 8, Exercises 2 and 3

Scene 1

Anna Libby! Come in! How are you?
 Libby Good to see you, Anna. It's been ages.
 Anna I know. I've been so busy. But you've finally made it.
 Libby Yes. And I like your new place. It's great! Is it two bedrooms?
 Anna Yes, it is. I'll show you around. This is one of the bedrooms.
 Libby It's really big! Lucky you.
 Anna Actually, that's Zara's room.
 Libby Your flatmate? Is she out?
 Anna No, I think she's in the kitchen. I'll introduce you.
 Libby OK!
 Anna Hi, Zara. This is my friend Libby.
 Libby Nice to meet you.
 Zara Hi, Libby. I've heard a lot about you!
 Anna Oh, Zara. You haven't forgotten about tonight, have you? I'm cooking dinner. My friend Mike's coming round too. You will join us, won't you?
 Zara Yes, I'd love to.
 Libby Anna tells me you're a dancer.
 Zara Yes, that's right. I'm in a show at the moment. It's ... *[FADE]*

Scene 2

Libby So, what are we getting for tonight?
 Anna I think I'll make lasagne. So we need some cheese ... it's over there.
 Libby And you haven't told me how you're getting on with Mike. Are you seeing more of him?
 Anna Don't ask!
 Libby What do you mean? I thought you really liked him ...
 Anna Well, I've changed my mind completely. I got really angry with him last weekend. I'll tell you about it on the way home.
 Libby But he's still coming tonight, isn't he? For dinner, I mean?
 Anna Yes ... he is. But that's only because I'd already invited him!
 Libby Oh dear ...

Scene 3

Libby Do you think Anna needs some help in the kitchen?
 Mike I doubt it. She's a pretty good cook. And Zara's there, isn't she?
 Libby Yes, she is. I'm sure Anna's fine. She doesn't need me.
 Mike So, are you just here for the weekend?
 Libby Yes, that's right. I haven't seen Anna for ages. You used to work with her, didn't you?
 Mike Yes, at a holiday camp.
 Libby And then you followed her to Liverpool!
 Mike Well ... ahem ... it wasn't exactly like that. Is this your first time in Liverpool?
 Libby Yes. I'm going sight-seeing tomorrow. Any suggestions?
 Mike Yes, you should visit the old docks. They're really interesting. And there are a lot of nice shops and cafés around there.
 Libby Sounds good. I'll suggest that to Anna. Oh, I think the food's on its way!

Scene 4

Zara Oh, hi Libby. Are you looking for a drink?
 Libby Just a glass of water. So, Zara. What's going on with Anna and Mike?
 Zara Nothing much.
 Libby So they aren't going out together?
 Zara No, I don't think so. I'm pretty sure they aren't. Why? Are you interested in Mike?
 Libby No! Of course not! Why do you say that?
 Zara I think he likes you!
 Libby Hmm. Well I'm not interested. I don't think Anna would be very happy – and she's my best friend.
 Zara But Anna and Mike have fallen out. I'm not sure what happened – an argument of some kind. And she says she doesn't want to make up.
 Libby And do you believe her?
 Zara Well, I'm not sure. What do you think?
 Libby I really don't know ...

Scene 5

- Libby** I really enjoyed last night. It was a great meal!
- Anna** Thanks. You got on really well with Mike, didn't you?
- Libby** Yes, he's nice. Have you forgiven him yet?
- Anna** I don't know.
- Libby** Look, you need to talk to him. I'm sure you two should go out with each other ... properly. You really like each other.
- Anna** Hmm. Maybe. Shall I phone him?
- Libby** No! Go out for a coffee or something. Find a nice café where you can chat.
- Anna** Yes, that would be better, wouldn't it?
- Libby** And don't leave it too long. Try and arrange it for one evening this week.
- Anna** But I'm so busy ...
- Libby** Stop making excuses! You know I'm right. You and Mike need to talk.