

A: One of the things I find surprising is Americans often give me a tour of their house – show me all the rooms.

B: That's happened to me, too.

A: I didn't know what to say at first. It seemed strange to look round another person's home.

B: You don't do that in Germany?

A: No, and I found it embarrassing. I had to say lots of nice things and admire everything.

B: I think it's just how Americans make us welcome.

A: Yes, that's right. At first I thought they were conceited about their houses.

B: Perhaps Germans are more modest?

A: No, I don't think it's that. I think it's just a custom.

B: Yes, that's right.

A: And then after a while, I stopped feeling embarrassed and I started to enjoy seeing their homes.

B: They're interesting. Everything's very big in America compared with Britain – the furniture, beds, washing machines.

A: And the refrigerators are enormous.

B: Oh, that was something that interested me. I once went to a party in Boston where the guests took drinks from the refrigerator. They didn't ask the host first.

A: They just helped themselves?

B: Yes. I found that strange. If they wanted a cold drink, they opened the fridge and took one.

A: That is strange.

B: I guess it's just the American way.

13C, Page 111, Exercises 4 and 5

J = Jeremy, L = Louise, M = Maria

J: Hi, Louise

L: Jeremy, hello!

J: It's nice to see you again.

L: You too. You look very well.

J: And you. Let me take your coat.

L: Thanks.

J: Did you have any trouble getting through security?

L: No, it was fine. I really love this meeting room. What a wonderful view.

J: Yes, it's great, isn't it? You can see the London Eye from here. Look.

L: Oh, yes.

J: Maria will be here in a minute. Make yourself comfortable. Have a seat.

L: Can I plug in my laptop?

J: Yes, of course ... Ah, here's Maria.

M: Louise! Lovely to see you!

L: You, too.

M: You look wonderful. I love your new haircut.

L: My hairdresser persuaded me to try a new style.

M: It looks really nice. It really suits you.

L: Oh, thank you.

J: Coffee?

L: Yes, thank you.

J: Black or white?

L: Black's fine, thanks. I just told Jeremy. We have such a nice meeting room today.

M: Ah, well, I can't take credit for that. Jeremy booked it.

L: Thank you, Jeremy.

J: Is that a new laptop?

L: Yes.

J: The screen's really nice.

L: It's OK but it's not very fast. It takes a long time to boot up.

J: Coffee, Maria?

M: Yes, please.

13C, Page 111, Exercise 7

J = Jeremy, L = Louise, M = Maria

1

J: OK. Let's start work on the document.

L: Fine.

M: We want to tell you, we really like your work on this project so far.

L: Thank you very much. That's very kind of you.

J: We'd like to go through your document today and look for ways to improve it.

L: Fine.

2

J: Your market research is very good and well presented.

L: I had a lot of help. It was a team effort.

M: We have some questions and also some suggestions.

L: OK.

3

L: So, that's a problem?

M: Yes. Do you understand what's wrong?

L: Yes. Don't worry. I'll change it.

M: Thank you. You're so helpful and flexible.

L: No, it's easy to change. It won't take long.

4

J: There are some very interesting suggestions here.

M: Yes, they're excellent. Well done.

L: The suggestions came from customer feedback. We did a survey.

M: Well, they're very interesting.

5

J: We'd like more information on the market. It could really take us forward.

L: No problem. We'll do another survey and get some more feedback.

J: That's great. You're always so helpful – it's really nice working with you.

L: Well, I always enjoy working with you, too.

13D, Page 112, Exercises 4 and 5

A = Angie, E = Elaine, M = Max, S = Steve

A: Hello.

E: Hi.

M: Hello.

A: Lovely to see you.

S: Come in, come in.

A: So glad you could come.

E: These are for you.

A: Oh, they're beautiful. Thank you so much.