

- A Oh, that won't work unfortunately. We're only here for the day.
- 9 A Will this parcel get there tomorrow if it goes first class?
B It should, but if you send it special delivery, it definitely will.
A OK, I'll do that then, please. How much is it?
- 10 A Does it come with chips?
B No, you have to order them as a side dish.
A OK. Could we have one portion to share then, please?

2.13 Listen and speak

- You don't want your hair cut too short. What do you say to the hairdresser?
Just a trim, please.
- A shop assistant asks if you need help. How do you say no?
No, thanks, I'm just looking.
- How do you ask if somewhere isn't too far to walk to?
Is it within walking distance?
- Your hotel room door has locked with your key inside. What do you say at reception?
I'm afraid I've locked myself out of my room.
- You're in traffic and you'll be late for a meeting. What do you say to your colleague on the phone?
I can't make the meeting. I'm stuck in traffic.
- You phone the dentist's because you need a new filling as soon as possible. What do you say?
I need to make an appointment. It's quite urgent – I've lost a filling.
- Your host at dinner offers you more food. How do you say no?
No, thanks. It was lovely, but I couldn't eat another thing.
- How do you ask at the theatre if there's a performance this afternoon?
Is there a matinee performance today?
- At the post office, ask if your parcel will arrive in 24 hours if you pay more.
Will it get there tomorrow if it goes first class?
- Ask the waiter if you need to order chips with your dish.
Does it come with chips?

Unit 3

3.2 How I stay calm

- Gary Rudd** When I watch my team, my heart's racing, but I try to keep calm and not shout too much. I feel a huge responsibility for the club. And I have worries – injured players, referees I don't agree with, also I know that the manager is always blamed when the team loses – that's very stressful. The way I stay calm is to leave my work at work. I never watch the 24-hour sports channels, I don't go on social media and read what people say on Twitter or Facebook. I don't even talk to my family about it, and that's difficult when I'm down after a really bad game. Oh – and I do DIY around the house – I'm decorating the kitchen at the moment.
- Joan Bevan** I had the most fantastic teachers when I was at school. I think that's why I feel so much stress and worry in this job – I believe that a good school makes a huge difference to the lives of young people. We have 1,100 students here and I have a personal responsibility for each one of them. So I arrive early to school every morning to give myself time to just sit and think quietly. The most stressful situation is when angry parents show up. I try to stay calm – the

minute you shout, people don't listen. Also, I run. I'm training for the Great Welsh Marathon at the moment, so I run eight miles, three nights a week. And that's a great help.

- Kyle Cooper** What I do, is install underwater gas and oil wells. I work 300 kilometres north of Shetland in Scotland. The whole job is stressful, from the helicopter ride to the ship to when I get into a 2.5 metre by 7 metre chamber for a month. I'm in there with 11 other divers. We work in teams of three. We go up and down in a kind of diving bell, which is lowered to 20 metres above the sea bed and we work for six hours in the pitch black. It's tiring, very tiring, but I've been doing it for 20 years and I still love it. Usually I work one month and then have two months off. Even when I'm not working, I love the sea – it calms me. You won't believe it, but sailing is my favourite pastime, I love sailing! I'm actually building my own boat at the moment.
- Dr Bonnie Baxter** I'm an A&E doctor in a busy city centre hospital, we see about 60,000 patients a year. It's stressful most of the time, but especially weekends – we see twice as many patients at weekends. I understand their distress when they say, 'How long do I have to wait?', 'When will I be seen?' But I can't often give them an answer. The very nature of A&E is that it is unpredictable for both doctors and patients. I've now been working here almost three years. What helps me is having people around who share the stresses of the day – that and my knitting – in my few free moments I knit. I'm making a little blue jacket for my sister's baby – he'll probably be too big for it by the time I finish!

3.3 An interview with Gary Rudd

I = Interviewer GR = Gary Rudd

- I So, Gary, how do you get a balance between work and home life?
GR Well, it's tricky, but I've been married for ten years and I've been doing this job for three years and very fortunately my lovely wife understands how stressful it is. Also, it helps that we live near my work – we have a nice house not far from the football ground.
- I Do you have any children?
GR We have two kids; twin daughters. Thank goodness they both love football! They often come to watch the matches, but I never seem to have time to do dad-type things with them. My job is so time-consuming – I usually work six days out of seven and always at weekends.
- I Don't you like your job?
GR Don't get me wrong. I love my job – it's challenging and exciting, I never know what's going to happen. I like training the lads, they're great guys. But it's often lonely. I enjoyed all my years as a player. I loved all the dressing-room chat and socializing after the game – now I'm not invited to join them.
- I Do you and your wife relax at all?
GR Not much! We don't have a social life these days. I try to switch off when I get home and do stuff round the house, but it's difficult. I like doing DIY, but I rarely finish anything – I'm painting the kitchen at the moment, I've been doing it for weeks and it's not finished yet.
- I What does your wife think about that?
GR Ah – she's a very patient lady and she has lots of interests of her own, but ...
- I How long are you going to stay as manager?

GR I don't have an answer to that. I want to leave when the team are doing well. I have no idea when that will be. I'm hoping before my marriage ends – don't worry ... I'm joking!

3.5 First day in a new job

S = Sarah J = Josh

- S Gosh! I don't know anybody! Can you help me? Who are all these people?
J Well, let's see – that's Nigel. He's sitting at the top of the table reading a report or something.
S He's the one wearing the bright blue tie, right?
J Yeah, that's it.
S And what does he do?
J Ah, he's the CEO – the man in charge. He runs the show!
S The big boss, in other words.
J Uh huh. Some days he shouts a lot, but he listens as well. Er, then there's Edward. He's wearing a light grey suit. He's standing in front of the window chatting to Helena. Edward's the sales director – he's going to China soon. He's charming. He always has a nice word to say to everyone. Er, Helena's drinking a coffee. She's wearing a lovely green jacket and cream silk scarf – she always dresses beautifully.
S I can see that and Helena is the ... ?
J Helena's the accountant. Money, money, money. Very bright, very quick.
S Ah, OK. And who's that sitting down, talking on her phone?
J In the pink jumper?
S Yeah.
J That's Jenny, the human resources manager, HR manager. She looks after all the personnel. She's a sweetheart. Everyone loves her. Then opposite her is Matthew. He's the IT manager. He's only working here for a few months. He's from our New York office. I don't really know him very well.
S Is he the guy working on his laptop in the striped shirt?
J That's him – striped shirt, no tie. He knows everything about technology. He's preparing to give a presentation. And finally, that's Christina standing behind Nigel. She's his PA. She ...
S Sorry. Who was that?
J Ah, Christina – behind Nigel. She's his personal assistant. She organizes his diary and ... er the whole of his life actually, but she helps us, too. We, we couldn't cope without her. She runs the whole place. Can you see the huge, dangly earrings she's wearing? She always wears interesting earrings – it's her 'thing'.
- S Good for her! Right. Thanks Josh – I hope I can remember all that!
J Well, they're a very nice crowd. Let me introduce you. Hey everyone – this is Sarah, our new marketing manager.

3.7 What do they do for a living?

- Steph** There's never a quiet or dull moment in my job. You need eyes at the back of your head when you're looking after a bunch of three-year-olds, they are constantly on the move! My favourite time of the day is storytime because I get to sit down for 15 minutes. Storytime is my one moment of calm in the day.
- Will** I actually like getting up so early in the morning. In this job you never get to lie in ... and at the moment I'm up in the night as well cause we're lambing. Quite a few of the sheep have problems lambing, especially if it's twins. I had triplets last night – stressful, but they were all fine.