

# WORKBOOK AUDIO SCRIPTS

## Lesson 1.4, page 8, Exercise 2

- Man** Do you have a minute to talk?  
**Woman** Sure. What's up?  
**Man** Well, I have a job interview tomorrow ...  
**Woman** Really? I didn't know that. That's great. What is it for?  
**Man** It's for a job at State Bank.  
**Woman** A bank? I didn't know you wanted to work at a bank.  
**Man** I don't want to work at a bank for the rest of my life, but I've always been interested in banking and economics.  
**Woman** Then a bank sounds like a good place to start.  
**Man** Yeah, I'm a little nervous though, and I have a question.  
**Woman** What's that?  
**Man** What should I wear?  
**Woman** You have an interview tomorrow and you don't know what you're wearing?  
**Man** I hadn't really thought about it. I've been so focused on figuring out what they're gonna ask me and how to answer.  
**Woman** Well, it's an interview for a bank. It's easy to figure out what to wear. A suit and tie. That's what guys wear at a bank. Just make sure your shirt is ironed and your shoes are clean.  
**Man** A suit? I don't have a suit. I've never had a suit.  
**Woman** Um, then you have a problem. Maybe ...

## Lesson 2.4, page 16, Exercise 1

- Man** So, where do you want to go for lunch?  
**Woman** How about Anna's Café near the library? It's really good for me. There are a lot of gluten-free choices.  
**Man** Don't tell me you're into that fad, too. It seems that gluten-free is all the rage these days. Everybody I know is avoiding bread and pasta, my two favorite things.  
**Woman** It's not a fad for me. I've had stomach problems for years, but for the past six months, since I've been staying away from gluten, I haven't had any problems. I feel much better.  
**Man** Really? I didn't know you have a stomach problem.  
**Woman** I don't like to talk about it. It's not the most interesting topic to talk about ... But I do understand your point. Gluten-free diets do seem to be gaining popularity, even among people who don't have problems with gluten.  
**Man** Exactly. I know a couple of people who have stopped eating gluten because they think it will help them lose weight, but I've read that a gluten-free diet is not a weight-loss diet.  
**Woman** Just look at me! I haven't lost any weight in the past six months and I haven't had a thing with gluten in it. But I do feel much better.  
**Man** So what is it you don't eat?  
**Woman** At home it's easier for me because I can buy things like gluten-free bread at the store and have sandwiches and stuff like that. So if I'm making peanut butter and jelly sandwiches for me and the kids, they have regular bread and I have gluten-free bread.  
**Man** So your kids aren't doing a gluten-free diet, too?  
**Woman** No. They don't have a medical problem, so there's no reason for them not to eat gluten. In fact, food with gluten has a lot of nutrients that are necessary for good health. I have to take vitamins to get those nutrients. I want my kids to get those nutrients naturally.  
**Man** Huh. All really interesting. All the talk about gluten-free food has been driving me crazy, but now I understand it better. So should we see if we can get a reservation for Anna's?  
**Woman** Sounds good to me. Twelve o'clock?  
**Man** OK. Let me check the website and see.

## Lesson 3.4, page 24, Exercise 2

- Man** Hey, Kim.  
**Woman** Hey, how's it going? Man I'm glad to see you.  
**Man** Hard day at work?  
**Woman** Phew, you're not kidding. Customers, they can drive me crazy.  
**Man** That bad, huh?  
**Woman** You have no idea. I mean customers can be hard to deal with on any day. But today, the Milk Lady was back.  
**Man** The milk lady? Who's the milk lady?  
**Woman** I never told you about her? You won't believe this. She's this woman who comes in looking for the carton of milk with the latest expiration date.  
**Man** So, I do that.  
**Woman** OK, but she takes *all* the cartons of milk out of the fridge – literally every single carton – looking for the one with the latest date. And she doesn't put them back!  
**Man** Really?  
**Woman** Yeah, and you can guess who has to put them all away.  
**Man** That is annoying. How often does she do this?  
**Woman** She probably comes in every two weeks or so.  
**Adam** Can you ask her to leave?  
**Woman** No. My boss says "the customer is always right."

## Lesson 4.4, page 32, Exercise 1

- Today, let's look at why some brands become international but other brands fail. Apple – with its iPhones and iPads – is a great example of a brand that is known around the world. Apple has succeeded internationally. Many other companies that have popular brands in their country have failed when they tried to sell abroad. Why? What should a company ask itself before it invests in another country?
- Here are two important questions. First, why does a company want to sell in another country? Many companies look to international markets because they are not performing well at home. The company needs more customers, and it sees the millions of people in countries like Brazil, China, India, and Russia. So why is that a mistake? Well, there's probably a reason the company isn't doing well in its home market. Maybe there's a problem with the product or in the way the company advertises it. The company should fix its problems at home first. A brand that's not strong at home is not likely to be strong abroad.
- And second, does the company understand the culture of the new country it wants to sell in? A company won't be successful internationally if it doesn't understand that cultures and tastes are different in different countries. If a product doesn't already exist in another country, it could be because, for cultural reasons, people don't want the product. That's why a company that hopes to be successful abroad should always have local managers and strong local relationships. That's how the company will understand the culture of each country where it wants to sell its products.

## Lesson 5.4, page 40, Exercise 2

- Woman** You don't look very happy.  
**Man** I had a terrible day at work. We had this big meeting, and you know my coworker, Monica? Anyway we had a disagreement during the meeting. I got pretty upset and I was kind of rude to her.  
**Woman** Well, then you need to apologize, right?  
**Man** That's easier said than done. I don't know what to say to Monica.  
**Woman** Be honest, take responsibility, show that you understand what you did wrong, and make sure she understands that you're really sorry.

**Man** Be honest, take responsibility, and show that I understand what I did wrong. I think I can do that.

**Woman** Don't forget to make sure she understands you're really sorry.

**Man** Oh, yeah, right.

**Woman** And just remember not to use the words *if* or *but*.

**Man** If or but? What do you mean?

**Woman** You know, like "I'm sorry if I hurt your feelings during the meeting." You say "if" and it means you're not sure you have anything to apologize for. And if you say "but," as in "I'm sorry about what happened, but you knew there was a problem," you're making up an excuse for what happened, like you're not completely responsible.

**Man** You really know a lot about making apologies. How did you become such an expert?

**Woman** I have to apologize a lot!

### Lesson 6.4, page 48, Exercise 1

**Greg** Where've you been, Angela? I haven't seen you around lately.

**Angela** Oh hi, Greg. Yeah ... I've gotten involved with guerrilla gardening projects. They've been keeping me really busy.

**Greg** Guerrilla gardening? What's that?

**Angela** You know the ugly parts of town that have empty land or land that's full of trash and empty bottles?

**Greg** You mean like down on Water Street near the old police station.

**Angela** Exactly. Have you been down there recently?

**Greg** No. Who wants to go there? It's horrible down there.

**Angela** Not any more. Now it's full of flowers, plants ... trees even! They're small. They need time to grow, but they look terrific. You should go down there.

**Greg** How'd Water Street get flowers and trees?

**Angela** That's guerrilla gardening. A group of us who were tired of all the ugly spaces around town got together and started planting. Somebody in the group had a friend in another city who had done guerrilla gardening, so we were able to get started with help from those guys. Basically, the city owns land that it does nothing with. It doesn't clean it up, and it doesn't sell it. So we set up a crowdfunding site, got donations, bought what we needed, and started digging. We've done lots of sites around town, and people send us photos all the time about other places that can be improved with just a little interest and a few hours of hard work. Some places are on roads, some are in front of office buildings. The other day a guy in the group and I planted flowers in a small area next to the bike rack at the Third Street subway stop. A woman locking her bike up told us the flowers cheered her up. I love those kinds of comments. Anyway, that's where I've been on the weekends.

**Greg** So how many groups are there? Just here and in that other city?

**Angela** No, no, this is international. It's in over 30 countries. Check it out online. You'll see posts from the UK, all over Europe, the U.S., Canada, Australia. People all over the world are working together, or sometimes alone, to improve public spaces. Businesses are starting to offer their support, too. In the end, if we want our world to be beautiful, it starts with us.

**Greg** Hmm. It's amazing I've never heard of it. Can you send me a link to the site? It sounds cool.

**Angela** Sure. If you want, you could join us on Saturday to see what it's like.

### Lesson 7.4, page 56, Exercise 2

**Moderator** Hello. The question for today's discussion is whether emojis can or should be used as a form of communication in the classroom. To start off our discussion, we have two teachers, Gina Montero, who teaches middle school, and Ken Ochoa, who teaches high school. Welcome to you both.

**Gina** Thank you.

**Ken** Thank you for having us.

**Moderator** So, Gina, why don't we start with you? Should emojis be used in the classroom?

**Gina** My answer is definitely yes. I think emojis add to the quality of communication in the classroom, especially since emojis are so familiar to students and so much a part of their world. Emojis encourage students to interact with each other more and are a great starting point for the more creative activities I do with my students.

**Moderator** What about you, Ken? Do you feel the same way as Gina?

**Ken** Not exactly. I agree that students are very familiar with emojis, and it's true that, like all of us, they prefer what is familiar to what is new. So it's not surprising that they want to use emojis to learn language. The question, though, is do they learn better with emojis. My answer would be no, though I would make an exception for those students – there aren't many of them, but there are always some – who have clear communication difficulties. I do think emojis help those kinds of students.

**Gina** Ken and I definitely agree on that point. I've seen with my own eyes how using emojis really help students who can't communicate well.

**Ken** But as I said, there aren't a lot of students like that. Most of **my** students have no trouble communicating. I don't see how using emojis in my lessons could help them much. Sure emojis are fun, and we want students to enjoy learning. But just because you are enjoying something doesn't mean you are going to learn it well. Emojis aren't going to help my students learn to understand challenging material like Shakespeare.

**Gina** Yes, but students are engaged in many different kinds of activities during a school day. My students use emojis to learn vocabulary, they translate language, and write fun poems using emojis. They really enjoy themselves and they learn.

**Moderator** This is a very interesting discussion. We'll be back with more after a commercial from our sponsors.

### Lesson 8.4, page 64, Exercise 1

**Man** Hey Selena, long time, no see. Welcome back. How was your vacation?

**Selena** It was absolutely fantastic.

**Man** Really? I'm surprised. I thought maybe you weren't having a good time.

**Selena** Why would you think that?

**Man** Well you're usually all over Facebook and Twitter – you know, pictures of the restaurants you're eating at, tweets about where you're going next. But I didn't see a tweet or post from you the whole time you've been gone. So I just kind of assumed that you were having a good time and didn't want to post anything.

**Selena** Oh no, it was nothing like that. But I decided to do a digital detox while I was away – you know just completely disconnect from my phone for a bit.

**Man** Didn't you try that before? Like maybe six months ago or something? If I remember correctly, it didn't go so well ...

**Selena** Yeah, I did. I made it about a day without my phone. It was just too hard, you know? I mean, you see something funny or interesting and the first thing you want to do is grab your phone and share it.

**Man** Yeah, I'm totally the same way. That's why I've ever never tried a digital detox. So what was different this time?

**Selena** Well, right before I went on vacation I downloaded this digital detox app ...

**Man** Woah, woah, woah. A digital detox *app*? An app?

**Selena** I know. Sounds crazy, right? But it's actually pretty great. You select all the apps for your social media accounts, you set a timer, and then it locks those apps until the timer is finished. You literally can't get on your Facebook or Twitter until the timer's done. So I just set the timer to last my whole vacation.

**Man** Huh ... so the app keeps you from cheating ... It's not a bad idea. But what if you really had to get on your social media for some reason – like in an emergency or something.

**Selena** There's a password you can use to turn off the timer and unlock everything again. But it takes a lot of steps to use the password.

**Man** A digital detox app ... well now I've heard of everything.

#### Lesson 9.4, page 72, Exercise 2

**Podcaster** With us today we have Vince Oliveira, who trains monkeys to help disabled people in their homes. Vince, we've talked about how you train the monkeys and how they've helped people. Now I'd like to take some calls from our listeners. First, we have Carla, who's calling from her car.

**Carla** Thank you for taking my call. My question concerns animal rights. My question really is this: Is helping humans good for monkeys, too?

**Vince** First, let me say, Carla, that I appreciate your concern. I have a very strong connection to the monkeys I've trained and want them to have good lives.

**Carla** I understand that, but your monkeys don't have normal lives. I mean, first of all, aren't they taken from their mothers at a very young age?

**Vince** Our monkeys don't come from the wild. They're born on a kind of farm. They live in private homes for eight to 12 years before they begin their training.

**Carla** But they're not like dogs, who have developed one-on-one relationships with humans over a very long time.

**Vince** That's true. The monkeys I train are not pets. They are service animals.

**Carla** But they live a completely different life from how monkeys are supposed to live. Their lives are not normal, are they? I think it's wrong that we humans put our needs first over the needs of other animals.

**Vince** I understand that there are people, like Carla, who have strong feelings about the work my organization does. I only ask that they also think about the difficult lives of the people we're trying to help. These people have day-to-day challenges that most of us never think about. Our monkeys give the people a quality of life they wouldn't have without service animals. And the monkeys get a lot of kindness in return.

**Podcaster** Thank you, Carla, for starting that interesting discussion. And now to Spencer in San Mateo.

#### Lesson 10.4, page 80, Exercise 1A

**Man** I was listening to this podcast about inventions people couldn't live without, and it got me thinking that inventions are not the most important things to me. Other things in life are much more important.

**Woman** You mean like air, food, and water?

**Man** No, no, I don't mean stuff that like that, not what every human needs. I mean what's special to us as individuals. Here, here's a website called *10 things I can't live without*.

**Woman** So what are the ten things?

**Man** You're not going to believe this. First, on the list, paper and pen.

**Woman** Paper and pen? Seriously? Well, I guess they're everywhere. If we didn't have them, what would life be like?

**Man** Well, I do everything on my phone. I can't remember the last time I used a pen and paper.

**Woman** You just don't remember. Everyone uses pens and paper. What's next on the list?

**Man** Music. Yeah. I agree with that. I couldn't live without music.

**Woman** Me neither. It's the first thing I listen to in the morning and the last thing at night. What's next?

**Man** Conversation!

**Woman** Conversation?

**Man** Yep, just like we're doing now. It's something we never think about. But imagine what life would be like if we couldn't tell people what was going on in our head?

**Woman** When you think about it, that's true. In fact, I'm probably one who talks too much. Don't you love to hear all my stories?

**Man** I just love them. Here's number four. It's mom and dad.

**Woman** They're way down on the list? Shouldn't they be at the top? I go to my mom for advice about everything and she'll do anything for me. She and my dad are definitely at the top of my list.

**Man** My dad is my best friend. We share hobbies. He always lets me know how special I am. Really, I couldn't live without either of my parents.

**Woman** That's one more thing we agree about. What's number five?

**Man** Well, you're not going to believe this one, sunsets at the beach.

**Woman** Sunsets at the beach? You're kidding! I mean they're beautiful, like a beautiful painting, but who gets to go to the beach every day to watch the sun set?

**Man** I can't remember the last time I saw a sunset, so I can definitely live without that. Here's number six.

#### Lesson 11.4, page 88, Exercise 2

**Woman** I can't wait for the day when I have a driverless car.

**Man** A what?

**Woman** A driverless car, a car that drives itself. I'll just sit in the car and not do anything.

**Man** I wouldn't trust that kind of car.

**Woman** Why not?

**Man** Other cars around me would still have human drivers. I don't want to be in the only driverless car on the road.

**Woman** But driverless cars are safer. They can protect you if a car with a human driver makes a mistake. And you don't have to worry about feeling sleepy. You can look at your phone when you want, instead of looking at your phone while you're driving, which is what you do now.

**Man** Driverless cars have some good points, but I like to be in control.

**Woman** But you make mistakes when you drive.

**Man** I never make mistakes. Other people make mistakes. It's always their fault.

**Woman** You see what I mean that a driverless car can be safer?

**Man** I don't know.

**Woman** So you mean you would never get a driverless car?

**Man** I'm not saying that. Maybe in the future I will, but right now, no. I love driving, and I don't want a robot taking that pleasure away from me.

### Lesson 12.4, page 96, Exercise 1

- Vic** Lily, come here. Good girl.
- Teresa** Oh, she's so cute, Vic. How old is she?
- Vic** Four months. Lily, sit. Stay.
- Dan** You're training her yourself?
- Vic** Sure, Dan. I've trained all my dogs. I don't understand why people pay dog trainers. Anyone can do it. Actually, I think it's important to train your own dog because she needs to know you're the boss. If the dog goes to a trainer, the dog will think the trainer is the boss and you won't be able to control her. You don't need a professional, unless it's for the police or something. For instance, you need professional trainers to train seeing-eye dogs for the blind, things like that.
- Dan** Well, my dog Chelsea went to dog school, and I think it was worth every dollar. Chelsea does whatever I tell her to do.
- Teresa** What are you talking about? She jumps on me every time I see her.
- Dan** But she's happy to see you!
- Teresa** She may be happy to see me, but she can show her happiness another way. I bet you Lily doesn't jump.
- Vic** No, she doesn't do that. It was one of the first things she learned not to do.
- Teresa** You see? How did you do it, Vic?
- Vic** It's not a big deal. When I came home and she jumped, I went out again and waited a minute and then came back in. If she jumped again, I kept repeating going out and coming in until she stopped jumping. When she stopped jumping, I stayed next to her and petted her a couple of minutes. She might forget the next time and jump again, but I kept repeating the same procedure, and now she doesn't ever jump on me.
- Teresa** You should try that with Chelsea, Dan. It's even worse that she tries to jump on people when you take her out.
- Vic** In fact, that's dangerous, Dan. I mean...just think about if Chelsea jumps on a child. She could scare the child. Even worse, she could knock down a child. You could get in trouble. The dog could be taken away from you.
- Dan** That would never happen.
- Vic** I wouldn't be so sure. The thing is a dog is an animal; and animals do what comes naturally, like jumping. Just remember you can train a dog to do anything.
- Teresa** Too bad it's not like that with people.