

# Audio Script

## UNIT 1

### Page 6, Listen, Exercises A and C

**Brenda:** I need a burger, fries, and a garden salad.

**Arturo:** At 10:00 in the morning? I'm just making breakfast now. It's too early for lunch.

**Brenda:** Look, I agree, but that's what the customer wants. Can you do it?

**Arturo:** What the customer wants, the customer gets. Hey, I know you. You're Brenda. Brenda Kraig, right?

**Brenda:** Yes.

**Arturo:** I'm Arturo Pérez. My family lived next door to you on Juniper Street. Do you remember me?

**Brenda:** Arturo, hi. How are you? When did you start working at the Royale?

**Arturo:** About a year ago, but I usually work later. I'm a line cook six nights a week.

**Brenda:** So what are you doing here now? Where's Manny?

**Arturo:** Manny isn't working today. He's taking the day off to take care of some personal things.

**Brenda:** I hope nothing's wrong. But, hey, we can talk more during our break. Right now, my customer is waiting. I need the burger, fries, and salad.

**Arturo:** Coming right up.

### Page 12, Listen, Exercises A and B

**Brenda:** Arturo, what are you reading?

**Arturo:** Some information I got from the Helman Culinary School. I'm starting cooking classes there next month.

**Brenda:** Why are you going to take cooking classes? You're already a cook.

**Arturo:** But I don't want to be a line cook forever. I want to become a sous-chef.

**Brenda:** A sous-chef? What's that?

**Arturo:** A sous-chef oversees just about everything that goes on in the kitchen and supervises the staff. That would be great preparation for what I'd really like to do.

**Brenda:** Which is what?

**Arturo:** Go out on my own! Ten years from now, I'd like to have my own restaurant.

**Brenda:** Wow! That's really ambitious. Are you going to quit your job at the Royale?

**Arturo:** No way! I have to keep my job.

**Brenda:** Hmm ... It won't be easy to work full time and go to school.

**Arturo:** I know, but I'll have bills to pay. Besides, I'll get a lot of great hands-on experience here.

**Brenda:** How long will it take to finish the culinary program?

**Arturo:** Two years. I'll take daytime classes and work in the evening.

**Brenda:** So you and I aren't going to have the same schedule anymore.

**Arturo:** Unfortunately, no. Manny will be back on his regular schedule next week, and I'll go back to my regular schedule after that.

### Page 18, Listen, Exercises A and B

Hello, everyone. Welcome to "Real-Life Entrepreneurs." I'm your host, Holly Maxwell. This week, our show focuses on entrepreneurs in California.

Our guest today is Nadia Gorsky, founder of Grandma's Natural Frozen Soups. Nadia grew up in a three-generation household in northern California. When she was a child, her parents would go to work early in the morning, and Nadia's grandmother would watch her. Nadia used to help her grandmother around the house. In particular, Nadia used to help her grandmother make soup from her home country of Russia. One dish she often made was borscht, a beet soup usually served with sour cream.

Nadia's parents weren't able to finish high school, but they made sure that Nadia got a good education. They used to tell her that she could be anything she wanted to be. She received both a bachelor's and a master's degree in biology. Nadia's career goal was to be a nutritionist, and when she graduated, she got a job as a nutritionist at the local hospital planning healthy meals for the patients. But after a few years, Nadia realized that she wasn't satisfied. She began to dream about owning her own business.

In 2000, Nadia started Grandma's Natural Frozen Soups. The company makes and sells soups using all natural ingredients. Grandma's made almost a million dollars last year.

## UNIT 2

### Page 26, Listen, Exercises A and C

**Catherine:** Good afternoon. I'm Catherine Tote. I'm an employment specialist here at Sun County Career Center.

**Nedim:** Hello. I'm Nedim Buric. It's nice to meet you.

**Catherine:** People in Sun County come to our Career Center for many reasons—to learn English, to take training classes, to use our computer center. What brings you here today?

**Nedim:** I want to find a job as soon as possible.

**Catherine:** We can help you with that, Mr. Buric. But before we can start looking at available positions, there are several things we need to talk about.

**Nedim:** I'm sure you'd like to know about my work experience.

I'm not employed at the moment. I came to the U.S. just last month. Before that, I was a university student in my home country, Bosnia.

**Catherine:** Do you have *any* job experience?

**Nedim:** Yes. My uncle is a lawyer. I worked in his office part time while I was in school.

**Catherine:** Do you have good computer skills?

**Nedim:** Yes. I've always been a fast learner when it comes to computers. I'm also a very organized person. I'm very careful with details, and I'm an excellent problem solver.

**Catherine:** I see. Did you finish school?

**Nedim:** Not yet. I studied for two years in Bosnia. But then I decided to come to the U.S. with my family. I expect to complete my degree in a year or so, in night school.

### Page 32, Listen, Exercises A and B

**Lisa:** When I moved to the U.S. from Hong Kong twenty years ago, I didn't know anyone, and it was difficult for me to find a job. I tried looking in the newspaper, but there weren't a lot of things that I was capable of doing. I was really worried about not having enough money to live on when I finally saw a "Help Wanted" sign in the window of a flower shop. I went in and talked to the store manager, filled out an application, and started working the next day. I was lucky to get hired. It was difficult at that time to find out where the job openings were. Today, you have more ways to find a job. Just think about it . . . You can go online to look for work, and there are several job placement agencies in our neighborhood. But in my opinion, networking is the best thing you can do. You have family, and we have friends and neighbors who might be able to help you. You should think about talking to everyone you know to get information about possible jobs.

### Page 38, Listen, Exercises A and B

**Mr. Lee:** Tell me a little about yourself, Mr. Santos. How long have you been a driver?

**Mr. Santos:** Ten years. I've worked for Trends Supermarkets since 2006. Before that, I was with Grand Supermarkets.

**Mr. Lee:** OK. I see from your application that you have a commercial driver's license and you've driven a number of different kinds of trucks.

**Mr. Santos:** That's right. And I've never had an accident.

**Mr. Lee:** That's excellent. So, if you don't mind my asking, why are you thinking about leaving your current employer--Trends?

**Mr. Santos:** A couple of reasons. First of all, I want to work days. Most of the driving I do now is at night. Also, I think there will be more opportunities for me in a company like yours. I'm interested in working as a dispatcher someday.

**Mr. Lee:** So, in other words, you'd like to work in the office some day?

**Mr. Santos:** Yes. I think it would present a new and different kind of challenge. I think I'd be good as a dispatcher because I've had so much experience as a driver and I would understand the big picture. Plus I'm good with technology and I like to problem-solve.

## UNIT 3

### Page 46, Listen, Exercises A and B

**Mali:** Hi, Eric. I'm going to the Thai Festival this weekend. Do you want to come? My friends and I go every year.

**Eric:** The Thai Festival? What's that, Mali?

**Mali:** It's a celebration of the Thai New Year. It's on the first Sunday in April. Come on. You'll have fun.

**Eric:** Do you think so?

**Mali:** Definitely. It's really fun. There's traditional dancing and music. They have kick boxing demonstrations. There are stands with traditional Thai crafts.

**Eric:** Well, it sounds interesting. . .

**Mali:** Oh, and the food! The food is amazing! All the restaurants are open, but there are also stands with food.

**Eric:** Hmm. I love Thai food. It's really hot!

**Mali:** Oh, one thing. Kids might throw water at you. Don't be surprised.

**Eric:** You're kidding, right?

**Mali:** No! It's part of the tradition. People have water guns or containers of water and throw it at each other.

**Eric:** Wow. OK. So what time do you want to go?

### Page 50, Listen, Exercises A and B

**Jenna:** Hello, Mrs. Suarez. This is Jenna Smith from the Hanson Park Community Center. I'm returning your call about our after-school program.

**Raquel:** Oh, hello! Thank you for getting back to me.

**Jenna:** Your message said you were looking for art classes and tutoring in reading for your daughter who is in the 7th grade.

**Raquel:** Yes. My daughter loves art but could also use help with her reading.

**Jenna:** We actually have reading tutors at the center every day. Many children need extra help with reading.

**Raquel:** That's great. What about art classes?

**Jenna:** Unfortunately, we don't have art classes right now.

**Raquel:** Too bad. Do you have other kinds of classes?

**Jenna:** Yes, we have a lot of sports activities because we're located inside Hanson Park. We offer gymnastics, swimming lessons, basketball, and tennis.

**Raquel:** Those sound great!

**Jenna:** Do you think your daughter would like to be involved in sports?

**Raquel:** I think she'd like tennis, but I'll ask her.

**Jenna:** OK. Do you have any other questions?

**Raquel:** Yes. Um, what are your hours?

**Jenna:** We start classes right after school—at 3:00—and the last class ends at 7 P.M.

**Raquel:** So, my daughter could take classes from 3:00 to 7:00.

**Jenna:** Yes, that's right.

**Raquel:** What do I have to do to enroll her?

**Jenna:** You have to come to the center and fill out an application.

**Raquel:** Are there any fees?

**Jenna:** Our center is a partnership with the public school system, so no, there are no fees. All our classes are free.

**Raquel:** That's wonderful!

### Page 51, Listen, Exercise B

**Raquel:** I'd like to come to the center after work today to fill out an application.

**Jenna:** Sure.

**Raquel:** Can you give me directions to the center?

**Jenna:** Yes. Where are you coming from?

**Raquel:** From work . . . 82 Vine Street . . . near the water.

**Jenna:** You're pretty close to us. First, you need to drive north on Vine Street.

**Raquel:** OK.

**Jenna:** Then you'll make a right on Route 10 and travel east.

**Raquel:** Uh-huh.

**Jenna:** Then you're going to make a left on Hanson Park Drive and travel two miles north. We're at 1200 Hanson Park Drive.

**Raquel:** What is your nearest cross-street?

**Jenna:** Our nearest cross-street is Memorial Boulevard.

**Raquel:** Great. Thank you. I'll see you around 6:30.

**Jenna:** I look forward to meeting you.

### Page 52, Listen, Exercises A and B

**Jamil:** I wish the city would do something about cleaning up the park in our neighborhood. There's trash everywhere, and there's graffiti on all the benches.

**Linlin:** You know, when I go downtown, everything is nice and clean. I wish the Streets and Sanitation Department didn't spend all of their time downtown. I wish they would come to our neighborhood once in a while.

**Jamil:** They want things to look good downtown for the businesses and tourists, but you have a point. What about us? We pay taxes, too.

**Linlin:** And it's not just the streets and parks. I wish I had better garbage pick-up at my house. I'm never sure which day of the week the garbage truck is going to come, and last week they never came at all.

**Jamil:** Did you complain?

**Linlin:** I had no choice. But there was still no garbage pick-up until yesterday.

**Jamil:** We have the same problem. I keep calling to complain about it and about the vacant lot on the corner of Lawrence Avenue and River Street.

**Linlin:** The amount of trash in that vacant lot is horrible. It's a health hazard. Where does it all come from?

**Jamil:** Hmm, I think a lot of it is from the fast-food restaurants on Lawrence. The teenagers who go there eat their burgers and fries and throw the empty containers in the vacant lot.

**Linlin:** What are they doing hanging out by the vacant lot? They should be in school.

**Jamil:** And after school, they should be going to the community center. I just wish there were more after-school programs in the community.

### Page 58, Listen, Exercises A and B

**Clara Ramos:** Thank you for coming here to meet with me this evening. As your City Council representative, it's my job to listen to the concerns of the community.

**Hugo Lopez:** Most of us in the neighborhood want to have better services. We don't want the city to take away services that we already have.

**Clara Ramos:** Exactly what services are you talking about, sir?

**Hugo Lopez:** The last time we met with you, we asked you to increase the number of police officers at the Southland District Police Station. Instead, the station is closing. Do you expect us to be happy with that decision?

**Clara Ramos:** Please, sir. I urge you not to believe everything you hear. The police station isn't closing. I spoke with the mayor and the chief of police. I couldn't convince them to provide more patrol officers, but don't worry. We have a plan.

**Hugo Lopez:** Let's hear it. We'd like you to explain how we can reduce the crime in this area.

**Clara Ramos:** The idea is to expand our community-policing program in the Southland District.

**Hugo Lopez:** Do you mean that we do the work instead of the police?

**Clara Ramos:** No, of course not. The program encourages neighborhood residents to work *with* the police to identify problems and find solutions. The police will still investigate specific incidents, but with community policing, they expect to see fewer crimes.

**Hugo Lopez:** I see. Because we can help the police identify problems before the crimes occur?

**Clara Ramos:** Exactly. The first meeting of the Southland Community Policing Program will take place next week. How many people in this room plan to attend?

## UNIT 4

### Page 66, Listen, Exercises A, B, and C

**Robert:** Welcome to People's Bank. I'm sure you'll like working here. Are you ready to get started?

**Sandra:** Yes. I'll just be observing you today, right?

**Robert:** That's right. For the first week, you'll be observing. By the end of the week, you should be ready to take over some duties and handle some customer needs on your own.

**Sandra:** Great. It'll be helpful to see the bank's procedures firsthand.

**Robert:** That's the idea. Let's start with deposits. This will be for a personal, not a business, account.

**Sandra:** Do many customers deposit cash?

**Robert:** No. Most deposits are checks, so let's talk about that.

Make sure the customer endorses each check and fills out the deposit slip completely.

**Sandra:** With their name and address, right?

**Robert:** Yes, but pay special attention to the money amount on the deposit slip. It must be the same as the amount of the check. Then look for the customer's bank-account number and ask whether it's a savings or a checking account.

**Sandra:** And how do I print a receipt?

**Robert:** After you enter the amount of the deposit into the computer, put both the check and the deposit slip through this machine. It'll automatically print a receipt.

**Sandra:** Got it!

**Robert:** Well, it's almost one o'clock. We can pick up after lunch. How does this all seem to you so far?

**Sandra:** OK ... I'm a little nervous, but I'll get over it.

### Page 72, Listen, Exercises A, B, and C

#### Conversation 1

**Doctor:** So, how is Mr. Cordova doing today?

**Resident:** He's doing well. Let me take a look at his chart. Carolina, could you please give me Mr. Cordova's chart?

**Carolina:** Here it is.

**Resident:** Thank you. Hmm. I don't see any recent vital signs. Carolina, didn't someone take Mr. Cordova's vital signs this morning?

**Carolina:** Mercedes was the nursing assistant on duty this morning. I thought she did but you're right, they're not here. Maybe she forgot to record them. I'll take Mr. Cordova's vitals right now.

**Resident:** Thanks, Carolina.

## Conversation 2

**Doctor:** How is Mrs. Worth doing?

**Resident:** She's coming along. Carolina, how many times has Mrs. Worth been out of bed since her gall bladder operation?

**Carolina:** She got up once and sat in the chair for an hour.

**Resident:** She had the procedure yesterday. She needs to start walking. Haven't any of the nurses tried to take her down the hall?

**Carolina:** There aren't a lot of nurses on the floor right now, but I'll walk with her down the hall as soon as I finish my rounds.

**Resident:** OK, good. Thank you.

## Page 78, Listen, Exercises A and B

**Dennis:** Hi, Helena. How are you today?

**Helena:** Just fine, thanks. I'm a little nervous, though.

**Dennis:** Oh, you don't need to be nervous. The performance review is a conversation, really.

**Helena:** OK.

**Dennis:** First of all, I want you to know that we're happy in general with your work.

**Helena:** Oh, thank you!

**Dennis:** Yes, the quality of your work is very good. You're meeting your quotas, which is really important. I gave you a "3" in both categories.

**Helena:** Thank you. I understand how important it is to get all the packages out on time.

**Dennis:** Exactly. And you're good at following instructions. I gave you a "3" there, too.

**Helena:** Sometimes I have to ask for clarification...

**Dennis:** That's great. You should always ask if you're not sure. It's better to ask than to do the wrong thing.

**Helena:** OK. Good.

**Dennis:** I know you also have a positive attitude. That's really important.

**Helena:** Thanks. I agree. It makes things more pleasant when people are positive.

**Dennis:** I really appreciate that you work well with your co-workers. I've noticed that you often volunteer to help them if you finish your work early. You deserve the "4" I gave you for teamwork.

**Helena:** I enjoy working with everyone. I like being part of a team.

**Dennis:** Well, it shows. So I think the only thing that we need to talk about is the issue of clothing, well, jewelry and shoes, really. I had to give you a "2" in safety procedures. Employees are supposed to leave earrings and rings at home and not wear jewelry on the job. Yesterday you were wearing a long necklace that could have gotten caught in the machinery. And the other day, you were wearing sandals. You know that company policy requires all employees to wear shoes that will protect their feet and prevent them from slipping and falling if the floors are wet.

**Helena:** I'm so sorry. I stopped wearing my earrings and rings, but I didn't realize that I couldn't wear a necklace. It won't happen again. And I know about the shoes. I just forgot. I understand. Safety is very important.

## UNIT 5

### Page 86, Listen, Exercises A and B

Thank you all for being here this evening. I'm happy to see that so many people are concerned about fire safety. Tonight's class will focus on what you can do to prevent a fire in your home. Let's begin with a room that's very important in many homes—the kitchen.

Cooking is the number-one cause of house fires in the U.S. When you're in the kitchen, pay attention to what you're doing. Keep hair and clothing away from fire, and keep your cooking areas clean. If a pan of food catches fire, immediately put a lid over it and turn the stove off. Also remember to turn off the stove and oven when you finish preparing your food. And never leave the kitchen while food is still cooking on the stove. Remember that it takes only a few seconds for a fire to start.

If you have children, you should be extra careful. They're curious, so they'll want to know what's going on in the kitchen. Teach children not to touch anything on the stove.

Now, are there any questions before I go on?

### Page 92, Listen, Exercises A, B, and C

**Henry Ponce:** Today we're discussing hurricanes with meteorologist Dr. Kay Wilkins. Dr. Wilkins, welcome.

**Dr. Wilkins:** Thank you, Henry. It's a pleasure to be here.

**Henry Ponce:** Let's begin with the basics. I know that hurricane season in the U.S. is during the summer months.

**Dr. Wilkins:** You're right, Henry, but not completely. Officially, hurricane season in the Atlantic Ocean is from June 1 through November 30. Most hurricanes will occur during these six months, but there have also been bad storms in May and December.

**Henry Ponce:** Tell me, Dr. Wilkins. What's the most important thing that everyone should know about hurricanes?

**Dr. Wilkins:** To take them seriously. Some people refuse to leave their homes during a hurricane. When the National Weather Service orders an evacuation, pay attention. Follow the evacuation order and go to a safe location.

**Henry Ponce:** Um hmm. There are very powerful winds and heavy rain during a hurricane. What are some of the other dangers?

**Dr. Wilkins:** Flooding is a major concern. In addition to the heavy rains, people who live along the coast should be prepared for high waves.

**Henry Ponce:** What about people who live inland? Do they have to worry about hurricanes?

**Dr. Wilkins:** Hurricanes get their power over water, so coastal areas are usually the hardest hit. After they hit land, hurricanes lose strength. But they can also cause damage in inland areas.

**Henry Ponce:** Can you explain the difference between a hurricane watch and a hurricane warning for our listeners?

**Dr. Wilkins:** I get that question a lot. The National Weather Service issues a hurricane watch when there is the possibility of a hurricane within the next 36 hours. The watch means that you should pay attention and begin to prepare for the severe weather.

**Henry Ponce:** Um hmm. I see. And a hurricane warning?

**Dr. Wilkins:** A hurricane warning means that you can expect a hurricane to arrive in your area within 24 hours. As soon as you hear the warning, make sure that your emergency preparations are complete.

### Page 98, Listen, Exercises A and B

Hello. I'm emergency medical technician Iris Chen, and I want to remind you about Emergency Medical Services Week—EMS Week. During this week, please take time to honor 911 operators, EMTs, and other emergency personnel who provide our city with lifesaving services. Also use EMS Week as an opportunity to make sure that everyone in your family, including young children, knows how to make a 911 call.

In an emergency, some people may not think clearly, so be prepared. Put the 911 number and your own number next to every phone in your home. Then practice. With your phone turned off, show your family how to dial 911, and demonstrate what to do during the call. Stay calm and speak slowly. Explain what the emergency is in as few words as possible. Give information about whether there is anyone who is bleeding, unconscious, or not breathing. Give the location of the emergency. Listen carefully, and answer the operator's questions. Finally, don't hang up until the operator tells you to hang up.

Help us help you. A 911 call could save the life of someone you love.

## UNIT 6

### Page 106, Listen, Exercises A, B, C, and D

**Mother:** So, tell me about the apartment. It has three bedrooms?

**Jessica:** Yes. They're small, but that's OK.

**Mother:** You said the rent is \$1200? Are utilities included?

**Jessica:** Water is included. So we just have to pay for gas and electricity.

**Mother:** How much was the security deposit?

**Jessica:** One month's rent--\$1200. Between the three of us, we'll manage it. It'll be only \$400 apiece.

**Mother:** All right. I might be able to help you a little with that.

**Jessica:** That'd be a big help, Mom.

**Mother:** So, remember, keep everything nice and clean. Be sure not to damage anything.

**Jessica:** Damage anything? Mom, don't worry. We won't damage anything.

**Mother:** Well, not on purpose you wouldn't. But you could by accident. And then, when you move out, the landlord will keep your security deposit.

**Jessica:** Oh Mom, stop worrying, we'll be careful.

**Mother:** I hope you have quiet neighbors.

**Jessica:** I know. Me, too. Well, at least there won't be any barking dogs. Tenants aren't allowed to have pets.

**Mother:** That's good. Now, what else can I worry about?

### Page 112, Listen, Exercises A and B

**Henry:** Welcome to This Week. I'm your host Henry Sullivan. Our guest today is Manuel Rodriguez, a tenant rights lawyer. Today Manuel is going to answer questions on tenant law in Texas. Manuel, it's nice to have you back on our show.

**Manuel:** Thanks, Henry. Glad to be here.

**Henry:** Listeners, do you have problems with your landlord? If you do, give us a call. The number is 1-800-555-3333. ... Ah, I see we have our first caller. Armando from Dallas, you're on the air.

**Caller 1:** Hi, Manuel. The smoke alarms in my apartment don't work anymore. I called the landlord several times but he never called me back. He has to replace the smoke detectors, doesn't he?

**Manuel:** Yes, in Texas, the landlord is required to put a working smoke detector outside each bedroom. But if the smoke detectors stop working, you have to notify the landlord in writing. Send your landlord a letter explaining the problem. Make sure to keep a copy of the letter.

**Caller 1:** I'll do that. Thank you, Manuel!

### Page 112, Listen, Exercise C

**Henry:** Now for our next caller. Carla in San Antonio, you're on the air.

**Caller 2:** Hi, Manuel. My landlord is going to raise my rent to \$700 a month. I can't afford to pay that much, and I'll have to move. Is he allowed to do that?

**Manuel:** How much time is left on your lease?

**Caller 2:** Six months. It's a one-year lease and it'll be up on September 1st.

**Manuel:** And have you ever paid your rent late or damaged the apartment?

**Caller 2:** No, I haven't. I'm a good tenant.

**Manuel:** It sounds like your lease is still in effect. That means the landlord is *not* allowed to raise your rent until after September 1st. But after that date, you'll have to sign a new lease, and he can raise the rent.

**Caller 2:** Oh well. At least I have six months to find a new apartment! Thanks, Manuel!

### Page 118, Listen, Exercises A and B

**Oscar:** What's that noise? It's so loud.

**Marta:** The neighbors are watching TV.

**Oscar:** Which neighbors? The ones in 2A?

**Marta:** No, 2C.

**Oscar:** What's their name?

**Marta:** I don't remember. I've only seen them in the hallway.

**Oscar:** Well, I'm going over there and telling them they have to turn down the TV. We just got the baby to sleep.

**Marta:** I already went over there.

**Oscar:** You did?

**Marta:** Yes, I told them the baby was sleeping and I asked them if they could be quieter.

**Oscar:** What did they say?

**Marta:** They didn't say anything. They slammed the door in my face.

**Oscar:** What! I'm going over there right now!

**Marta:** Oscar, don't lose your temper. Yelling at them won't do any good. Let me call the building manager.

**Oscar:** What can he do?

**Marta:** He can call them and remind them about the building rules—no loud TV or music after 10 p.m. They might listen to him. He also said we could call the police if there's noise after 10 p.m.

**Oscar:** I'm not calling the police about noise. I'll go over there and settle it myself.

**Marta:** OK, fine, but let me call the building manager first. It's better if we let him handle it.

## UNIT 7

### Page 126, Listen, Exercises A and B

**Eva:** Mark, did you have a chance to look at the auto section this morning? Some of the ads looked interesting.

**Mark:** Yeah, ... but some of the new cars are really expensive. I'm looking at these used-car ads from Tri-State Motors now.

**Eva:** Oh! I was looking at the used-car ads, too. There were some from dealers and others from private owners. Who would you rather buy from, a dealer or a private owner?

**Mark:** A dealer. We can get a warranty from a dealership but not from an individual seller.

**Eva:** You're right—good point. Does Tri-State have any of the models we're looking for—a compact that gets good gas mileage?

**Mark:** As a matter of fact they do. There are a few here with the features we want: four-doors with power steering, CD player, and air-conditioning. We can live without a sunroof, but air-conditioning is a must.

**Eva:** Don't forget about the safety features. We've got to have airbags.

**Mark:** Absolutely. With the newer cars, front airbags are standard, but we should look for a car that has side airbags—and antilock brakes, too.

**Eva:** I agree.

**Mark:** I just realized that we've never talked about color. Would you rather have a light color or a dark color—like black, maybe?

**Eva:** Hmm ... Well, now that I think about it, I've always wanted to drive a *red* car.

**Mark:** Red, huh? I read somewhere that red cars get more speeding tickets.

**Eva:** Really? Hmm. How about this ... Let's start looking and we'll see what's out there and what kind of deal we can get. Then we'll worry about the color.

### Page 131, Practice, Exercise A

**Amy:** I'm thinking of buying a car.

**Tom:** Congratulations! Will it be your first car?

**Amy:** Yes, it will—well, at least in this country. I know you have to have insurance here when you own a car, but I really have no idea how to go about getting it. What did you do?

**Tom:** When I was shopping for my car, a friend of mine gave me the name and number of a good car insurance company. You can try them. I use All Country.

**Amy:** OK. I'll check them out. And I'm sure I can find information about other insurance companies on the Internet.

**Tom:** Good idea! You could also look through the yellow pages of the phone book.

**Amy:** Great. Thanks for the help.

### Page 131, Practice, Exercises C and D

**Amy:** I'm ready to call and get a quote for car insurance.

**Tom:** Good. Are you ready for all the questions they'll ask?

**Amy:** I thought I would be asking most of the questions.

**Tom:** Actually, your premium will depend on how you answer some of their questions.

**Amy:** Really? What kinds of things will they ask?

**Tom:** They'll want to know what kind of car you drive. If you own a sports car, for example, the premium is usually higher.

**Amy:** OK. What else will they ask? How about safety features? A salesperson at the used-car lot told me that having lots of safety features would probably help keep my premium low.

**Tom:** Yes. That's true. And they'll want to know how many miles you expect to drive each year.

**Amy:** How can I predict how many miles I'll drive?

**Tom:** It's just a guess. Premiums are usually higher for people who drive a lot.

**Amy:** OK. Is there anything else I should know?

**Tom:** They'll probably ask you if you're single or married and also your age.

**Amy:** Why do my marital status and my age make a difference?

**Tom:** I think there are statistics that show that older, married people have fewer accidents.

### Page 132, Listen, Exercises A and B

This is Jake Alexander, and you're listening to *All Things Auto*. It's time for our Car Care Question of the Week. I have an e-mail here from Nicole. Nicole writes, "Can you tell me what your number-one car-care tip is?" Well, listeners, when it comes to car maintenance, there's one thing you should always remember, and that is "Don't delay. Do it today." Of course, you should change the oil regularly. For most cars, that's every three months or every 3,000 miles. But there are other things that you should do regularly, too. Your car's tires are very important for your safety, so inspect them once a month. Check the tread, and check the air pressure. If you don't know how much air your tires should have, look in your owner's manual. Finally, check for leaks once a week. Look under the hood and under your car. And look for color. For example, transmission fluid is red. Engine coolant is bright green or yellow, and oil is light brown. If you see a problem, take your car to a good mechanic right away. Fix small problems before they become serious. It's impossible to say exactly how many years this will add to the life of your car, but you'll definitely save money and you'll have a vehicle that's safer and easier to drive. Remember, listeners—"Don't delay. Do it today!"

### Page 138, Listen, Exercises A, B, and C

**Nora:** Are you OK? You aren't hurt, are you?

**Frank:** No, I'm fine. Are you all right?

**Nora:** Yes, but I can't say the same for my car. The right headlight is out, and there are huge dents in the hood and fender.

**Frank:** I don't know what happened. I'd already started moving into the right lane when I saw you. By that time, there was nothing I could do. I remember putting on my turn signal and looking for cars coming from the opposite direction, but I didn't see any cars.

**Nora:** I didn't see you either—until the very last minute. I had just slowed down because of the rain, but there still wasn't enough time for me to stop. You know, we should pull the cars to the side of the road. Now, where's my cell phone?

**Frank:** Are you going to call the police? I think we should do that.

**Nora:** Yes. We have to report the accident. It's the law. Besides, our insurance companies will definitely want a police report. You have insurance, don't you?

**Frank:** Of course. My insurance card and my driver's license and vehicle registration are in the car. I'll get them.

**Nora:** I'll get mine, too. Oh, by any chance, do you have a camera?

**Frank:** Why do we need a camera?

**Nora:** Well, my insurance agent told me to take pictures if I were ever involved in an accident.

**Frank:** That's a good idea. Actually, my cell phone has a camera. I'll get it.

## UNIT 8

### Page 146, Listen, Exercises A and C

**Dr. Kim:** Good morning, Mrs. Garcia. What brings you here today?

**Irma Garcia:** To tell you the truth, Doctor, I haven't been feeling well for the past couple of weeks.

**Dr. Kim:** What seems to be the problem?

**Irma Garcia:** For one thing, I can't sleep at night. I have a lot of congestion, so I can't breathe.

**Dr. Kim:** Anything else?

**Irma Garcia:** Yes. I feel achy. My whole body hurts! Oh, and I've been sneezing a lot lately.

**Dr. Kim:** Hmm ... And you say this has been going on for about two weeks?

**Irma Garcia:** Right. At first, I thought I had a cold, but now I'm worried that it's something more serious.

**Dr. Kim:** I think you might have an allergy. The question is what's causing it. Is there anything different about where you live or work?

**Irma Garcia:** No, my husband and I live in the same house, and I still work in our family business.

**Dr. Kim:** OK. What about your diet? Have you been eating any new kinds of food?

**Irma Garcia:** Well, I eat the same food as always, but I've been cooking a lot more since my daughter came home from college a few weeks ago.

**Dr. Kim:** Aha! That could be the answer.

**Irma Garcia:** What? You think I'm allergic to my daughter?

**Dr. Kim:** No, Mrs. Garcia. Not your daughter, but maybe something your daughter brought into the house, such as perfume or a houseplant. We'll do a few tests to find out for sure.

### Page 152, Listen, Exercises A and B

**Operator:** 911, what is your emergency?

**Caller:** I need an ambulance here.

**Operator:** OK. Where are you located?

**Caller:** 136 Elm Street.

**Operator:** OK. The paramedics are on their way. Can you tell me what's going on?

**Caller:** It's my husband and he's ... I don't know, he's having chest pain. And he's sweating, really badly.

**Operator:** Is he conscious or unconscious?

**Caller:** He's conscious ... but he's having so much chest pain it's hard for him to breathe.

**Operator:** Try to stay calm. You need to help him until the paramedics get there. How old is your husband?

**Caller:** 58.

**Operator:** Does he have any ongoing medical problems?

**Caller:** Yes, he has diabetes.

**Operator:** Is he taking medication for that?

**Caller:** Yes.

**Operator:** Is he on any other medication?

**Caller:** No, I don't think so. Are the paramedics almost here?

**Operator:** Yes, help is on the way. You're doing great. Just continue to watch him. Call again if anything changes before the paramedics get there.

### Page 158, Listen, Exercises A and B

The end of summer is almost here, and that means more than getting notebooks, pencils, and clothing for the new school year. School officials say that parents should not wait until the last minute to get their children the immunizations they'll need. State law requires specific vaccinations for all students entering school for the first time and for students in pre-school programs, kindergarten, grade 5, and grade 9. This is a reminder that student immunization records must be updated no later than September 15. Parents ought to have their children immunized now to avoid the early September rush. It's very important to make the September 15th deadline.

As part of a back-to-school effort, health clinics around the city will be offering free vaccination services. In addition, the annual Health for Life Fair will take place this weekend. Among the many activities at the health fair will be free medical check-ups for children ages 5 through 12 and free immunizations. All events and services will be in the Downtown Civic Center from 10:00 AM until 6:00 PM on Saturday and from noon until 6:00 PM on Sunday. For more information, look in the health news section of your local newspaper, or visit the Radio WDKM website at [www.wdkm.com](http://www.wdkm.com).

## UNIT 9

### Page 166, Listen, Exercises A and C

**Mr. Bowman:** Thanks for coming to my office today, Mrs.

Adamski. I know you took time off from work to meet with me. I want to talk to you about your daughter.

**Mrs. Adamski:** Monika? Oh, Monika is a good student. My son has some problems with his grades, but not Monika.

**Mr. Bowman:** Oh, yes. Your daughter is an excellent student! And that's exactly why I want to talk with you. Since Monika will start high school next fall, it's time to start thinking about college.

**Mrs. Adamski:** College? Uh, Monika is only 13 years old. College is a long way off.

**Mr. Bowman:** Well, yes and no.

**Mrs. Adamski:** What do you mean, "Yes and no"?

**Mr. Bowman:** It's never too early to start thinking about college. I'd like Monika to have as many opportunities as possible, because she is one of our best students.

**Mrs. Adamski:** Thank you.

**Mr. Bowman:** But when I talk to Monika about college, she isn't interested, because she thinks she can't afford it.

**Mrs. Adamski:** Well, my husband and I can take care of our family, but we don't make a lot of money.

**Mr. Bowman:** Many schools offer scholarships and financial aid to help students pay for their education.

**Mrs. Adamski:** Oh, really? How can we make sure Monika gets a scholarship?

**Mr. Bowman:** Well, there are no guarantees. But the first thing to do is talk to Monika about classes that will prepare her for college.

**Mrs. Adamski:** OK, and I'd like to make another appointment with you. Next time I'll bring my husband so that we can both talk to you about scholarships and financial aid.

### Page 172, Listen, Exercises A, B, and C

**Secretary:** Good morning. How can I help you?

**Mr. Lopez:** Hello. I'm Pablo Lopez, and this is my daughter, Marta. I need to enroll Marta in school. We just moved here.

**Secretary:** Oh, yes. You're the one I spoke with on the phone last week. Marta finished first grade at Newtown Elementary, right?

**Mr. Lopez:** Yes, that's right. She's ready for second grade.

**Secretary:** OK, I can help you get her enrolled. Do you have proof that you live in School District 15? For example, can you show me the lease for your new apartment?

**Mr. Lopez:** I don't have a lease, but I brought an electric bill that has my name and address on it.

**Secretary:** Perfect. Now, I'll need a few other things from you. Do you have Marta's school records from Newtown?

**Mr. Lopez:** Yes. I also brought her birth certificate and her medical and dental records.

**Secretary:** Excellent. I'll also need a phone number that we can call if there's an emergency. Here's a form you can fill out with that information.

**Mr. Lopez:** OK.

**Secretary:** And here's a list of school supplies—pencils, notebooks, and folders—which your daughter has to bring with her to class.

**Mr. Lopez:** Thank you.

**Secretary:** You're welcome. Let me know if you have any questions.

### Page 178. Listen, Exercises A and B

I want to welcome you to the first meeting of this advisory committee. Before we do anything else, I'd like to explain the purpose of the committee.

Because he has talked about it so many times, you must have heard about the mayor's plan to improve school safety. He could not have come up with this plan without the support of parents' advisory committees all over the city. The plan requires all schools to identify five improvements to keep students safe and to create a better atmosphere for learning. I am asking you as advisory committee members to assist me in preparing a school safety plan for West Apollo Elementary School.

Every person in this room has something to contribute to

our plan. Some of you are parents, and your children might have talked to you about problems at school. Some of you live near here, so you are familiar with problems in the neighborhood. The teachers in this group are familiar with how students behave in classrooms, in the cafeteria, and on the playground. Any one of you may have thought about changes that we should make in our procedures and school buildings. I hope all of you will contribute your ideas to our safety plan.

## UNIT 10

### Page 186, Listen, Exercises A and B

**Sam:** Oleg, have you finished the cabinets yet?

**Oleg:** I'm sorry, Sam. The supplier was out of the wood. It just came in yesterday.

**Sam:** Then we're a week behind schedule! Why didn't you tell me there was a problem with the supplier?

**Oleg:** I did. I called your office and left a message on your machine.

**Sam:** Why didn't you call the cell phone?

**Oleg:** I did. I called three times, but no one picked up. I even had Boris call you from the van.

**Sam:** Never mind . . . Now listen. You've got to finish the cabinets. How soon do you think you'll be done?

**Oleg:** Two weeks.

**Sam:** Come on. Can't you do it in a week and a half?

**Oleg:** Well, I need two weeks to make quality cabinets. You want me to do a good job, don't you?

**Sam:** OK, you're right. Two weeks. In the meantime, you need to let the counter guy measure space for the counter.

**Oleg:** Oh, sure. No problem.

### Page 192, Listen, Exercises A, B, and C

**Asad:** Wait, Claudia! Don't turn on the press yet!

**Claudia:** What's the matter?

**Asad:** You can't wear a bracelet when you're operating the press. . . . See those moving rollers? Your bracelet could get caught in the roller. You could hurt yourself very badly.

**Claudia:** Oh. I'll take it off right now.

**Asad:** Didn't you go to the safety training?

**Claudia:** I did. But I thought they just said no loose clothing.

**Asad:** Or jewelry, like bracelets and necklaces. These machines are dangerous. Did you read the safety manual yet?

**Claudia:** Yes, of course, but I don't remember everything it said.

**Asad:** I see. OK. Let's do a safety check. I always do a safety check before I start. First, make sure the guards are all on the machine. Make sure you're not wearing long sleeves or jewelry. Keep your hands a safe distance from the rollers. OK, now it looks like you're ready to start. I'm going to watch you work for a while to make sure you're working safely.

**Claudia:** Thanks so much, Asad!

**Asad:** You're welcome.

### Page 198, Listen, Exercises A and B

**Don:** Hi, Lisa. Could I talk to you for a minute?

**Lisa:** Oh, sure. Umm, is everything OK?

**Don:** Yes! Here, have a seat. I want to talk to you about your future with Parcel Movers.

**Lisa:** Oh, thanks! That's great.

**Don:** You've been doing an excellent job. Let's see. You started out with us six months ago as a sorter... You're very efficient. I can see you're moving 400 packages in an hour.

**Lisa:** Thank you.

**Don:** And you're accurate. I see you've made mistakes with only three packages in three months.

**Lisa:** I try my best.

**Don:** Also, when your co-workers need help, you try to help them.

**Lisa:** Well, thanks. I guess we're all part of a team.

**Don:** The other thing that's important is safety practices. You follow the safety practices you learned in the safety training course.

**Lisa:** Well, safety is important. I don't want to get hurt!

**Don:** Right, everyone wants to be safe. But you're especially conscientious. Vikram told me that you saw him lifting the wrong way and warned him... that's the kind of thing we like to see in a supervisor. So... I'm promoting you to the position of training supervisor.

**Lisa:** ...Oh, wow! That's great...

**Don:** You'll be responsible for seven employees, starting on the 12th. Why don't you come to my office tomorrow morning—let's say at 10:15?—and I'll give you more details.

**Lisa:** Thank you, Don. I'm really excited to have this opportunity.

**Don:** You're welcome. You earned it.

## UNIT 11

### Page 206, Listen, Exercises A and B

**Solange:** David, what's the matter? You don't look so good.

**David:** I'm all right... but something happened last night that shook me up a little. While I was watching the 10 o'clock news, I got a call on my cell. When I picked up, I thought it would be Caroline telling me she was on her way home. But it was the police.

**Solange:** The police?

**David:** Yes, they had Caroline at the police station!

**Solange:** The police picked up *Caroline*?

**David:** It-it was OK. You know, when they first told me she was there I panicked—what was wrong—what might have happened—but she was fine, and she hadn't done anything wrong. —She'd just been out a little too late. There's a curfew for teenagers now in the city. After 10 PM, no kids below the age of 18 are allowed downtown. It was around 10:15... Caroline and her friends had just been to the movies and were on their way home. An officer came by and picked them up for violating a city ordinance.

**Solange:** I didn't know there was a curfew.

**David:** Neither did I. But when I got to the station, the cops were very nice. While I was waiting, they explained the reasons for the ordinance.

**Solange:** Like what?

**David:** There have been some incidents downtown after dark. Someone got robbed. The curfew is meant to keep kids from being victims of crime.

**Solange:** I had no idea. I'd better tell Fabiola about the curfew. I don't want her getting into trouble or getting robbed.

**David:** Yeah. I told Caroline she has to be home by 10 PM in the future.

### Page 212, Listen, Exercises A and B

**Lisa:** Alex! Don't tell me you're watching that program again.

**Alex:** What do you mean? What's wrong with this program?

**Lisa:** It's garbage.

**Alex:** How can you call it garbage? This program is watched by millions of people all over the country. It shows how the law works.

**Lisa:** Oh, do you really believe that? There's no real law on that show, just people complaining about their relationships.

**Alex:** Oh, come on, Lisa.

**Lisa:** Those aren't real cases at all—those stories are all made up. And they certainly aren't heard by real judges. They're all actors...

**Alex:** Ah ah ah not true—some of the shows are real cases. Or they're based on real ones.

**Lisa:** Oh, brother.

**Alex:** Listen to this case that was just on. It's really interesting.

There were two roommates. One roommate was behind on his car payments, and the bank was going to repossess his car. So he got his roommate to lend him \$2,000 for the car payment.

**Lisa:** Uh—not a good idea.

**Alex:** Uh, yeah! You're right about that! The roommates got into a big fight and moved out. And the guy with the car didn't pay back the \$2,000 he owed his roommate. So they went to court, and the case was decided by a judge. He said to the guy who loaned his friend the money, "Well, your friend has to pay you the money back, but here's some advice. Never lend money to your friends."

**Lisa:** Hmm. That reminds me...

**Alex:** What?

**Lisa:** You owe me 50 bucks.

### Page 218, Listen, Exercises A and B

**Host:** Welcome back to Car Chat! I'm your host Frank Evans, and I'm here with former traffic court judge Carl Mansfield. He's here to answer your questions about traffic violations. ... Caller 1, you're on the air.

**Caller 1:** Hi, Carl. A police officer recently gave me a ticket for running a stop sign. But I couldn't see the sign because a tree branch was hanging over it. Do I really have to pay the fine?

**Carl:** It sounds like you're in the right. I advise you to ask for a trial to contest the ticket. But first go back to the stop sign and take a picture of it. Then you can show the picture to a judge in traffic court. He or she will probably dismiss the ticket.

**Caller 1:** Thanks, Carl.

**Carl:** You're welcome. Caller 2? How can I help you?

**Caller 2:** I've gotten a few traffic tickets, so I have some points on my license. I heard that if I go to traffic school, I can get the points on my license erased. Is that true?

**Carl:** Well, that depends on the state where you live. In this state, as long as your traffic violations aren't too serious, you can go to traffic school to get the points erased from your license. What kind of tickets are they?

**Caller 2:** Oh, they're mostly parking tickets. But I did get one ticket for speeding. How do I sign up for traffic school?

**Carl:** Well, it's easy. You can sign up online. After you complete the course, they'll give you a certificate. As soon as you show the certificate to the police, your driving record will be clean again.

**Caller 2:** Great! Thanks for the information!

## UNIT 12

### Page 226, Listen, Exercises A and B

**John:** Hello. What can I do for you?

**Ling:** Hi. I'd like to open a checking account.

**John:** OK. We have several options. Our MyMoney account is very popular. There's no monthly maintenance fee, and it has a pretty good interest rate.

**Ling:** That sounds good.

**John:** It requires a minimum balance of \$1,500, though.

**Ling:** Uh ... What happens if I go below fifteen hundred?

**John:** Well, you'll be charged a monthly maintenance fee.

**Ling:** I see. You know, a lot of banks offer free checking. Don't you have something like that?

**John:** Sure we do. You want an interest-free checking account then. There's no minimum balance requirement.

**Ling:** Yeah, interest-free checking—that's what I want. Are there any fees I should know about?

**John:** Well, the usual—you pay an overdraft fee if you write a check or make an automatic bill payment for more than the amount in your checking account. If you're interested, the bank offers overdraft protection for a monthly flat fee.

**Ling:** And how much is that?

**John:** \$30.

**Ling:** No, thanks. I'll just have to keep an eye on my account balance.

**John:** OK ... Interest-free checking then. Let me get your information ...

### Page 232, Listen, Exercises A and B

**Host:** Welcome back to MoneyWise. I'm Helen Duncan. We're here today with financial expert Patricia Wong. Patricia is taking questions from our listeners now. Here's our first caller.

**Rafael:** Hi, Patricia, I'm Rafael. Thanks for taking my call.

**Patricia:** No problem. I'm here to help you with your money questions. Go ahead.

**Rafael:** I have a lot of debt, and I'm having a hard time paying all my bills each month.

**Patricia:** What kind of debt, Rafael?

**Rafael:** Credit card and some personal loans.

**Patricia:** How much in personal loans and credit card debt are we talking about?

**Rafael:** Uh, I borrowed \$5,000 from my credit union and I have about \$20,000 in credit card debt.

**Patricia:** I see. That's \$25,000 more or less. How old are you and what do you do?

**Rafael:** 27. I work in a hospital—I'm a technician.

**Patricia:** And what's the interest rate on your credit cards?

**Rafael:** They vary—from 9.99% to 18%.

**Patricia:** Whoa! What happened? Why 18%?

**Rafael:** Well, I missed a payment on one of my credit card bills.

**Patricia:** That's what usually happens. Well, your situation isn't hopeless, Rafael. The first thing that you should do is talk to the credit card companies. Try to get the rate lowered on the card with the 18% interest rate. If they lower the rate by just a point or two, it will make a big difference in your monthly payment.

**Rafael:** OK. I'll try.

**Patricia:** Next, if you can, pay off the cards with the highest interest rate by increasing your monthly payment. Let's say you're paying \$50 a month now on a balance of \$1000. If you increase your monthly payment to \$75, you'll finish paying the loan seven months sooner.

**Rafael:** That sounds like something I can do. It's just \$25 a month more than I'm paying now.

**Patricia:** Here's one more idea for you: try to get a second job and use your second income to pay off your debt. If you follow just one or two of those suggestions, you'll start reducing your debt in no time. Good luck.

**Rafael:** Thanks so much, Patricia. Those are all good suggestions.

### Page 238, Listen, Exercises A and B

**Eduardo:** Hey, what would you do if you suddenly inherited a lot of money?

**Chantal:** I'd be quiet about it, and I'd keep working for a while. Why?

**Eduardo:** This guy in my office—turns out he had a rich uncle. Well, the uncle died and left him half a million!

**Chantal:** Really? What's he going to do with the money?

**Eduardo:** He already spent it! He bought a really expensive sports car and a motorcycle! Then he quit his job. And now he's traveling around the world.

**Chantal:** That's crazy. That money will disappear quickly. If I came into a lot of money, I would do something more useful with it.

**Eduardo:** Like what?

**Chantal:** I'd go to medical school. I've always dreamed of becoming a doctor.

**Eduardo:** You don't like being a nurse?

**Chantal:** I do, but I'd rather be a doctor.

**Eduardo:** Then you'd still work here?

**Chantal:** No, I'd go back home—to Haiti. I'd build a clinic in my village, and I'd give the people in my village free medical care.

**Eduardo:** You have such a good heart! As for me, if I found myself with a lot of money, I'd probably spend it on myself!

**Chantal:** What would you do?

**Eduardo:** I'd quit my job for sure. I don't like my job. Then I'd pay off all my debts. Finally, I'd buy a big house on the beach.

**Chantal:** But wouldn't you get lonely in that big house all by yourself?

**Eduardo:** Oh, no! I wouldn't live there by myself. I'd invite my parents, my brothers and sisters, cousins, even my closest friends to live with me.

**Chantal:** Whoa! That would be an entire village!

**Eduardo:** Exactly. Imagine what fun that would be. Of course, I'd invite you to come and visit me.

**Chantal:** It's a deal!