**Transcript**

**Text 1 (tasks 1,2,3.)**

**Catching up after a trip**

 Dave: Jean, hi!

Jean: Hi, Dave. How are you?

 Dave: Good, good.

 Jean: Wait a second, I’m not calling you in Canada, right? You’re back now, aren’t you?

Dave: Yeah, I got back two days ago.

Jean: Oh good, phew. Because I wouldn’t want to be calling you long distance without realising it and suddenly ..

. Dave: You’ve spent a fortune on a long-distance call. No, I know, it’s OK. I actually wouldn’t answer the phone while I was over there if I saw the call was coming from England. But no worries, we’re in the same country now

. Jean: Yeah. So, how was the trip? Did you meet your long-lost uncle?

 Dave: I did, actually. It was very good. I flew to Toronto and stayed there for a few days. At first I was really worried about my accommodation because I kept reading these appalling stories about rental flats going all wrong.

Jean: Oh, was it one of those?

 Dave: Yeah.

Jean: My friend had a disastrous experience in Barcelona with one of them. The place didn’t look anything like the photos, and all the neighbours hated that there was a holiday flat in their building. Awkward situation. Urgh.

 Dave: Right. So, as I was saying, I was really worried because I heard these stories. And at first I couldn’t find the place. Turns out I was in the wrong building. It was next door, and on the top floor, and … wow. Jean, this place was fabulous! Really spacious, with these floor-to-ceiling windows and the most scenic views of the city. I could see the lake and the whole city skyline and skyscrapers from my bedroom. I had to pinch myself to prove I wasn’t dreaming

. Jean: Sounds pretty cool. So, what’s it like? The city, I mean. I’ve always wanted to go to Canada.

Dave: It’s nice. I mean, it’s another big, vibrant, modern city. But it’s really clean, and there’s lots of parks. One of the things I liked was the multiculturalism. We visited Chinatown, Little Italy, Greektown, Little India … umm, I can’t remember the others but it was sort of a new area every three or four blocks, you know?

 Jean: Hey, is it true that there’s a whole part of the city that’s underground? I read that somewhere about Toronto, or saw it on some TV show.

 Dave: It’s true! I asked about that. They call it the PATH. There’s, like, almost 30 kilometres of restaurants, shops, cinemas and stuff all underground. In the middle of the downtown area.

 Jean: Amazing!

Dave: Yeah, but actually once you’re down there it’s not that noticeable. There’s actually a lot of natural light. I forgot we were underground. It’s mostly useful to get out of the cold weather.

 Jean: What temperature was it while you were there?

 Dave: It was still only November, but it was getting cold. We had at least a day where it was less than zero. My uncle told me that in January and February it can go down to 20 below zero.

 Jean: Oh, wow. I think I’d die!

Dave: Yeah, and the worst thing was what they call the ‘wind-chill’ factor. So they say the temperature is zero degrees, but minus eight with the wind chill. So it feels like minus eight. And my uncle said the wind-chill factor can go down to minus 40.

 Jean: Stop it! You’re making me feel cold just thinking about it. So, how was meeting your uncle? The famous Uncle George.

Dave: That was great too. He lives outside of Toronto, in a cottage by a lake. Really tranquil and unspoiled nature.

 Jean: I’m dying to see photos. You want to meet up soon? Or are you too jet lagged still?

 Dave: Yeah, I’m actually free tomorrow if you like.

**Text 2 (tasks 4,5,6)**

**A phone call from a customer**

Junko: Hello, Junko Mori speaking. How can I help you?

Andrea: Hi, Junko, it’s Andrea here from Red Band. I’m calling about our latest order.

Junko: Everything arrived OK, right? We got the delivery confirmation at our end. Andrea: Yes, everything’s fine with the order. I’m calling about the invoice and the payment terms. I need a favour.

Junko: A favour? What do you need?

Andrea: This is a little, er ... difficult, but I need an extension on the payment terms. I know they’re usually 30 days, but we’re having some cash flow problems. You’d really be helping us out if you could extend it to 60 days.

Junko: I’m not sure if I can do that, Andrea. We’ve got regulations at our end, and also have to manage our own cash flow.

Andrea: I promise this won’t become the norm, Junko. Actually, I also want to place another new order. The same size order as last time. It’s for an important customer and they pay on delivery.

Junko: I see. So your cash flow problem will be solved after this new order is delivered.

Andrea: Exactly.

Junko: That sounds good. Hold on, Andrea. Let me see what I can do. Yes, I think we can make an exception this time.

Andrea: That’s great, Junko. I appreciate your help.

 Junko: And we appreciate your business, Andrea. It works both ways.

Andrea: Thanks again, Junko. Can you send me a quick email confirmation of the payment terms extension?

Junko: Sure, no problem. We’re happy to help you.

Andrea: Great. And I’ll email you the new order.

Junko: Thanks. I’ll keep an eye out for it. Talk to you soon.

Andrea: You too. Goodbye.

KEY

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| ***Task 1*** | **1** | **2** | **3** | **4** | **5** |
| ***4*** | ***2*** | ***3*** | ***1*** | ***6*** |
| **6** | **7** | **8** |  |  |
| ***7*** | ***5*** | ***8*** |  |  |
| ***Task 2*** | **9** | **10** | **11** | **12** | **13** |
| ***a*** | ***b*** | ***a*** | ***c*** | ***c*** |
| **14** | **15** | **16** |  |  |
| **c** | **b** | **c** |  |  |
| **Task 3** | **17** | **18** | **19** | **20** | **21** |
| **d** | **a** | **b** | **h** | **f** |
| **Task 4** | **22** | **23** | **24** | **25** | **26** |
| **False** | **True** | **False** | **False** | **True** |
| **27** |  |  |  |  |
| **True** |  |  |  |  |
| **Task 5****(c/s)** | **28** | **29** | **30** | **31** | **32** |
| **s** | **c** | **s** | **s** | **c** |
| **33** | **34** | **35** |  |  |
| **c** | **c** | **s** |  |  |
| **Task 6** | **36** | **37** | **38** | **39** | **40** |
| **a** | **b** | **e** | **c** | **d** |