

UNIT 1 LANGUAGE SUMMARY

Adjectives

Describing annoying things

awkward
clumsy
complex
frustrating
infuriating
time-consuming
tricky

Verbs

Facing challenges

accept
adapt
be a step forward
be capable of
be frightened of
can't take
cope with
get a grip
get through
resist
survive
tackle
underestimate
welcome

Describing annoying things

be a waste of time
be hard to operate
drive crazy
lose patience
get on nerves

Insider English

It looks like the server is down.
My Wi-Fi is down again!

Glossary

amateur
binge-watch
craft
DIY (do-it-yourself)
preserve
revive

Talking about how we deal with change

I'm always looking for an excuse to avoid change, and I'll do anything to keep my life simple.

We often talk negatively about the future, don't we?

We tend to fear change.

When we're feeling scared, we underestimate our ability to cope with things.

Talking about past difficulties

We didn't use to have any privacy.

I never used to have enough coins.

I'd drive my brother crazy.

It got on my nerves to have to get up and change the channel all the time.

Discussing issues and agreeing strongly

When it comes to technology, you can rely on the server to be unreliable.

That's so true!

You can say that again.

I couldn't agree more.

Looking at the big picture, I think email isn't that bad.

Generally speaking, you could be right ..., but

Overall, if I had to choose ...

Have it your way!

Writing an opinion essay

Organizing information with paragraphs

1st paragraph: Introduce the topic and state your opinion.

2nd paragraph: Use a topic sentence to introduce your example and give the main idea of the paragraph; describe the example.

3rd paragraph: (same as second paragraph)

4th paragraph: Restate your opinion but with different words than before.

Useful phrases

It was very awkward.

It was hard to operate.

It used to drive ... crazy.

It was really tricky.

It was a step forward from ...

We shouldn't underestimate ...

It helped to cope with ...

It was a waste of time.

It used to be so time-consuming.

Generally speaking ...

Looking at the big picture ...

Overall ...

When it came to ...

UNIT 2 LANGUAGE SUMMARY

Adjectives

The natural world

adaptable
endangered
poisonous

Nouns

Space and ocean exploration

atmosphere
exploration
investigation
resources
satellite
species
surface

The natural world

animal life
creature
environment
form of life
habitat
origin
plant life
pond
sea life
survivor
territory
volcano

Verbs

Space and ocean exploration

come across
launch
monitor
observe
preserve
use up

Insider English

You don't need to worry about Rachel.
She is a really tough cookie!

Glossary

fossil
head straight for
microbe
mammal

Talking about exploration and research

I would definitely prefer to explore space rather than study the ocean.

We can learn more from research into space exploration than most people realize.

Space exploration just isn't useful enough to justify the cost. It's less important to fix future problems than (it is) to fix current ones.

There are fewer benefits to space exploration.

Talking about life forms in different environments

Nicaragua's Masaya Volcano is one of the most active volcanoes in Central America.

Yet in and around these holes, various forms of sea life exist. The tiniest and most common are microbes.

Rats are the most adaptable mammal (that) we know of.

It's an absolutely awful place to live.

They become very hard and appear to be dead.

The final "tough cookie" has few limits to its territory.

Exchanging important information

Asking for information

Is there any danger of really bad weather?

What exactly do you mean by "the worst"?

Is there a risk of snow?

What sort of coat would you recommend taking?

Providing information

The most important thing to consider is that mountain weather is unpredictable.

First and foremost, you need a good waterproof coat.

One thing to keep in mind is that you don't want a thick coat.

Another thing to consider is the kind of T-shirt you wear.

Writing a description of an area

Using numerical words and phrases

Drumheller is a town of about 8,000 people in southern Alberta.

It's 138 kilometers northeast of Calgary.

The record highest (temperature) was 40.6°C, but the normal temperature range is -18° to 26°C.

Almost 500,000 tourists arrive every year.

The museum has one of the world's largest collections of dinosaur fossils, including more than 200 complete skeletons.

The hoodoos are natural towers of rock, up to 6 meters high.

Useful phrases

I've been to ...

I've been ... before.

I've gone ... in the past.

I went ... once.

It felt absolutely ...

It made me feel extremely ...

It was the ... of my life.

The environment was ...

UNIT 3 LANGUAGE SUMMARY

Adjectives

Describing strong feelings

bizarre
creepy
disgusting
fabulous
impressive
irritating
satisfying
stunning
tense
uneasy
weird

Verbs

Describing personality

attract attention
be an extrovert
be an introvert
be reserved
be the life of the party
enjoy the company of
feel left out
interact with people
show off
socialize
speak softly
speak up

Insider English

Gross!
That's gross!
Mushrooms are gross.

Glossary

cookware
database
deadline
intern
stereotype

Talking about personality types

It's Saturday morning, when we discuss my choice of the week. Cain, whose work explores the character of introverts, feels that American society often prefers extroverts. An extrovert is someone who easily attracts attention. These are the two stereotypes accepted by most people. But there's a third personality type, which Quiet Revolution explores.

Talking about things you love or hate

I'm just sitting here, thinking about the strange things I love and hate. A crow flying slowly across the sky looks stunning. Some people like to stand on beaches, watching sunsets. ... as a child living in New York City, I took it a lot with my mom.

Making and responding to requests

Is there any chance you could ... ?
I don't mean to be rude, but ...
Would you be willing to ... ?
I'd be happy to help out.
Do you think it would be possible (for you) to ... ?
I don't know how much I'd be able to ...
Sorry, but I wouldn't be comfortable [-ing verb] ...
Yes, I can probably manage that.

Writing a personal statement for a job application

Composing and evaluating a personal statement

Make sure your personal statement is:

Concise: Keep it short. Avoid unnecessary words that add no meaning. Avoid overusing the word "I." Vary the sentence structure. Put the information in one paragraph.

Relevant: Write about who you are and what you can do. Emphasize only skills and talents relevant to the job. Avoid common expressions such as "good at working on a team" or "a dedicated and enthusiastic worker." Say how you can contribute to the organization. Briefly mention your career goals.

Accurate: Check your punctuation (avoid exclamation points), spelling, and grammar.

Useful phrases

This question revealed that ...
Our question about ... shows someone who ... would be a good employee.
We thought this question would ... , but it didn't.
We could improve this question by ...

UNIT 4 LANGUAGE SUMMARY

Adjectives

Assessing ideas

constructive
destructive
unreasonable
valid

Nouns

Assessing ideas

aspect
consequence
strength
weakness

Verbs

Professional relationships

act as
assist
build a relationship
build trust
contribute
demonstrate
enable (sb) to
keep an eye on
oversee
steer (sb) away from
take on
turn to

Assessing ideas

assess
draw attention to
point out
think through
weigh the pros and cons

Insider English

be/get stuck with

Talking about your support team in life

... who play such important roles in our lives that it would be hard to manage without them.

They can even steer you away from trouble.

The Long Timer has known you for so long that you've built total trust.

They only need to look at you to know what you're thinking.

Making decisions

Everyone's excited and congratulating themselves on how great it's going to be.

I've been on a red team myself, and it wasn't much fun.

You've seen for yourself that they need to be valid points.

The other team can't do that by itself.

Zack Sanchez is here to present another idea.

The other team can't do that by itself.

That's a job for others to do.

Teams are used to supporting one another, not criticizing each other.

Discussing advantages and disadvantages

The main benefit is (that) ...

A/Another plus is (that) ...

The downside is (that) ...

One/The tricky issue is (that) ...

It gives the company/us/you/me the advantage of [-ing verb] ...

I'd be / I'm concerned (that) ...

The upside is (that) ...

One/Another potential problem is (that) ...

Writing a summary

Summarizing main points

Keep your summary short (about 1/4 of a page in length).

Use one paragraph.

Use your own words. Don't rewrite the original text.

Mention the title and author of the text. State the main topic.

Briefly describe the author's main points.

After each main point, include the most relevant details or examples.

Don't add your own opinions. The summary should be based on information from the article.

Useful phrases

The main benefit is ...

Another plus / potential problem is ...

The downside/upside is ...

I'd be concerned that ...

UNIT 5 LANGUAGE SUMMARY

Nouns

Dealing with emotions

anxiety level
breathing technique

Verbs

Dealing with emotions

be conscious of
be in control of
be rational
be scared to death
calm down
cure (an illness)
overcome my fear
panic (about sth)
regain control
try a therapy

Willingness and unwillingness

be against
be anxious to
be dying to
be eager to
be more than happy to
be passionate about
be prepared to
be reluctant to
be unwilling to
have no desire to
have no intention of
hesitate to

Insider English

be in for

Glossary

barrier
face time
gesture
isolation
millennial

Discussing how new technology can help people

Whenever I get on a plane, I'm scared to death.
When you're in a VR environment, your mind can't tell what's real or not.
I may even take flying lessons if the therapy continues to work so well.

Discussing the future of communication

Millennials will be eager to work for a virtual company as long as the technology is good.
That may be true, but only if we're talking about future workers.
It could be the next big thing, providing companies invest more in technology.
Even if the tech is amazing, face time is important.
You can't really connect with your team unless you're all in a room together.

Considering and contrasting ideas

At the same time, ...
I don't have a clue ...
I guarantee (that) ...
It's a well-known fact (that) ...
On the contrary, ...
That said, ...
Who knows ...
You can bet (that) ...

Writing an online comment with examples

Stating opinion and giving examples

Make an opening statement. Give your opinion: for, against, or mixed feelings.
Support your opinion with examples. For each example, give some background, describe what happened, and add a comment.

Make a closing statement. Give your opinion again but in different words.

Useful phrases

It's a well-known fact that ...
At the same time, we need ...
You can bet that ...
As long as ... , we can ...
That will work providing (that) ...
If ... , we'll ...
Who will be in control of ...

UNIT 6 LANGUAGE SUMMARY

Verbs

Talking about fame

catch sb's attention
do a/the broadcast
get hits
get publicity
have a good/bad reputation
have (never) heard of sth
make an appearance
make sth entertaining
make headlines
praise sb
raise awareness (of sth)
seek fame

Reporting verbs

announce
argue
boast
claim
confirm
deny
estimate
have doubts about
hope to
insist
propose
swear

Insider English

Then it hit me.
Suddenly, it hit her.

Glossary

trade (n, v)

Describing unexpected fame

The 26-year-old from Vancouver had been trading things online for a year before he finally got offered a two-story, three-bedroom, 1920s farmhouse.

Not many people had heard of the small town of Kipling before the story caught people's attention.

The mayor, Pat Jackson, was trying to promote tourism and decided to make the offer of the house.

Talking about unexpected situations

"It will be delayed by about 30 minutes." / They estimated (that) it would be delayed by about 30 minutes.

"There could be an even longer wait." / They announced (that) there could be an even longer wait.

"You won't have to wait much longer." / They said (that) we wouldn't have to wait much longer.

"I can make it." / She ... insisted she could make it.

"I might be late." / I wish she'd said (that) she might be late.

Making assumptions

Making assumptions

You/It must have been ...

I suppose ...

I assume ...

Contradicting assumptions

Not at all.

Not in the least.

Absolutely not.

Clarifying assumptions

Up to a point.

To an extent.

In a way.

Writing an interesting story

Making a story interesting by varying sentence length

I planned it all out very carefully: Drive to Las Vegas on Friday (six hours), and then drive to Salt Lake City (four hours) the next morning. We'd drive the whole ten hours back on Sunday. And the plan worked!

The place was packed, but no one was seated, which was weird. I hadn't expected to see them until after the ceremony. Then it hit me.

Useful phrases

You can catch the listeners' attention by ...

I suppose you can ...

It's entertaining to ...

This website said that ...

Another website claimed that ...

UNIT 7 LANGUAGE SUMMARY

Verbs

Positive experiences

be a good influence on
be an honor
be beneficial
be of use
be worthwhile
devote my life to
get satisfaction out of
make a contribution
make a difference
reassure sb
take pleasure in
value sth

Making purchases

be foolish
be practical
convince sb (to do sth)
encourage sb (to do sth)
have appeal
have potential
look ridiculous
make financial sense
not be worth the money
purchase sth
regret a/the purchase
urge sb (to do sth)

Insider English

You bet.

Glossary

anticipation

Discussing worthwhile experiences

It's common to dream about driving a fire truck.
I had people to help me.
They have someone to talk to.
It can be scary being in the hospital.
It's rewarding to spend time reassuring patients.

Talking about purchases

My friend encouraged me to buy this expensive treadmill.
My husband ... urged me not to buy it.
Does anyone want to buy it?
I ... planned to use it for business trips.

Bargaining for a purchase

Negotiating a price

So, how much are you asking for ... ?
That's a little on the high side. Can you go any lower?
I'm sorry, but I can't accept that.
Would you be willing to accept ... ?
Sorry, but no deal.
\$... is the best I can do.
Sorry, but I don't think it's worth that much.
I'll throw ... in for free.
That's my final offer.
That sounds fair enough.
I think I can accept that.
You've got a deal.

Writing a for-and-against essay

Organizing an essay that presents opposite points of view

Recently, there have been ...
Let us consider some arguments in favor of ...
To begin with, ...
For example, ... Another advantage is that ... For instance, ...
On the other hand, ... First, ... Another disadvantage is ...
For example, ... In addition, ...
Overall, I believe that ... Even though ...

Useful phrases

You can catch the listeners' attention by ...
I suppose you can ...
It's entertaining to ...
This website said that ...
Another website claimed that ...

UNIT 8 LANGUAGE SUMMARY

Adverbs

Talking about progress

as expected
at my own pace
effectively
efficiently
little by little
on my own time
smoothly
steadily
successfully
thoroughly
with difficulty
with ease

Verbs

Describing neatness and messiness

arrange sth neatly
be all jumbled up
be disorganized
be organized
be tangled up
fold sth
hang sth up
leave sth all over the place
line sth up
put sth away
put sth in alphabetical order
put sth in a pile

Insider English

You should talk.

Glossary

consumer affairs
faulty
sloppy

Talking about neatness and messiness

We were supposed to meet some friends at seven.
We were about to leave the house, but she couldn't find her keys.
Her keys were bound to be in the house somewhere.
We were forced to go room by room looking for them.
They're sure to be neatly placed side by side on the floor.

Talking about side projects

It won't cause you stress but will give you a real sense of satisfaction.
Eventually I'm going to edit it.
I'm not showing it to them until it's done.
In a couple of years, I'll be looking for a job.
This video is going to be a useful example of my skills as a filmmaker.
If things go smoothly, I might start my own video production business one day.

Suggesting and showing interest in ideas

One/Another thing you/we can do is ...
That's such a terrific / an awesome idea.
What a fabulous idea!
... always goes over well.
I bet everyone loved / will love that!
It never hurts to ...
That's always worth considering.
... is a good way to approach it.

Writing a complaint letter

Avoiding run-on sentences and sentence fragments

In formal writing, avoid sentences that go on and on (run-on sentences) as well as sentence fragments (incomplete sentences).

Useful phrases

If you do this, you're bound to / sure to ...
You're going to ...
You might ...
You'll be + verb + -ing ...

UNIT 9 LANGUAGE SUMMARY

Nouns and noun phrases

Luck and choice

chance encounter
coincidence
deliberate decision
determination
fate
life-changing experience
lucky break
path

Verbs

Luck and choice

be fortunate
be in the right place at the right time
(not) believe my luck
wind up

Commenting on mistakes

be a bad move
be a dumb thing to do
be a silly mistake
be incompetent (at)
be in too much of a hurry
be unfortunate
be your own fault
find yourself in an awkward situation
kick yourself
learn sth the hard way
not watch what you're doing
see the funny side of sth

Insider English

A I was really scared.
B I bet! OR I bet you were!
A She's so happy.
B I bet! OR I bet she is!

Talking about how your life might be different

If I could find her, I'd thank her.
If my brother hadn't broken my finger, I wouldn't be an X-ray technician today.
If you hadn't met that X-ray tech, you might have learned about radiology some other way.
If you were a banker now, you'd still be happy.

Talking about mistakes

I wish (that) I wasn't studying psychology.
I wish I could study art instead.
If only you'd been there to stop me!
If only I had a three-year-old brother.

Reassuring someone about a problem

Giving reassurance

You're not the only one who's done that.
We all make mistakes.
That's the way it goes.
What are you worrying about?
It's no use crying over spilled milk.
It's not that bad.
It could have been worse.
It'll turn out all right.
No one is perfect.

Writing an article giving tips

Using parallel structures when listing items

It's best to let someone finish their point before making a comment or asking a question.
Don't change the topic or start talking about yourself.
Watch a speaker's body language, such as eye contact, hand gestures, and posture.
Do they seem excited, angry, or worried?
It's best just to tell someone you understand or reassure them instead of telling them what you think.

Useful phrases

You were really fortunate!
It sounds like you were in the right place at the right time.
You're not the only one who ...
That's the way it goes.
Was it luck or a deliberate decision?

UNIT 10 LANGUAGE SUMMARY

Nouns

Describing characteristics

build
characteristic
feature
female
gender
individual
likeness
look
look-alike
male
match
similarity

Describing research

analysis
assessment
calculation
demonstration
examination
identification
survey

Verbs

Describing research

analyze
assess
calculate
demonstrate
examine
identify
survey

Insider English

lose track of time

Glossary

progression

Talking about people's characteristics

I wondered about the possibility of discovering a few of mine.
I was really interested in learning more.
I haven't succeeded in learning more about Michal.

Talking about customer research

It allows them to identify your needs.
... two different products to prevent insects from biting ...

Giving your impressions

I have a funny feeling (that) ...
I get the impression (that) ...
From what I can see, ...
I have a hunch (that) ...
Judging by the description, ...
My gut feeling is (that) ...
What strikes me (about ...) is (that) ...
As far as I can tell, ...

Writing a professional profile

Using professional language

Don't use slang (= very informal language).
Avoid words like *kind of*, *probably*, and *maybe*. Use language that makes you sound confident.
Don't be negative. Be positive and polite.

Useful phrases

I get the impression that ...
Judging by the people I know, ...
Judging by what I've heard, ...
As far as I can tell, ...
My assessment is (that) ...
This will allow first-time employees to ...
This will help them ...
This will enable them to ...

UNIT 11 LANGUAGE SUMMARY

Adjectives

Describing consumer goods

authentic
counterfeit
deadly
fake
fireproof
genuine
illegal
imperfect
inferior
legal
original
second-rate
sophisticated

Degrees of truth

accurate
biased
controversial
dishonest
exaggerated
false
inaccurate
misleading
suspicious
trustworthy

Nouns

Degrees of truth

hoax
misinformation
rumor
urban legend
white lie

Insider English

the best / greatest thing since sliced bread

Glossary

the galaxy

Talking about fake goods

Counterfeit soccer jerseys were recently discovered by the U.S. government while they were being shipped to Texas.

They're not always made of safe materials.

Nobody is going to be helped by fake medicine.

It's unlikely that counterfeiting will be stopped.

The original products are being sold for over \$1,000.

We forget that somebody's creative ideas have been stolen.

Talking about untrue information

Misleading photos shouldn't be posted.

This kind of misinformation has to be stopped.

All online articles need to be checked.

I didn't expect to be laughed at.

The video seems to be made on a computer.

Expressing belief and disbelief

Expressing belief

... , believe it or not.

I'm absolutely positive (that) ...

Expressing disbelief

Yeah, right!

Tell me another one.

I find that hard to believe.

There's no truth in it/that.

Expressing some belief

Maybe there's some truth in it.

It's/That's partly true.

Writing a persuasive essay

Using persuasive language

A persuasive essay usually has three or four paragraphs:

Introduction: Gives your position on the topic.

Body (one or two paragraphs): Support your position with facts and examples. May also give the opposite position and say why it is not true.

Conclusion: Restates your position and main points. A strong concluding statement makes your reader agree with you.

Useful persuasive language:

Give your opinion (I firmly believe that ... , I strongly believe that ... , I feel that ...)

Give facts (According to ... , Research shows that ...)

Give personal examples (When I used/tried ... , One time I ...)

Give the opposite position (Although some will say that ... , Although many people ... , While it's true that ...)

Useful phrases

... , believe it or not.

I find that hard to believe.

It's partly true.

Maybe there's some truth in it.

Tell me another one!

UNIT 12 LANGUAGE SUMMARY

Adjectives

Skill and performance

analytical
artistic
athletic
competent
determined
gifted
imaginative
intellectual
logical
musical
skilled
talented
technical
trained

Verbs

Describing emotional impact

be a (real) downer
brighten up sth
capture sb's imagination
do sb good
get sb down
leave a lasting impression on sb
make sb's day
put sb's mind at rest
raise sb's spirits
ruin sb's day
stress sb out
take sb's mind off sth

Insider English

by / through word of mouth

Glossary

encore
headlining act
steadier
unload

Talking about talent

You have to practice something for 10,000 hours to become truly good at it.

But it's not necessarily true.

So he didn't play especially well at first.

Drawing never came particularly easily to me.

Discussing how to make life better

Listen to a great piece of music while getting dressed.

Have a cup of coffee and a cookie in the afternoon.

Change my desktop wallpaper to a beautiful work of art.

Stick an inspirational quote or a great piece of advice on the fridge.

A little bit of kindness can really make someone's day.

Describing ambition

Describing ambitions

My dream scenario would be to ...

My ultimate goal is to ...

I'm determined to ...

Expressing optimism

I'm confident (that) ...

There's no harm in trying.

I see no reason why I can't ...

Expressing caution

I realize things might not go as planned.

There's no guarantee (that) ...

I can't say for certain (that) ...

Writing a review of a performance

Showing reason and result

The show was a huge success because of / due to the talented musicians.

The lighting and special effects were terrific, so the behind-the-scenes crew clearly did a great job.

It all helped to make the concert feel spectacular.

Everyone was disappointed when the show was over, and they shouted for more. Consequently / Therefore / As a result, Sanz performed an encore, which really made our day.

Useful phrases

I'm determined to ...

I'm fairly talented at ...

I'm more analytical / artistic ...

My ultimate goal is to ...

STUDENT'S BOOK AUDIO SCRIPTS

Track 1.05

Lesson 1.3, pages 6 and 7, Exercises 1B, 1C, and 3A

- Lorena** Did you get any emails this morning?
 Shawn No.
 Lorena Me neither.
 Shawn That's strange.
 Lorena Yeah, my inbox is usually full by this time in the morning. I wonder if the server's down.
 Shawn Probably. When it comes to *technology*, you can rely on the server to be unreliable.
 Lorena Actually, if nobody's emailing me, and I can't send emails, I can get some *real* work done. Result!
 Shawn That's so true. How many emails are we copied into every day when we don't need to be?
 Lorena Too many.
 Shawn It's such a waste of time.
 Lorena You can say that again.
 Shawn All this technology was supposed to help us be more *efficient*, but it's become terribly time-consuming instead.
 Lorena I couldn't agree more. Let's ban email and go back to pen and paper.
 Shawn Right on, sister. We could use phones again for what they were invented to do – making phone calls.
 Lorena Why stop there? Let's bring back fax machines.
 Shawn Fax machines. Now there's a blast from the past. I hate emails too, but I'm not sure going back to the fax machine is the answer. I remember the line of people waiting to use the *single* fax machine we had in our office in my first ever job. If the guy in front of you was sending a thirty-page document ... that was pretty frustrating. And don't forget about all that *paper*! Looking at the big picture, I think email isn't that bad.
 Lorena Generally speaking, you could be right ...
 Shawn Is there going to be a "but"?
 Lorena Here's my theory: people usually choose the *easy* option. Right?
 Shawn Uh-huh.
 Lorena Many emails are sent because it's an easy solution to a problem. Something doesn't work? Tell ten people about it. It's easier than trying to work out why the thing doesn't work. Can't find a document that was sent to you two weeks ago? Email someone, because it's quicker to do than looking for the original document. What I mean is, people are lazy and email helps with that.
 Shawn I see your point. But, overall, if I had to choose between an inbox full of useless emails and a line at the fax machine, I think I'd still choose email.
 Lorena Have it your way! So, we should let IT know about the server.
 Shawn Yeah. Should we call them or write them a letter?

Track 1.10

Lesson 2.1, page 12, Exercise 1B

- atmosphere:** the gases around the Earth
come across: to find something or someone by chance
exploration: searching and finding out about something
investigation: examining something carefully, especially to discover the truth about it
launch: to send something out, especially a vehicle into space or a ship onto water
monitor: to watch and check a situation carefully for a period of time to discover something about it

observe: to watch carefully how something happens or the way somebody does something, especially to learn more about it

preserve: to keep something as it is, especially to prevent it from being damaged or destroyed

resources: natural substances such as water and wood which are valuable in supporting life

satellite: a natural object moving around a larger object in space, or an artificial object sent up into space to travel around Earth

species: a set of animals or plants, members of which are similar to each other and can breed with each other

surface: the outer or top part of something

use up: to finish all of something

Track 1.13

Lesson 2.3, pages 16 and 17, Exercises 1B, 1C, and 3A

- Tina** So, I have a *couple* of *questions* about equipment.
 Guide Sure. Go ahead.
 Tina In terms of clothing, will we need a lot of warm stuff? Is there any danger of really bad weather?
 Guide Well, the most important thing to consider is that mountain weather is unpredictable. So you need to *prepare* for the *worst*.
 Tina What exactly do you mean by "the worst"? Is there a *risk* of *snow*?
 Guide I don't think it will snow where we're going. But to be honest, the worst sort of weather is rain. When you're wet, you get cold twenty-five times faster than when you're dry. So first and foremost, you need a *good waterproof coat* – as I'm *sure* you *know*.
 Tina Of course.
 Guide But one thing to keep in mind is that you don't need a thick coat. When you're walking, you get very hot, you sweat a lot, and your T-shirt gets wet, and then as soon as you stop walking, you quickly get cold.
 Tina So *what* sort of *coat* would you recommend taking? A light one?
 Guide Yeah, a light one is better. And then take a warm hoodie that you can wear under your coat if you need it. You probably won't need it during the day, but you definitely will in the evening. And another thing to consider is the kind of T-shirt you wear. Not cotton ones because if cotton gets wet, it takes a long time to dry. Lightweight sports T-shirts are better. They dry fast – plus, they're a lot lighter to carry in your backpack.
 Tina OK. And that reminds me of something else I want to ask. What size backpack do I need?
 Guide A big one! *At least fifty liters*.
 Tina Fifty liters?
 Guide Yeah, that's how much stuff it needs to hold. And in terms of weight, with all your stuff, it will probably weigh around ... twelve kilos.
 Tina OK. I can handle that.
 Guide But that doesn't include drinking water. And the problem with water is it's heavy. So it adds a lot of weight to your pack. Each day, you'll need four liters of water. That weighs four kilos.
 Tina That's a lot. I'll need to drink all that?
 Guide Well, some people try and drink less so they don't have to carry so much water. But if you don't drink enough water, you lose twenty percent of your energy. So it's not worth it.
 Tina It seems like this whole thing is about water: drinking water, rain, sweat, ...
 Guide Above all, sweat! But believe me, the views are worth it!

Track 1.21

Lesson 3.3, page 26, Exercises 1B and 1D

- Sandra** There's a social event for all of the new international students this Friday night. Is there any chance you could work late and help out?
- Kelly** Sure. What do you want me to do?
- Sandra** You really just need to be here to socialize. You know, talk to the students and possibly answer questions about the program.
- Kelly** I don't mean to be rude, but I feel uneasy about that. I really don't know very much about the program yet, since I just started last week.
- Sandra** Yes, I know, but that's ... Oh, wait, here's Hwan. Hwan, could you please come here for a minute?
- Hwan** Yeah, what's going on?
- Sandra** Would you be willing to tell Kelly more about our program? You know, about the classes we offer, student housing, social activities ...
- Hwan** Of course. I'd be happy to help out. Just let me know when.
- Sandra** Tomorrow morning would be great. Hwan has been working here for several years and was once an international student in the program. He can give you some information about what students are likely to ask. Would that make you feel more comfortable?
- Kelly** Definitely. Thank you. And thanks, Hwan.
- Sandra** And the event is really just to get to know the students, so don't worry if you can't answer all of their questions.

Track 1.22

Lesson 3.3, page 26, Exercise 1C & 1D

- David** I hear your project is going well.
- Mateo** Yes, I'm pleased with it. I'm making steady progress.
- David** Great. Do you think it would be possible for you to give a presentation on it at the summer conference?
- Mateo** I don't know how much I'd be able to say. I mean, it's not finished, and the conference is before the deadline.
- David** That's OK. I just want the rest of the team to get a general sense of the project.
- Mateo** Um ... Sorry, but I wouldn't be comfortable speaking in front of the whole team. My English isn't very good for that kind of thing.
- David** Your English is fine. Don't worry about it. So, will you do it?
- Mateo** Yes, I can probably manage that.

Track 1.30

Lesson 4.3, pages 38 and 39, Exercises 1B, 1C, and 3A

- Heather** So, Shelby, Rafael, you're interested in job sharing?
- Shelby** I'm not sure it's for me, but I'm interested in finding out more about it.
- Rafael** Yeah. As we get closer to graduation, it's starting to interest me. Could you tell us more about it?
- Heather** Of course. It's an interesting idea worth considering. It's when two people share the same job, and they each work fewer hours. The main benefit is that the employees have more time for themselves. For example, it's perfect for people who have young children or for someone who is starting a business at home.
- Rafael** Or for someone in a band, like me! It would be great to only work in the afternoons, especially on the days after late-night performances. And for someone just starting a job, another plus is that you could really learn a lot from your job-sharing partner.
- Shelby** But the downside is that you may never see the person you're job sharing with. That could be frustrating.
- Heather** Well, one tricky issue is deciding exactly how to divide up the job – who takes on what aspects of the job. But all of that can usually be worked out, especially if you have a good boss or manager who oversees the work.
- Rafael** Yeah, and it gives you the advantage of doing the parts of a job you're best at. That seems like a good thing.

- Shelby** I'd be concerned that I'd get stuck with all of the awful work, especially as a new employee.
- Heather** That would be something to be careful about.
- Rafael** The upside is that with more time off during the week, people aren't so stressed at work. At least that's what I read in an article.
- Shelby** Yeah, but one potential problem is money. Sharing work means sharing pay.
- Heather** That's a good point, Shelby. Job sharing definitely isn't for everyone. But for someone like Rafael, who has other interests and commitments outside of a day job, it could be a nice option. And you never know, it might be something you'll want to do in the future.

Track 1.35

Lesson 5.1, page 44, Exercise 2B

- Verb phrase:** be conscious of, be in control of, be rational, be scared to death, calm down, cure an illness, overcome my fear, panic about something, regain control, try a therapy
- Noun phrase:** anxiety level, breathing technique

Track 1.38

Unit 5, Lesson 3, page 48, Exercises 1A, 1B, and 1C

- Host** There's a lot of excitement about this new game that comes out today because it encourages teamwork. At the same time, some people say we don't need more video games. They're concerned because they think people spend too much time playing them. So, should we be concerned? With me to discuss this is Nadia Rivera, a video game developer, and Parker Wendell, from the group Game On – Game Off, which offers advice about gaming. Thank you for joining me.
- Nadia** Thanks for asking me.
- Parker** My pleasure.
- Host** Parker, if I can start with you. Can video games cause problems?
- Parker** First of all, let me say I'm not against video games. They can be a lot of fun. I know because I play them myself. That said, if you're not in control of your gaming, if you play for hours and hours without stopping, then, yes, that's a problem.
- Host** OK, I've seen figures saying that young people spend an average of ten hours a week on gaming. Other figures say twenty hours. I don't have a clue what the real situation is.
- Parker** Yeah, it's hard to give exact numbers. But it's a well-known fact that a lot of people spend too many hours gaming. Just think: the global video-game industry is worth almost a hundred billion dollars a year. That gives you an idea of how many gamers there are. So even if a small percentage of them have a problem, it's still a big problem.
- Host** Hmm ... Who knows, maybe this *is* a huge issue. Nadia?
- Nadia** Well, as Parker said, large numbers of people play video games. So, if gaming was causing major problems, you can bet we'd hear more about them. But that's not the case.
- Host** But what about isolation? The idea that people spend so much time in their rooms playing games that they don't develop social skills and ...
- Nadia** Listen. I guarantee that gaming doesn't cause isolation. On the contrary, it's a very social activity. Most gamers play online with other people. They constantly talk to each other. They meet new people and make friends. It's international. It can actually *improve* social skills. And it's fantastic for the brain. It improves thinking speed, the ability to concentrate, and problem-solving skills. In this new game, for example, gamers work together to solve problems and achieve a goal.
- Host** Ah, yes, the new game. Let's talk about that. Why do you think people are so excited about this particular game?

Track 1.46

Lesson 6.2, page 57, Exercise 3C

- Man** Ladies and gentlemen, we are delayed because of train traffic ahead of us. We should be on our way shortly. Thank you for your patience.
- Man** Ladies and Gentlemen, my name is Martin and I'm your chief flight attendant. The captain and the entire crew welcome you on board. At this time, make sure your seat belt is correctly fastened. Also, your portable electronic devices must be set to "airplane" mode for the duration of the flight.
- Woman** This is a customer announcement. Can Oliver's mom please come to Customer Service? He is waiting for her here.
- Woman** Hi Lorena, I've been trying to reach you. Why aren't you answering your phone or messages? Call me back when you hear this. We may need to reschedule that meeting.

Track 1.47

Lesson 6.3, page 58, Exercises 1B and 1C

- Reporter** It was here on this beach, just a couple of hours ago, that frightened swimmers ran from the water after seeing what they believed was a shark. I'm with Brice and Cynthia Maldon, who were in the water at the time. So, what happened?
- Brice** Well, we were swimming, not far from the beach, and suddenly someone shouted, "Hey, there's a shark!" I turned around and saw a sharp fin sticking out of the water.
- Reporter** You must have been terrified.
- Brice** Not at all. ... Well ... up to a point. It was pretty far away, so I knew we could get out of the water in time. But, yeah, I was pretty scared.
- Cynthia** He was terrified. I've never seen Brice swim so fast. And, well, I was swimming pretty fast myself.
- Reporter** I suppose everyone got out of the water quickly.
- Brice** They did.
- Reporter** People were screaming, I assume. I imagine that it must have been like a scene from *Jaws*, the movie, with everyone shouting, running out of the water, panicking ...
- Brice** To an extent. I mean, there may have been some screaming, but a lot of people were calm.
- Cynthia** I don't remember it that way. I think it was a little bit like a scene from *Jaws*!
- Reporter** What happened when everyone got back on the beach? I suppose they were still really shaken.
- Brice** Not in the least!
- Cynthia** Absolutely not. That's when it immediately got calm, like nothing had happened.

Track 1.48

Lesson 6.3, page 58, Exercise 1D

- Reporter** What happened when everyone got back on the beach? I suppose they were still really shaken.
- Brice** Not in the least!
- Cynthia** Absolutely not. That's when it immediately got calm, like nothing had happened. Because it turned out that the fish wasn't actually a shark. The lifeguard told us it was an ocean sunfish.
- Reporter** And if you've never seen an ocean sunfish – most of our viewers probably haven't – they're huge fish, with fins that look just like a shark's. But they're not sharks. And they're not dangerous at all. So for you, Brice and Cynthia, I assume that was a relief.
- Cynthia** It sure was!
- Brice** Um ... in a way, yeah. At the same time, it would've been cool to tell people we'd had a narrow escape from a shark attack!

Track 1.49

Lesson 6.3, page 58, Exercise 1E

- Reporter** It was here on this beach, just a couple of hours ago, that frightened swimmers ran from the water after seeing what they believed was a shark. I'm with Brice and Cynthia Maldon, who were in the water at the time. So, what happened?
- Brice** Well, we were swimming, not far from the beach, and suddenly someone shouted, "Hey, there's a shark!" I turned around and saw a sharp fin sticking out of the water.
- Reporter** You must have been terrified.
- Brice** Not at all. ... Well ... up to a point. It was pretty far away, so I knew we could get out of the water in time. But, yeah, I was pretty scared.
- Cynthia** He was terrified. I've never seen Brice swim so fast. And, well, I was swimming pretty fast myself.
- Reporter** I suppose everyone got out of the water quickly.
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- Reporter** And if you've never seen an ocean sunfish – most of our viewers probably haven't – they're huge fish, with fins that look just like a shark's. But they're not sharks. And they're not dangerous at all. So for you, Brice and Cynthia, I assume that was a relief.
- Cynthia** It sure was!
- Brice** Um ... in a way, yeah. At the same time, it would've been cool to tell people we'd had a narrow escape from a shark attack!

Track 2.05

Lesson 7.3, pages 70 and 71, Exercises 1B, 1C, and 3A

- Sergio** I'm interested in this desk you have here.
- Megan** The desk? As you can see, it's in great condition.
- Sergio** Hmm. It looks a little old. There are some scratches and stuff on it.
- Megan** Yeah, but that's just on the surface. The rest of it still looks pretty good.
- Sergio** I suppose.
- Megan** It's a really good desk, and it's only a few years old.
- Sergio** Uh-huh. Does it come with this chair?
- Megan** No. The chair is separate.
- Sergio** OK. So, how much are you asking for the desk?
- Megan** A hundred and fifty dollars.
- Sergio** Wow, that's a little on the high side. Can you go any lower?
- Megan** Such as?
- Sergio** How about one twenty?
- Megan** I'm sorry, but I can't accept that. I'd like at least one hundred forty.
- Sergio** Hmm ... Would you be willing to accept a hundred and twenty-five dollars?

Megan Sorry, but no deal.

Sergio OK, well, a hundred and twenty-five is the best I can do.

Megan That's too bad. I mean, it's made of good quality wood. It has drawers for your files and papers. A hundred and forty dollars is a really good deal.

Sergio Sorry, but I don't think it's worth that much. Well, I guess I'll walk around and see if there's something cheaper. Thanks, anyway.

Megan OK, hang on a minute. The chair is worth thirty-five dollars. I'll throw it in for free. A hundred and forty dollars total. That's my final offer.

Sergio For both? OK, that sounds fair enough. I think I can accept that. Can you deliver them?

Megan I'm sorry, no.

Sergio I see. Well, I suppose I could call a friend and ask him to come here with his truck. Could you hold it for me for an hour or so?

Megan You bet. If you pay me a hundred and forty dollars now, you can come and get them anytime you want.

Sergio You've got a deal!

Track 2.12

Lesson 8.2, page 78, Exercise 2A

as expected: in the way that you thought something would happen

at my own pace: at the speed that's natural or comfortable for you

effectively: in a way that's successful and achieves what you want

efficiently: quickly and in an organized way

little by little: gradually, a little at a time

on my own time: during the time when you are not officially working

smoothly: without any problem or delay

steadily: at a gradual, regular rate

successfully: with the results that you wanted to achieve

thoroughly: completely; very carefully

with difficulty: with some trouble, not easily

with ease: with no trouble

Track 2.13

Lesson 8.3, pages 80 and 81, Exercises 1A, 1B, 1C, and 3A

Julie Welcome to *The Event Place* with Julie Rae. I'm about to talk to event planners Benny Warwick and Lydia Ramirez, who, like me, plan all types of events – big *and* small. Today's episode is going to focus on themed events. Hello, Benny, Lydia. Let's get right to it.

Benny OK.

Lydia Sounds good.

Julie How do you choose a theme for customers?

Lydia In my opinion, it's all about sitting down with them and getting to know them. One thing you can do is ask them about their favorite things and then find a way to turn those favorites into a theme.

Julie That's an *awesome* idea. Can you give an example or two?

Lydia Sure, it can be a simple theme, like a favorite color. I once planned a blue retirement party for someone. The decorations were blue, we served blue food, like blue cheese and blueberry pie, and we even played songs with the word *blue* in them. Or it can be a *complex* theme, like travel, which I used for a wedding I planned for a couple that loved to travel. This little touch was nice – when the guests arrived, they found their names on a piece of paper that looked like a boarding pass for an airplane. It told them where to sit and what their meal was.

Julie What a fabulous idea!

Benny Yeah. Making a theme party personal always goes over well. And Lydia is right about the little touches. I just planned a birthday party for a fifteen-year-old girl who loves strawberries. I ordered her a cake that was strawberry-flavored, and it was shaped like a strawberry, too.

Julie I bet everyone loved that!

Benny Well, the *birthday girl* loved it, but not everyone likes strawberries. We were prepared for that, though, and had some chocolate cupcakes on the side. It never hurts to think about what most of the guests might like.

Lydia Yeah, that's always worth considering. If you only please the customer, especially one with unusual taste, you're sure to disappoint the guests. And if the guests don't have a good time, your customer will be disappointed in the end. Finding a balance is a good way to approach it.

Benny Speaking of balance ... a little touch that goes a long way is having something your guests can take home to remember the event and having something for them to leave behind.

Julie I'm not sure what you mean.

Benny Well, Lydia's boarding passes are a perfect example of something the guests can take home.

Lydia Oh, and at that same wedding we had a small suitcase with pieces of paper next to it. Guests wrote down life advice and put it in the suitcase, which the couple took home to read later.

Benny That's *such* a terrific idea and exactly what I'm talking about.

Julia Many of your ideas to add a little something extra to a themed event aren't very expensive, and that's nice for customers.

Lydia Yeah, and it *really* is the little things they remember, even years after the party.

Track 2.21

Lesson 9.3, pages 90 and 91, Exercises 1A, 1B, 1C, and 3A

Host Our topic this morning is mistakes we wish we'd never made. I've got Sandy on the line with her story. Not her real name, by the way. Go ahead, Sandy.

Sandy Thanks. OK, last week, I wrote a personal email to a friend – a very personal email – but by accident I sent it to a senior manager at my company. He has the same first name as my friend, but I didn't notice that when I entered his name. Right after I sent it, I realized what I'd done. I could have kicked myself! The manager hasn't said anything, but I'm so embarrassed! What should I do?

Host So, what do you think Sandy should do? I'll be taking your calls right after the commercial break.

Host All right, so Sandy sent a personal email to the wrong person, and she needs your advice. Our first caller is Marta.

Marta Well, Sandy, you're not the only one who's done that. It happened to me, too, but with a friend, not a coworker. I just pretended my brother had gotten into my email and sent it as a joke. But that won't work in your case, so just send the manager an apology. I'm sure he's not angry. I mean, we all make mistakes. That's the way it goes.

Host Thanks, Marta. And here's our second caller, Jon.

Jon What are you worrying about, Sandy? That's digital communication – we write and send stuff quickly, and then we can't "unsend" it, so we have to live with our mistakes. I think you should say nothing and just get on with your job. It's no use crying over spilled milk.

Host OK, Jon, thanks. Our next caller is Ramon.

Ramon OK, the situation is embarrassing, but really, it's not that bad. It could have been worse, like if you'd said something awful about your coworker and sent it to him by mistake. I think you should go to the guy and tell him what happened. Be open and honest, and hopefully you'll both wind up laughing. It'll turn out all right, I'm sure.

Host Thanks for that, Ramon. I'm taking one more call, from Amanda.

Amanda Well, Sandy, no one is perfect, so try not to worry about it. It'll soon be a distant memory. But here's some advice for the future. Think before you write something, think again before you send it, and check who it's going to before pushing "Send." And don't use your work email for personal messages in the first place!

Host Thanks, Amanda. Well, you've got lots to think about, Sandy. Good luck.

Track 2.26

Lesson 10.1, page 98, Exercise 2A

build: the form of a person's body

characteristic: a typical or noticeable quality of someone

feature: a part of a person's face

female: a woman or girl

gender: the state of being male or female

individual: a person, when considered separately and not as part of a group

likeness: the fact of being similar in appearance

look: appearance, style or fashion

look-alike: someone who is similar in appearance to someone else

male: a man or boy

match: when two things fit together well

similarity: the fact that people or things look or are the same

Track 2.29

Lesson 10.3, page 102, Exercises 1B and 1C

Yasmin OK, we'd better get busy and order Silvia's cake. Her birthday is only a week away, and I have a funny feeling choosing the perfect cake will take longer than we think.

Jude You're right! I totally lost track of time.

Yasmin Yeah. So, we want a specialty cake, right?

Jude Right. OK, I'll look online for a place that makes them. OK, here's one – Triple Cakes. The company profile says, "cakes for all occasions," "designs for all themes and budgets," and "skilled, professional cake decorating." That all sounds good.

Yasmin It also says "free personal advice" – that's nice. I get the impression they really want to make their customers happy.

Jude Yeah, but from what I can see, they're not local. I'll check the map. Yeah, they're about an hour away.

Yasmin An hour? Hmm. Well, let's look at another profile. Painted-by-Rose Cakes. Hmm ... it says Rose has won awards and has fifteen years of experience making cakes. And it says she's an artist – a painter, of course.

Jude Yeah, look at this! She's actually painted a picture on the cake – a real painting! I've never seen anything like that.

Yasmin Wow, amazing! But there's the problem of cost. I have a hunch that her cakes are expensive.

Jude Yeah. OK, let's look at one more. Madrona Cakes ... "freshly baked, a variety of flavors, reasonable prices." And they also make cakes low in sugar, cakes with no egg, and dairy-free cakes.

Yasmin Judging by the description, they might be *too* healthy.

Jude Maybe, but you know what? I'm starting to feel hungry.

Yasmin Me, too. Well, help me make a decision, and then we can have lunch.

Track 2.30

Lesson 10.3, page 102, Exercise 1D

Yasmin Me, too. Well, help me make a decision, and then we can have lunch.

Jude OK, well, Madrona Cakes – they may be too healthy, as you said. As for Painted-by-Rose Cakes, my gut feeling is they might *look* better than they *taste*.

Yasmin You're probably right. So, that brings us to Triple Cakes. As I said before, what strikes me about that company is that they really seem to care about their customers. So ...

Jude So we'll go with them. As far as I can tell, they're the best option. OK, let's call them now. We can see if they deliver. If not, I'll pick up the cake. I think the drive will be worth it.

Track 2.36

Lesson 11.2, page 110, Exercise 1A

Adjectives: accurate, biased, controversial, dishonest, exaggerated, false, inaccurate, misleading, suspicious, trustworthy

Nouns or noun phrases: hoax, misinformation, rumor, urban legend, white lie

Track 2.38

Lesson 11.2, page 110, Exercise 2C

Host Of course, my story about the moon landing not being real was totally false. And although there are true stories about a snake or two escaping in a city, Raúl was correct to think the story about hundreds of deadly snakes escaping was false. This fake story has been on the internet in many different cities and towns. Nina was correct in thinking the purple watermelon photo was a hoax. The photo isn't accurate at all, but many people have posted purple and blue fake watermelon photos. Dishonest people have even sold seeds online, claiming they grow into purple watermelons. Interestingly, watermelons can be yellow and green inside. Now, Gabe's information is true. There are one hundred to four hundred billion stars in our galaxy, but there are over three trillion trees on Earth. Britt is correct that the robot video was created by a computer. After it went viral, some people suffered from *robotphobia* – thinking robots were taking over the world, but it wasn't true at all. The internet can spread lies and misinformation, which can be dangerous, but we can also find a lot of accurate information online if we know where to look.

Track 2.39

Lesson 11.3, page 112, Exercises 1B and 1C

Damon Did you hear about that space probe NASA launched? It's actually going to the sun, believe it or not.

Lori Yeah, right, Damon!

Damon Really.

Ashley Tell me another one!

Damon No, seriously. There's no one on board, obviously.

Juan Yeah, but even so, a spaceship couldn't get to the sun. It would burn up.

Damon Well, I read a news story about it.

Ashley Yeah, probably a fake news story.

Damon No, I'm absolutely positive it was genuine. If you don't believe me, look on NASA's website.

Ashley What, from this campsite? The connection's worse than in outer space!

Juan Maybe there's some truth in it. It may fly around the sun at a huge distance or something. But actually going right up to the sun ... that's ... I find that hard to believe.

Lori Wait a minute. It's that old joke, right? They're going on a mission to the sun, and they found a smart way to avoid burning up: They're going to land at *night*!

Damon I'm telling you, it's true!

Track 2.40

Lesson 11.3, page 112, Exercise 1D

Presenter With me to talk about the Parker Solar Probe is our science correspondent, Rose Hudson. Rose, a mission to the sun. A lot of viewers will be thinking, "There's no truth in that." But this spaceship really *is* going all the way to the sun, right?

Rose Well, that's partly true. It won't actually "touch" the sun. It'll be about six million kilometers from the surface. Now that sounds like a long way, but when you realize that the space probe will travel around the sun in temperatures of several million degrees Celsius ...

Presenter Wow! That's *hot*!

Rose True, but only a small amount of that heat will actually get through to the solar probe. It will only have to cope with temperatures of about one thousand four hundred degrees Celsius.

Presenter That's *still* hot!

Track 2.48

Lesson 12.3, pages 122 and 123, Exercises 1B, 1C, and 3A

Interviewer Hi, Daniel. My name is Mariella.

Daniel Nice to meet you, Mariella.

Interviewer You, too. How are you doing?

Daniel Good, thanks.

Interviewer Please have a seat, and we'll get started. So, I understand you're serious about acting.

Daniel Yes, of course.

Interviewer OK ... so how do you imagine your future career as an actor?

Daniel Well, my dream scenario would be to play leading roles in movies.

Interviewer OK. And do you think that's a realistic goal?

Daniel Um, I realize things might not go as planned. I mean, there's no guarantee I'll end up in Hollywood, even if I'm extremely talented. But I'm confident that I'll have some level of success.

Interviewer What makes you so confident?

Daniel Well, one of my strengths is that I can play different characters – not just one kind of role.

Interviewer But a lot of actors are famous for playing a particular type of role.

Daniel True, but the very best actors can play any type of character, in my opinion. My ultimate goal is to be in that category. I may not succeed, but there's no harm in trying.

Interviewer I see. OK, let's move on to your training. Why did you choose this school, in particular?

Daniel I heard it was the best. Also, one of my friends studied here and said you had a fantastic program. I read everything on your website and asked my friend lots of questions about the school, the classes, the teachers – everything.

Interviewer That's good. Now, I see you have a lot of experience in school and community theater. How open are you to learning new things – to forgetting some of the things you know and starting again?

Daniel Hmm, I can't say for certain that it will be easy, but I'm determined to be open-minded and try everything.

Interviewer OK, and how would you feel about working with students who have more experience than you – and possibly greater talent?

Daniel Well, I see no reason why I can't handle that. On the contrary, I think it would do me a lot of good.