

LISTENING TRANSCRIPT

Unit 1, p. 14, CD track 2

Listening: Two Austrian businesses

Listen to people talking about the two businesses. They are very enthusiastic and talk a lot, so don't worry about understanding all the things they say the first time you listen. Just try to get an overall impression of **what the recording is about**. Take brief notes, concentrating on:

- what type of businesses they are
- and whether they are successful

Then use your notes to complete the writing exercise.

Business 1

Well, it's a medium-sized business, I suppose you could say. Basically, we sell organic products, mainly herbs but also other things, like poppy seed and honey, for example. We started in 1988, there were just the four of us, four local farmers. We grew herbs and made herbal teas, that kind of thing. We sold them at markets and in health food stores. Now we produce over 600 different articles in partnership with 150 or so local farmers and producers. They supply organic herbs and other raw materials.

Actually, they do some processing and packaging themselves, too. We're very keen on as much work as possible being done by hand. Our main plant - and our HQ, actually - is in a little town north of the Danube. 100 people work there. We've also got shops in three towns in the province of Lower Austria. They sell our products and others, too. They have to be certified organic and natural products, of course.

What we're proudest of is the fact that we have won the Austrian Export Prize. We export to over 40 countries through international distributors. Our aims? Well, we want people to have a better life. We want a good living for local farmers – and for us. We want to hand on traditional knowledge about herbs and healthy living. We want to produce high-quality natural products using organic farming methods. And I think everyone in the company is working to achieve those aims. That's the secret of our success.

Business 2

It all started after the three of us graduated from the Technical University. There weren't so many jobs open for meteorologists, especially wind specialists. So in 2005 we decided to start our own consulting company. We have to create complex computer models for many of our studies, so we now have some IT specialists who work with us freelance when we need them.

Wind influences the quality of life in towns in all kinds of ways. It can make your windows rattle or blow your chimneys down. And buildings or open spaces can lessen or increase the speed of the wind, depending on how they are designed and how they fit in with buildings nearby. One of our main aims is to make modern city-dwellers feel more comfortable in their homes or offices, in their streets and open spaces and in their underground trains.

We offer people like town planners, architects, construction companies and industrial concerns expert advice about wind-related matters. We provide everything from mathematical calculations and statistics to design tips.

Incidentally, we've recently branched out into the travel industry in co-operation with a travel company. Our weather trips are proving quite popular. We're proud that we have been accepted as members of the European Severe Storms Lab. This gives some of us the chance to pursue our research interests and maybe find out something useful about extreme weather conditions, too.

Now listen to the CD again and concentrate on details. Fill in as much information as you can in the table in your book. Check the different headings before you start listening. Afterwards, work together with someone else and compare what you have written down.

Answer the six questions in your book. You may have to listen to the CD once more.

Unit 2, p. 20/21, CD track 3
Listening: Sir Richard Branson

Listen carefully to the information about Sir Richard Branson from a University of the Air lecture.

As you listen, write down three adjectives that you think describe what kind of person Branson is.

Sir Richard Branson is a British entrepreneur and celebrity, who is Chairman of the Virgin Group of companies. He was born in 1950 and knighted in 1999.

Branson has been or is still active in fields as diverse as recording music and distributing records, publishing, rail transportation, aviation, mobile phones and telecoms, bridal fashion, financial services, leisure, holidays, health and healthcare, and environment-friendly fuels.

He was not particularly good at school as he suffered from dyslexia. He left at 16 and soon after that started his first successful venture, a magazine for students. This was followed very soon by his first non-profit operation, a student advisory centre.

Richard Branson made his first fortune in the 1970s in the music business. His innovative selling methods and the avant-garde groups he recorded in his own studio or signed up for his record label changed the music industry. Among the artists he made popular were Mike Oldfield, the Sex Pistols and Culture Club.

Over the years he has launched numerous different companies and products; some have prospered, others have faded away. Branson remains in control of his Virgin Group, which is not listed on the stock exchange. He has no shareholders who expect dividends every year and likes to do things 'for the hell of it', or because he sees a business potential. If necessary, he can sell some of his interests or use profits from others to operate a pet scheme at a loss.

Branson spends a lot of his time on his own private island, one of the Virgin Islands. Here he entertains people like Desmond Tutu, Al Gore or Larry Page of Google. It is well-known that he will not use computers and writes down things he wants to remember on his hand. Yet, most of his businesses continue to flourish, and his 50,000 or so employees are proud and happy to work for him.

Branson did not become an international celebrity just because of the success of his business ventures. He is an extrovert and comes across as very likeable.

But it was a series of world record attempts starting in 1985 that earned him (and the Virgin brand) a great deal of publicity and made his name a household word. He took part in the fastest Atlantic crossing in a sailboat and broke the record for crossing the English Channel

in an amphibious vehicle. Hot-air ballooning was something else that caught his fancy. He and a group of fellow adventurers were the first people to cross the Atlantic in a huge specially designed balloon. They then broke the existing speed record when crossing the Pacific and attempted to be the first to circumnavigate the globe. They were beaten by a team sponsored by another company but still ...

One thing is quite clear: Richard Branson hasn't run out of ideas just yet. One of his recent schemes is a space tourism company (Virgin Galactic) which aims to shoot paying passengers into sub-orbital space.

Now see if you can remember enough details to choose between the alternatives given in your book. Underline the correct answer.

Finally, do the Gap-fill activity. Listen to the lecture again and complete the notes.

Unit 3, p. 35, CD track 7

Getting started: Something fishy

Listen to each of the conversations about fish. Make notes on what the speakers say and then answer the questions.

Conversation 1 (Eating fish at home)

- Mel Do you have fish a lot at home?
Ted Not really. No-one likes it particularly. It's so, er, fishy.
Mel My mum cooks it at least once a week, sometimes we have it more often. She says it's good for you. I don't like the fish in sauce she makes, but bread-crumbed fish fillets is great.
Ted I don't know about that. I'd much rather have schnitzel!

Conversation 2 (Birthday party)

- Jim For my mum's birthday we went out and had sushi.
Paul Ugh, that's raw fish and seaweed and rice, isn't it? I can't imagine why people eat it.
Jim I quite enjoyed it. I liked mixing up the sauce and trying to manoeuvre the chopsticks. And it tasted fine to me.
Paul Rather you than me!

Conversation 3 (Dining out on fish)

- Pat You know, I was thinking. I read somewhere that most of the fish eaten in the US, 70% I think, is eaten in restaurants. Actually, I usually have fish when I eat out. Why do you think that is?
Sam I don't know really. Perhaps people find it messy to prepare at home. It certainly makes the apartment stink.
Pat Hm. Not always. Prawns don't smell.
Sam Do they count as fish?
Pat Don't be silly! Of course they do.

Conversation 4 (Buying fish)

- Pat I think I'll try eating more fish. It's supposed to be very good for you, keeps you young, slim and fit.
Sam Don't they say it's good for your nerves as well?

- Pat Possibly. I don't know. The trouble is, where do you get it from?
- Sam Oh, that's no problem. You just need a big freezer. The frozen food counters at the supermarket are full of it. I think some stores have fresh fish counters, too.
- Pat I'm not sure if I like that idea. Think of their reproachful eyes looking at you. And you have to take their insides out. And all the bones ...I wish there was a proper fish market round here so that I could see what was on offer and get them to do the nasty jobs.
- Sam The only thing to do is go to the coast. They sell fish straight from the sea. During the holiday season ... And they can show you how to prepare it.

Unit 3, p. 48, CD track 9
Effective presentations: Getting started

Listen to two presenters getting started and make a note of:

- their names
- their positions/roles
- their topics
- why these topics are important / relevant to the audience

Which style does each one use? Tick the correct answer in your book.

Presenter A

Hi everyone! I appreciate you taking the time to come to my presentation. It's great to be here. For those of you who don't know me, I'm Bill Stiffler, Director of MY ENERGY. I'm here today to talk about new and exciting business opportunities in the renewable energy sector. I'm sure you'll find this information interesting and useful as you're studying to become project managers in this industry.

Presenter B

Good afternoon, ladies and gentlemen. My name is Abigail Wright, legal consultant at ADROIT. The purpose of my presentation is to familiarize you with some of the most important legal aspects that need to be considered when setting up a business. The topic will be of great interest to those of you who have a high-potential business idea but lack the legal background required to transform this idea into a flourishing enterprise.

Unit 3, p. 48/49, CD track 10
Effective presentations: The main part

Listen to two presenters. Identify the signposts in the two extracts from their presentations and write them in the boxes.

Presenter A

That concludes the first part of our presentation, latest developments in the online market. Moving on now, the next point is an outline of our newly-developed tools to allow companies to buy and sell ideas online. Research has shown that conducting business via the Internet has a high potential.

As we saw in point one, e-commerce is a booming market.

To sum up, we strongly believe that our innovative tools will help you run your business more effectively and keep you updated as to new developments in consumer needs.

Presenter B

Ok, that was the introduction. Now let's take a look at more humane ways of transporting livestock.

Remember what I said earlier? There are several ways to avoid animals being injured during transportation.

So, I think it's quite appropriate at this point to say that what's better for the animals is also better for your clients.

Which style does each presenter use? Tick the correct answer in your book.

Unit 4, p. 63, CD track 13
A dirndl for the daughter?

A happy returnee from a holiday in the Austrian Tyrol calls *Moden Frühwald*. As you listen, fill in the blanks.

Klaus Richter: Moden Frühwald, guten Tag!
Margaret Webb: Oh, good afternoon ... um, My name is Mrs Webb.
Klaus Richter: What can I do for you, Mrs Webb?
Margaret Webb: Oh, good. Well, my husband and I spent a holiday in Igls recently. We loved it, of course. But we were especially impressed by how pretty the women looked in their traditional dirndl dresses.

Klaus Richter: I see.
Margaret Webb: Now, we visited your website when we got home and would be interested in buying a 'Bruni' dirndl for our daughter.

Klaus Richter: I'm pleased to hear that.
Margaret Webb: Do you deliver to the UK?
Klaus Richter: Yes, of course, we deliver all over the world. There's a delivery charge of €19.50 on parcels up to 4 kilos. More than that it's €4 per extra kilo.

Margaret Webb: Can we pay in pounds?
Klaus Richter: We can make out the bill in other currencies, yes.
Margaret Webb: Right. Our daughter is, erm, rather fussy. We'd like to know which material 'Bruni' is made of. It doesn't say.

Klaus Richter: Mm, I'm sorry, I can't tell you that. But I can put you through to one of our product managers, if you like.

Margaret Webb: That would be very kind of you. Thank you.
Klaus Richter: Do you have any more queries for me?
Margaret Webb: I don't think so. Um, no. Thank you very much.
Klaus Richter: Thank you for your interest in products from our country. I'm trying to connect you to a product manager now ...

Unit 5, p. 74/75, CD track 15
Listening: It took some getting used to!

Listen to four speakers talking about their experiences living and working abroad. Make a note of:

1. what they were doing
2. what they found difficult

Compare your results.

Speaker 1 (F)

I was working for a small NGO based in a big city in the NW of India. I found the crowds, the traffic, the animals, the noise and the smells very difficult to cope with at first. But you get used to it. Work was more difficult. Our office equipment was very basic. I did have a computer but there were often power cuts. Indian colleagues didn't give the impression of taking things like that particularly seriously. I was lucky because two of my colleagues were women and we became good friends. They told me what NOT to wear and how to behave modestly. At the end of the day, our boss, a man of course, took the credit for all the work we did.

Speaker 2 (M)

I'm an engineer with a big international company in Colombia. My job takes me all over the country and I have a lot of meetings with workers, contractors, managers and politicians. You can never do anything on time. Reckon with meetings starting hours late and projects being re-scheduled. Everyone shrugs and carries on as if there was no such thing as deadlines or dates. I find that really irritating. Another thing I can't handle is gifts. This is a gift-giving culture, the locals have a saying 'Presents sweeten life'. But where's the borderline? No-one's offered me money yet, but it's embarrassing when you are given beautiful craft work or tapestries. I've no idea what to give people in return. Or whether to give them presents at all.

Speaker 3 (F)

I never thought I'd be living and working in Japan. I had always dreamed of coming here, though. The business world is very male-dominated. Contacts still address questions to my male assistant rather than me. They certainly didn't like it when I tried to participate in the socialising they go in for after office hours. That's very important in business here. At first, I made the mistake of being too assertive and too direct. You should never look someone straight in the eye or say 'No' directly, especially if you're a woman. I get frustrated with my tiny apartment and transportation is a nightmare. But the old cities, the mountains, the hot spring spas more than make up for that. I would say it's important to observe what people do carefully and try to learn the language. It takes even longer to learn the culture, but it's worth it.

Speaker 4 (M)

I'm a senior manager who was assigned to work in the Vienna office of my organisation for six months. I couldn't believe how formal everyone was, all that hand-shaking, no first names and so on. It bugged me that my colleagues kept their office doors shut. I wanted to know what they were up to in there! I had the feeling they were unwilling to share. It was difficult to run meetings – everyone waited for what I had to say and then agreed. Afterwards, I heard that they had had some proposals, but didn't come up with them at the meeting. I was supposed to go round and ask them what they thought beforehand. Why have a meeting at all? All in all, it was a tough time. I thought I knew Europe well. But I discovered I had only seen it as a tourist.

Unit 6, p. 93/94, CD track 17

Listening: Elena's story

Look at the questions in your book. Listen to the interview with Elena all the way through and then answer the questions.

Elena, you live in New York, right? What do you do there?

Well, yeah, I've been living there for 14 years. But I come from Austria originally. I'm a jewellery designer. I always wanted to make jewellery, from about age six. I just loved dressing up in my mom's jewellery when I was little. By the time I was 14, I was quite sure what I wanted to do.

And how did you go about it?

Well I trained for four years at a really excellent school in Steyr and qualified as a Goldsmith. Then I decided to study for two more years and get a degree as Master Jewellery Maker. I travelled too, to South Africa, to find out more about my raw materials and about cutting gemstones.

When did you start working?

I was working alongside my studies; I had so many ideas in my head, so many things I wanted to make. I started to find people who were interested in buying my things. I made one-of-a kind pieces, designed especially for those people. I made enough money to be able to work in silver and gold, and with gemstones, thank goodness.

And after you graduated?

Well, it was tough to find a company to work for, in fact I couldn't. So I started to work freelance from my home town. It's really in the middle of nowhere but clients came from all over, Germany and England, too. I wanted to start my own company but that's very complicated in Austria. The making-to-order and direct selling worked well. People heard about me by word of mouth. After a while there were photos and short reports in various magazines.

And how did you get to the US?

Oh, that's a long story – it has to do with my boyfriend who loves to sail. For a time, we spent the summer in New York, with my sister, and went to the Caribbean, where we moored our boat, in winter. My sister let me work from her office. I was still in touch with clients from before and soon new ones started coming to me and asking me to make things for them.

But you spend most of your time in New York now, don't you?

Yeah. That changed after I exhibited for the first time at a trade fair. Some big name jewellers and stores were really interested in my work. It was something totally new in the US market, very technical, with lots of moving parts, very adaptable, you could wear bracelets on both sides, for example, or turn pendants into rings ... they just loved that. They were prepared to pay a whole pile of money for it, too! Orders flooded in.

How do you distribute your jewellery now?

I still design unique pieces for private clients. But I also do a new collection every year, with two or three distinctive lines or series. Those I offer to a limited number of exclusive retailers. If you're in the luxury business, like I am, that's the best way to make your name known.

You probably have more work than you can cope with. Do you still have time for other things?

Oh yeah. We still spend time on the boat every year in the Caribbean, sailing, swimming and just walking on the beach. When we're in the city we bike and we go to the gym. Where would I get the ideas for my work from, if I just sat at my work bench all the time?

Now listen to the interview again and complete the text in your book, using words from the list.

Unit 7, p. 108, CD track 19

Listening: It's like floating on air

Listen to the soundbites and work out which product is being discussed in each case.

Product 1

Oh, they're great. It's like floating on air. And they weigh nothing! The best thing is, you don't get smelly feet ...

Product 2

She likes the kind with jelly. But the chunks have to be big. She won't eat anything dry. Or like a paste or paté. And she's very choosy about what flavour it is. Chicken, yes. Liver, no. And definitely nothing fishy.

Product 3

Everything is included you see. You don't have to worry about entertaining the kids, or you don't pay extra for tennis or wake-boarding. There's heaps of activities on every day. And special events every night.

Product 4

I've never really believed that electric ones were any better than traditional ones. But when I was given their new model for my birthday I was astounded. It's so efficient. Your mouth feels so much fresher and they're miles whiter already.

Product 5

They've been miles better since I've been using it every morning and evening, and when I wash my hands or get them wet. The cracks have disappeared and they're as soft and smooth as my young daughter's.

Product 6

I got so fed up with having a cupboard full of stuff. When you did the house, you had to carry all those things about with you all over the place, or run back and forth. Now I just use the one, and it's brilliant. For everything.

Product 7

When I feel I need a little something, that's what I go for. It's light, it's good for you and it gives you a boost.

Product 8

It gives me coverage of all the issues of the day and in-depth analysis. You don't miss out on a thing. Plus, some of the columnists are really masters of the language. I look forward to it coming every week.

Unit 7, p. 111, CD track 20

Telephone conversation: Size matters!

Listen to the conversation and then decide what the problem is. Put your answer into the grid.

Klaus Richter: Moden Frühwald, guten Tag!
Margaret Webb: Hello, this is Margaret Webb, I ordered a 'Bruni' dirndl for my daughter a couple of weeks ago.
Klaus Richter: Oh, yes, I remember. What can I do for you Mrs. Webb?
Margaret Webb: Actually there is a problem with the dirndl. You sent me the dirndl in the wrong size.
Klaus Richter: Which size did you order?
Margaret Webb: M, but I got it in L.
Klaus Richter: Well, that is a problem. I guess the dirndl is of no use to your daughter?
Margaret Webb: It's far too big. I would be glad if you could exchange it as quickly as possible. My daughter is getting married in June and she would love to wear it for her wedding.

Klaus Richter: That shouldn't be a problem. Just send us the dirndl back and I'll send you a new one in the right size immediately.
Margaret Webb: Thanks a lot, you've been very helpful.

Unit 8, p. 120, CD track 21

Listening: Reactions to the plan

Listen to the 6 people interviewed and write down if they are in favour of or against the proposals.

Interviewee 1

I'm absolutely delighted! I've been coming here for years, and I've stuck it out for long enough. There's no waiting room, you have to stand around in all weathers in the open air and drag your suitcase up and down. The toilets are horrible and you can't get any refreshments. There's not even a vending machine. I don't know why I do it, really. No, these improvements are long overdue.

Interviewee 2

I don't know ... P'raps a new ship will mean you don't feel the weather so much. It's not very nice when everyone's sick. But I think the terminals will make a big impact on the harbours. I'm not sure that it will look as picturesque as before. That was the good thing about it.

Interviewee 3

It's a great idea! The way it is now, it's just an accident waiting to happen, innit? You know, I'm surprised no-one's been run over or fallen off the quay before now. You have to keep a sharp eye on your kids – and your luggage ... It's miles to walk for a taxi at the other end, over those rough cobblestones. I'm surprised no-one's broken their ankle ... Proper check-in and baggage handling will make all the difference. Somewhere to get out of the rain and have a nice cuppa would be good, too.

Interviewee 4

You can't imagine the chaos on the quay on the mainland, really. And there's nothing there, no shelter, nowhere to put your luggage. Just people, children, dogs, coaches, cars, taxis ... Queues to get on, queues to get off, people pushing ... I'm very relieved that they're doing something at last.

Interviewee 5

If you ask me it's going to take all the fun out of it, all the adventure ... for the visitors I mean. I wouldn't mind if things went a bit more smoothly. On the other hand, once you get this kind of development there's no stopping it. Next thing you know, they'll be building new roads, pulling down houses and putting up huge hotels. It'll be like the Costa Brava or Majorca ...

Interviewee 6

I can't see the island way of life surviving these innovations. The Skybuses were bad enough. The noise and that, it disturbed the nesting birds. We'll be overrun with short-stay visitors and day-trippers. And foreign workers. Goodbye to the peace and quiet. Anyway, what's it all going to cost? And who's going to pay? I think I'll move to one of the smaller islands. I can't bear to see it happen...

Read the statements in your book carefully. Listen to the CD again and match the statements with the individual interviewees. Two of the interviewees are mentioned twice.

Unit 8, p. 127, CD track 22

Telephone conversation: Scilly travel inquiry

Compare your version with the recording, then go through the conversation and make a note of useful phrases.

Steamship Company: Steamship Company, Sandra Malone speaking. How can I help you?
Frank Barrett: Oh, I wanted to check that you still had the Day Trip Return option on your Scilly Isles service.
Steamship Company: We do, yes.
Frank Barrett: What's the price for an adult this year?
Steamship Company: £35. The same as last year.
Frank Barrett: Excellent! I'm thinking of taking a group of 15 at the end of June.
Steamship Company: That's a good time, there are still some places available. And you can take advantage of the later departure time from St. Mary's, too.
Frank Barrett: Later sailing? So when does the ferry leave?
Steamship Company: 5.30 pm in June and July.
Frank Barrett: Great! Is there still a discount for groups?
Steamship Company: 15 adults, you said?
Frank Barrett: That's right.
Steamship Company: I can give you 5% off a block booking ...
Frank Barrett: Fine.
Steamship Company: Could you give me the details, please? ...

Unit 8, p. 130/131, CD track 23

Telephone conversation: Reminder

Compare your version with the recording. Then listen again and make a note of useful words and phrases.

Marija: *Fun Breaks*, Marija speaking. How can I help you?
Silvia: Hello Marija, this is Silvia from *Mercury* in Vienna.
Marija: Hi Silvia. How are things going in Austria?
Silvia: Fine thanks, though quite busy at the moment.
Marija: Same here! What can I do for you, Silvia?
Silvia: I have just checked our records and noticed that one of our invoices has not been settled yet.
Marija: Oh dear, which number is that?
Silvia: That's No 312 of 28 April. Payment should've been made last Friday but we haven't received any money yet
Marija: Hold on a second, please, I'll look it up in our computer system ... Oh, I'm terribly sorry, Silvia, but it seems that I simply overlooked your invoice. Things are so chaotic here at the moment!
Silvia: Why's that?
Marija: The company's being restructured and the new management is hell!
I'm really sorry for the oversight, I'll transfer the outstanding amount immediately.
Silvia: Thank you very much, Marija and keep your chin up!

Unit 9, p. 142, CD track 26

Listening: Mary's story – Part A

Listen to the interview with Mary Oliver. Then fill in the gaps in the summary of Mary's story in your book. There are two parts to the interview. This is the first part.

In the studio with me is Mary Oliver. She's 23 years old, has done secretarial training, has an ICT certificate and has passed a Business Studies course at the College of Further Education with honours. If it weren't for Jo Mayhew from the Citizens' Advice Bureau, she would also be unemployed. So, what's the background, Mary?

Well, I suppose I should say right at the beginning, my name is Mary Oliver, but my ethnic origin is actually Indian. My family were Christians from the west coast and they came to Britain in the 70s. People from this area are actually pretty black!

Anyway, last year, I saw the ideal job for myself advertised in the local paper: dispatcher, telephonist, office organiser, record-keeper, book-keeper in the local branch of a big haulage company. I satisfied all the requirements and had all the qualifications they wanted. It was a responsible job with a lot of variety, and I liked the sound of it. I sent off an application, you know, the usual thing, and waited. They phoned me and said come for an interview.

What happened then, Mary?

Well, I got there, there were these two men sitting behind a desk. They looked pretty surprised to see me. They asked me some questions about my qualifications and work experience – I had sent them references – and then they said, all right, we will call you. I had questions I wanted to ask them, but we didn't get round to that. From outside I heard them shouting at each other. One of them said, 'How was I to know she was a wog? She had a proper name ...'

Go on ...

It didn't surprise me when I got a phone call saying they had found someone else. But it made me unhappy. I told my mum about it, of course, and she said that's the way things were. I'd have to get used to it. But I thought, no, what did I study for? I knew I could do a good job for ExTrans.

Unit 9, p. 142, CD track 27

Listening: Mary's story – Part B

This is the second part of Mary Oliver's story. Continue listening to the interview. Then fill in the remaining gaps in the summary of her story in your book.

I went to Citizens' Advice Bureau at the Town Hall and that's where I met Jo. He briefed me about my rights and explained the options I had.

I made a written complaint to the company within 28 days of the interview at the company. That meant they were legally obliged to arrange a meeting with me to discuss why they turned down my application, and - more important to me - , why one of the men made that racist remark.

Jo came with me to the meeting, and I was surprised to see another man as well as the two men from before. He introduced himself as an HR manager from head office. Before we had a chance to put our case, this man said that his two colleagues wanted to apologise for their behaviour. As the job was still open, they wanted me to take it and hoped that I was still interested. I was just so happy, I didn't say anything about them lying and saying that they had found someone else.

A week after the meeting, I got an official letter of apology from the man who made the racist remark. I started work and, thank goodness, I got on with everybody really well. I enjoyed

talking to the drivers. My male colleagues turned out to be ok. The account books and the payroll were in a terrible mess but I sorted that out. I also worked out a better system of allocating loads to lorries and drivers.

I asked HR at HQ if I could do some training and after humming and hawing, they said 'Why not?' So, they sent me on an advanced IT applications course. Now I have signed up for a degree in Transport and Logistics by distance learning. They're going to pay for that.

'Just don't get married!', said my colleague. Oh dear, I can see my next visit to the Citizens' Advice Bureau coming up. ...

Unit 10, p. 151, CD track 28

Live listening: Herta Kriegner's story

Listen to Herta talking about her experience of working in the U.S. and answer the questions in your books. Don't worry if you have to listen to the CD several times!

'Hi, my name is Herta Kriegner and I have a graphic design agency in New York City. I'm originally from Austria and I came on an internship to NY and I actually wanted to stay for six months or maybe a year, and I've been here now for over 16 years.

When we started out, one of our first clients was L'Oreal. And then we did some work for Clarins and we ended up meeting somebody at Chanel and designed a Chanel newsletter, and then suddenly everybody calls us a beauty agency. And after a while, we got a little tired of all these beauty clients and my partner and I back then, she was from Germany, so we were both European, and we didn't really wanna get stuck in this beauty corner. But we had to try pretty hard to get into other areas, so we ventured into fashion, which is familiar ... which is similar ... and in some other fields.

I still, after 16 years, try to keep my client base very diversified. So I have clients still in the beauty industry, but I've done industrial filtration, I do the annual report for a company that produces pork products, hotels, I, non-profit organization. So, I have very different clients and I like it that way, but it's not that easy.

And I have to say, a lot of my clients, even the big clients, or, especially the big clients, have never been to my office. It's not because I haven't invited them or anything. It's just, for them it's more convenient if I come and they don't care, I mean, if I would be working out of my bedroom, it wouldn't matter to them. It just matters what kind of work I do for them. They give you a chance, and if you do good work, they hire you, regardless whether, you know, you drive a BMW or not, or you have a big, fancy building, or you have a small, you know, office somewhere. And, hm, that's a great feature, and I think that's why I stayed, that's why I stayed in New York, because I feel I could never have had the same chance when, ... if I would have tried to do the same thing in Austria.'

Unit 10, p. 157, CD track 29

Listening: Talking of names

Read through the list of topics in your book. Then listen to the comments about names on the CD. Write the number of the appropriate comment next to each topic.

Comment 1

Oh, there's a whole bunch of stories about people's names being changed when they entered their new country. Like the one about the Polish great-grandfather of a successful

American businessman. When the customs officer asked his name, the old man said 'Milowski'. Then the immigration guy put him down as Miller!

Comment 2

Names? Well, I remember hearing that Irish people who settled in England or Scotland used to drop the O part of their names, you know O'Connor, O'Driscoll, O'Carroll etc. They just called themselves Connor or Driscoll or Carroll. That way people didn't know that they were Irish as soon as they saw their name.

Comment 3

Don't tell me about names – I'm a Tamil and my surname has 14 letters! It doesn't fit into a lot of computer masks and potential employers are scared of pronouncing it. I've shortened it to Roy now, to make sure that I get job interviews.

Comment 4

My parents changed their family name from Schwartz to Black when they came to Britain. A lot of people do that, use their home name but translated into the language of their host country.

Comment 5

All I can say is that I've noticed that a lot of mainland Chinese people adopt English first names. I've met an Amy, an Edgar, a George and an Ann. Maybe it's a fashion ... like calling your children after places. Maybe it's cool like in China right now, like it was for Indian kids for a while.

Comment 6

I think changing your name and giving your children English names shows that you want to assimilate. Which is all to the good. It's a way of demonstrating that you belong to your new country. A way of showing patriotism.