

Listening scripts

Module 1.1 02

Conversation 1

- A Good morning, come in. I'm Jun Nakamura.
B Jack Adams. Pleased to meet you.
A Pleased to meet you, too. Welcome to Osaka.
B Thank you.
A Did you have a good trip here?
B Pretty good, thanks.

Conversation 2

- A Let me introduce you. This is Ms. Ito, our Sales Manager.
B Nice to meet you, Ms. Ito. I'm Jack Adams.
C Nice to meet you, Mr. Adams.
A And this is Mr. Ueda from our Marketing department.
B Nice to meet you, Mr. Ueda.
D Nice to meet you, too.
A And I think you know Mr. Yasuda.
B Yes. Hello, Naoki, how are you?
E Good to see you again, Jack. Did you have a good flight?
B Yes, thank you.
A Excuse me, would you like something to drink?
B I'm sorry, I didn't catch that.
A Would you like some coffee before we start?
B Yes, please. Thanks.

Module 1.3 05

- a Passengers traveling on Flight VS 043 to Las Vegas, please proceed to gate two, where this flight is now boarding. That's Las Vegas, flight VS 043, all passengers to gate two, thank you.
b A Excuse me, please. Which gate do I need for Bilbao?
B Gate six.
A Six? Thank you very much.
c This is the last call for Air France flight AF 1673 to Paris. All passengers for AF 1673 to Paris, please go to gate 45 immediately.
d Passenger information: flight number LH 4961 to Frankfurt has been delayed. That's LH 4961 to Frankfurt, this flight has been delayed.

Module 1.3 06

- a A Can I have your phone number please, sir?
B Yes, it's 03 5231 7754.
A I'm sorry, I didn't catch that.
B It's 03 5231 7754.
b A Could you ask him to call me?
B Certainly, sir. Can I have the number please?
A Yes, it's 02 601 3592.
c A Her number is 02293 5065.
B Sorry, could you say that again please?
A Sure. It's 02293 5065.

- d A Let me give you my number. It's 06 9324 1115.
B Thanks. I'll catch up with you later.

Module 1.3 07

- a A Can I take a message, sir?
B Yes. Please can he call me as soon as possible?
A And the number?
B It's 06 4381 7669.
A I'm sorry, would you repeat that please, sir?
B 06 4381 7669.
b A Could you ask him to give me a call at 829 8450?
B I'm sorry, could you say that again more slowly? I didn't catch the number.
A Sorry. It's 829 8450.
B Thank you, I'll give him the message.
c A I'll be in the lounge at three o'clock. If there are any problems, she can call me on my cell.
B Can I have the number, sir?
A It's 071 223 4457.
B 071 223 4457. Thank you.

Module 1.5 08

- A Hello, come in. Welcome to Job Search. Can I have your name, please?
B I'm John Smith. Nice to meet you.
A Nice to meet you too, John. Take a seat. Where are you from, John?
B I'm from Dallas, but I live in New York now.
A I see. Well, I need to ask you some questions for the database and then I can put your information onto the Job Search website. So, who do you work for now?
B I work for a small family company. It's called Travel Zone.
A Travel Zone. What do you do?
B I'm a sales rep. I visit companies and sell our tour packages.
A Sales representative. OK. Can I have a contact phone number?
B My cell, or my work number?
A Your cell, please.
B Sure. It's 845 966 4672.
A Thank you. Can I just give you this form to fill out ...

Module 2.1 09

- 1 Hello. My name is Sung Su Huang. I work for Samsung Electronics. Samsung is one of the world's largest consumer electronics companies. We make computers, telephones, MP3 players, GPS systems. I'm a technical training manager and I work at the headquarters in Seoul. Today I'm going to talk about the electronic industry...
2 Good morning. I'm Emma Clark and I work for IBM. I'm an IT consultant in the IBM Software group. IBM is one of the largest computer companies in the world. We make and sell hardware and software. I work in IBM's office in Ontario, Canada. It's very good to see you all here today ...

Module 2.3 11

- A Good morning everyone, and thank you for coming. Before we begin, I'd like you all to introduce yourselves, please. Will you start, Mark?
- B Yes, of course. My name's Mark Nakamura. I work in the information technology department. I manage the company website.
- C I'm Grace Wu. I work in the customer service department on the front desk. I help with customer problems.
- D Ken Lee. I'm in sales, and my job is to check customer orders.
- A And I'm Maria Martinez. I'm in the human resources department and I organize in-house training. Today's training course is called Time Management.

Module 2.4 13

- 2a A Excuse me. Where is the conference room?
B It's room thirteen.
A Thirteen?
B Yes. It's just over there.
- 2b A I'm here for the sales meeting. Is the training room along here?
B Yes. It's room 70. I think they're just starting now.
A Room 70? Thanks.
- 2c A Can you help me? I'm looking for the IT department.
B Sure. Room 14.
A Room 40?
B No, 14, one four.
- 2d A Is the Human Resources department still in room 20?
B No, they moved. They're in room 18 now. It's next door.
- 2e A Excuse me. Is the sales department room 15 or 50?
B Room 50.
- 2f A Where will I find the Sales Team, please?
B They're in room 90. Just along the way.

Module 2.4 14

- 3 a The bus leaves in 12 minutes.
b All passengers to Gate 16 where the flight is now boarding.
c Can you give him the message and say I'll call again in about 15 minutes? Thanks.
d Let's take a 20-minute break and then meet back here. Good work, everyone.
e My name is Jun Nakamura. I've been working in the shipping department for 23 years now.
f The Shinkansen to Hakata leaves from Track 19.

Module 3.1 16

- 2 A Hello. I have an appointment with Maria Young at 9:30. I'm Naoki Inoue from Dentsu.
B Good morning, Mr. Inoue. Could you wait a minute, please? ... Ms. Young? Mr. Inoue from Dentsu is here. Yes, I will. ... Please come this way.
A Thank you.
[door knock]
C Come in, Mr Inoue. It's very nice to see you again. How are you?

- B Fine, thank you.
C Please have a seat. Would you like a cup of coffee?
B Oh, yes please.
C Janet, could we have some coffee please? [door knock]
Come in. Ah, hello Greg.
D Morning.
C Mr. Inoue, I'd like you to meet Greg Adams, our marketing manager. Greg, this is Naoki Inoue from Dentsu.
A Pleased to meet you.
D Hello. Good to meet you too. How was the journey here...

Module 3.4 19

- 1 A Let me show you around our offices. Well let's see, across from the elevator is Ayako Higa's office. She's the Advertising Sales Manager.
B I see.
A Then next to her is Osman Mo. He's the International News Editor. And across from him in Room 306 is the Finance Editor - that's Tim Tsang.
B Uh-huh. I met Tim at the expo.
A Oh, that's right. And if you follow me, down the hall are three more offices. On the right is Nancy Yee's office. She's responsible for Science and Technology.
B Sorry, I didn't catch that.
A Nancy Yee, Science and Technology. Her office is across from the stairs. Then at the end, next to Nancy's room there's Min-Soo Kim, our Production Manager. And across from him is Paul Green. He's the Art Director. Do you know him?
B Paul Green? No, I don't think so.
A Well, that's everyone on this floor. By the way, what time's your meeting with Mr. Harrison?
B It's at 3:45.
A Why don't I take you up there? We have to go up to the fourth floor.
B Thank you. That's very kind of you.

Module 3.5 21

- 4a A And where is your New York office?
B 198 Madison Avenue.
A Could you repeat that?
B 198 Madison Avenue.
- 4b A Where's the Hong Kong meeting being held?
B At the branch office, 979 King's Road.
A Sorry, nine..?
B 979 King's Road.
- 4c A What's your address, please?
B 7-9-14 Ginza, Chuo-ku, Tokyo.
A I'm sorry?
B 7-9-14 Ginza, Chuo-ku, Tokyo.
- 4d A Taxi! ... Queen Victoria Street, please.
B What number?
A 391B.
B OK. 391B Queen Victoria Street. I'll hop in.
- 4e A Could you give me that address again?
B Yes, of course. It's PO Box 1407, ABC Way, Nairobi.
A 1407. Thank you.

- 4f A Do you have our new address?
 B No, I don't think so.
 A It's 81 Talayan Street, Manila, 3008.
 B 308?
 A No, 3008.
 B Thanks. I'll put you on our mailing list.

Module 4.1 ● 22

I'm a live music promoter. I work for a small company in Sydney. We find new bands and promote them – we sell tickets, print posters, book the venues – things like that. My typical working day is pretty long. First of all I arrive at the office early – around eight or eight thirty. Then I check my e-mails. I usually have a lot of messages from bands and booking agencies. Next I talk to the management team to check the program of events. After that I usually have meetings. I spend the afternoon meeting clients – sometimes two or three meetings a day. Finally, in the evenings, I watch the bands perform, or I go looking for new acts. I really like my job. It's very interesting and I meet lots of different people.

Module 4.2 ● 23

- 2 I sometimes work in my office, but I usually spend part of my day out of the office, watching bands and looking at different venues. It's important for me to stay in contact with my team, so I always carry my cell phone. When I'm out, I occasionally e-mail the office to check dates and times of shows. I often work long hours but that's OK – it's fantastic seeing unknown bands becoming huge stars. I never get bored with my job.

Module 4.3 ● 25

- 1 A Could you tell me something about Gatorade, Mr. Nicholls?
 B Sure. Gatorade is a world-famous sports drink. We started manufacturing it in 1965 in the USA, and it is now one of the world's most popular sports drinks.
 A How do you market Gatorade?
 B Well, first we do a lot of market research. We run trial tests to find out which flavors are popular with the public before we introduce new flavors. Research and development is very important to us.
 A And what's the next stage?
 B Next we target our sales to different sectors of the market. We organize advertising campaigns using the media – television commercials, newspapers, the Internet and so on, to reach the people who are going to drink our product.
 A What's the next step in marketing?
 B After that, the most important stage is to get product endorsements. For example, in the US, we are the official drink of the National Football League. We use famous sportspeople and celebrities in our campaigns.
 A And then you sell the product.
 B That's right, finally the customers buy the drink. And it works! Gatorade sells worldwide and is one of the leading sports drinks manufactured in the USA today.
 A Thank you very much for talking to us, Mr. Nicholls.
 B You're very welcome.

Module 4.4 ● 26

- 1a What's the time, please?
 It's four twenty.
 1b Excuse me, have you got the time?
 Sure. It's four fifteen.
 1c Sorry, do you know what time it is?
 Yes, it's four forty.
 1d Excuse me, could you tell me the time, please?
 It's 4:05.

Module 4.4 ● 27

- 2a five after four
 2b a quarter after four
 2c half past four
 2d twenty-five to five
 2e twenty three minutes after four
 2f a quarter to five

Module 4.4 ● 28

- 3a A What time did you get to the office this morning?
 B At five to nine, just before my boss.
 3b A Excuse me, do you have the time, please?
 B Sure. It's five past one.
 3c A What are you doing?
 B Setting my watch. What's the time here right now?
 A Uh, it's exactly... thirteen minutes to four.
 3d A When did Marsha leave for her meeting?
 B At ten past three, I think.
 3e A What time does your train leave?
 B Twenty past five.
 3f A When are you going to finish?
 B In about fifteen minutes. Say... quarter after twelve?

Module 5.1 ● 29

Conversation 1

- A Good morning, Internetwork Solutions. How can I help you?
 B Hello. Could I speak to someone in e-commerce, please?
 A Certainly. I'll just put you through.
 C Hello, Kate Wilson speaking.
 B Uh, hello, my name is Lindsey Martinez. I need to talk with someone about e-commerce for our business.
 C Certainly. Where do you work?
 B I'm a fashion buyer with Creative Clothing Pty. We're on the north shore. We need ideas for our new website.
 C I'm sure we can help. Would you like to come in and have a chat about what you need?
 B Yes, that would be great. Thanks.
 C OK. Would you like to meet this week?
 B That would be great. When would be a good time?
 C How about Thursday?
 B Yes. I'm free in the morning.
 C OK. Let's say ten o'clock.
 B Yes, that would be fine. Thursday at ten, then.
 C I'll look forward to seeing you then. Thanks for your call. Goodbye.

Conversation 2

- C Hello, this is Kate Wilson.
D Hi there. I've just been looking at your website. I'd like to talk to someone about your website design packages.
C Sure. Can you come to our offices? You can meet the designer.
D Yes, thank you. Could we meet sometime next week?
C Yes. Let me check my schedule. When would be a good day for you?
D What are you doing on Tuesday?
C Tuesday's fine. Would 10:30 be a good time?
D Yes.
C OK, Tuesday at half past ten. Let me take your name and a contact number.
D Sure, I'm Yuji Hirota and my cell number is ...

Conversation 3

- C Kate Wilson speaking.
E Hello. My name is John Freeman. I'm with a small family business called F & R Home Security.
C OK. How can we help you?
E We need some help with advertising using search engines.
C Yes, we can help you with that. Would you like to come in for a meeting?
E Yes, that would be great.
C Are you free on Friday morning?
E Friday would be good. What time?
C Let's say half past nine?
E Thank you very much, Ms Wilson. Friday at 9:30, then.
C Can I just take a contact number, Mr Freeman?

Module 5.3 31

Conversation 1

- A Could we meet sometime next week to discuss the new project?
B Of course. When do you have in mind?
A How about Tuesday afternoon?
B I'm sorry, I'm busy all day. But I'm free on Wednesday.
A Then how about in the morning, say ten thirty?
B Wednesday at ten thirty? Just a moment. Yes, that would be fine.

Conversation 2

- A Could we meet this week to go over the contract?
B Yes, good idea. When would be a good day for you?
A Are you free tomorrow? Tuesday?
B I'm not sure, let me check. I'm busy in the afternoon. Oh, but I'm free in the morning, if that's any good?
A Yes, Tuesday morning's good for me too. Nine thirty?
B Nine thirty's fine. See you tomorrow then.

Module 5.4 34

- 3a A When was the contract signed?
B Let's see. February 14th, 1993.
3b A Do you know when the company was founded?
B Yes, it was on November 21st, 1952.
3c A When did you arrive in this country?
B Uh, September 10th, 1987.

- 3d A Is there a date on that letter?
B Yes, August 2nd.
A Is that 2008?
B No, 2009.

Module 5.4 35

- 4a A When will the new factory open?
B July 15th, 2012.
4b A When did you join the company?
B I joined on April 5th, 1992.
4c A Can you tell me that date on that e-mail?
B Sure. October 24th, 2008.
4d A What's the date on that report?
B Let me see. Oh yes, here it is. March 3rd, 2000.

Module 6.1 36

- 2a A How can I help you?
B I'd like to order some silicon wafers, please. The model number is C215.
A C215? How many do you need?
B 800, if possible, please.
A Just a moment. Yes, that's OK.
B Great. Could you deliver them by September 25th?
A The 25th? I'm sorry, that would be a little difficult. But we could deliver them by the 30th, if that's OK.
B The 30th? Yes, OK then.
A Would you like me to e-mail you the details?
B Yes, please.
A OK. Could I have your e-mail address, please?
B Yes, it's Satoy@...
2b A How can I help, Mr. Miller?
B We'd like to order some silicon wafers from your catalogue.
A Yes. Which ones?
B The model number is B590.
A B590. How many do you need?
B Two thousand, please.
A One moment. Yes, that's fine.
B Good. Could you deliver them by October 10th, please?
A Yes, October 10th is fine. So that's 2000 B590 silicon wafers by the 10th of next month. Would you like me to e-mail you the details?
B Yes, please. Do you have my e-mail address?
A Yes, we do. Thank you very much, Mr. Miller.
B Thank you. Goodbye.

Module 6.2 37

Conversation 1

- A Good morning, Marketing Department.
B Hello. My name is Jun Yoshida. Could you send me your new catalogue, please?
A I'm sorry, that's a little difficult right now. They are still at the printers. We could send you one next week, if that's any good.
B Oh, that would be fine. Thanks.

Conversation 2

- A Hello, Sales.
B Mark, it's Kelly Cheung. Could you e-mail the hotel confirmation details for Mr Park's visit next week?
A Certainly, I'll do it right now.
B Thanks so much.

Conversation 3

- A Sara speaking.
B Sara, it's Bill Whiteman. Could you arrange a meeting for next Monday? The Korean team is coming over and I need a room all morning.
A I'm sorry, that's a little difficult right now. The system's down and I don't know which rooms are free. But I can do it this afternoon if that helps?
B That would be fine. Thank you, Sara.

Module 6.3 39

- 2a A How many units did we sell last month?
B Let me check. 3.14 million.
2b A How many Internet users are there in that region?
B 2.75 million.
2c A What was the increase for March?
B 0.85 percent.
2d A Did the sales go up last month?
B Yes, but not much. 0.76 percent.
2e A What was the average increase for the whole region?
B It was 6.38 percent. We were really pleased with that.
2f A Sales figures were good all round for the last quarter. Hong Kong increased by 3.95 percent.
B That was very good.

Module 6.3 40

- 3 A Hello. Could I speak to someone about your savings accounts, please?
B Yes. How can I help you?
A Could you give me some information about your different accounts?
B Certainly. Which ones are you interested in?
A Can you tell me about the checking account, please? What's the interest rate?
B It's 4.6 percent. You need to make a minimum deposit of ten dollars.
A OK, I see. What about the online savings account?
B The minimum deposit for the online savings account is a thousand dollars.
A And the interest rate?
B That's a bit higher, it's 5.3 percent.
A Great, thanks. And the last one. What about the business saver?
B Let me just check that for you. The minimum deposit for the business saver account is five hundred dollars and the interest rate is 4.45 percent each year. Would you like me to send you some information about our products by e-mail?
A No, I don't think so. Thanks for your help.
B That's fine. If you'd like to find out anymore, you can look at www.bankingonline.com. That's banking online, all one word, dot com.
A OK. Thanks for your help.

Module 6.4 42

- 1a A What's your e-mail address, please?
B It's brownm@trm.com.
A Was that brown M or brown N?
B M for Mike. Brownm@trm.com.
1b A My e-mail address is hallj@yahoo.com.
B Sorry, how do you spell that?
A h-a-l-l-j at yahoo dot com.
1c A Let me give you my e-mail address. Do you have a pen?
B Yes. Go ahead.
A It's harris@live.co.uk.
B Life? L-I-F-E?
A No, l-i-v-e. Harris at live dot co dot uk.

Module 7.1 45

- 2 A Could you tell me a little about Canon, Mr. Okada?
B Sure. We started up in Tokyo, Japan, in 1937.
A And Canon was originally an entirely Japanese company?
B Yes, until 1955, when we entered the North American market. We started small. We opened a camera sales office in New York and our American operation expanded from that.
A When did you open your first European office?
B Two years later, in 1957. It was in Geneva, Switzerland.
A Canon now produces many of its products overseas. Where was your first overseas plant?
B In Taiwan. We built it in 1970.
A And how big is the company now?
B Pretty big! We have production facilities in thirteen countries.
A And the workforce?
B Worldwide? Nearly 135,000 employees.

Module 7.3 46

- 1 And coming up next, our celebrity interview of the week. If you're interested in fashion and business, then stick around, because in a few minutes, I'll be talking to fashion designer Issey Miyake about his life and work, right here in the studio. But first, here's some information for you. Miyake was born on April 22nd, 1938, in Hiroshima, Japan. He studied graphic design at Tama Art University before turning to fashion. After graduating in 1964, Miyake worked in Paris and New York. He came back to Tokyo and in 1970 founded the Miyake Design Studio. As well as his Men's and Women's collections, he also has a range of watches and perfumes. *Leau d'Issey*, his first fragrance for women, was launched in 1992. Miyake loved to experiment with fabric and he launched the famous Pleats Please label in 1993. He gave the design side of his business to Naoki Takizawa in 1997 and then Dai Fujiwara took over from him as Creative Director in 2007. However Miyake continued to oversee the work of his company, winning awards and international success along the way – such as the 2006 Art and Philosophy Kyoto Prize. We'll be hearing about all this and more in just a few minutes. That's fashion designer Issey Miyake, on the show after the next song. Don't go away!