

Listening Comprehension: Discussing an Itinerary

Listen to this conversation between a secretary and her boss and answer the questions below.

- 1) What is the boss's surname ?
- 2) What time is her flight to India ?
- 3) What is the flight number ?
- 4) How is she getting to Heathrow airport ?
- 5) Which Indian city is she flying to ?
- 6) What time does she arrive in India ?
- 7) On which day of the week will she meet Mr Shah ?
- 8) At what time will she meet Mr Shah ?
- 9) Will anyone else be at the meeting, apart from Olivia and Mr Shah ?
- 10) Who is she meeting on Wednesday ?
- 11) On which day of the week does she fly back to London ?
- 12) At what time does she fly back to London ?
- 13) What is the number of the return flight ?
- 14) At what time does she arrive at Heathrow Airport ?
- 15) What time is the sales meeting in London ?

5) TAKING MESSAGES

5a) When your boss or your colleagues are out, it may be part of your job to take messages for them. Obviously, your messages should be simple, clear and accurate. To make sure that they have all the information that they need, it is a good idea to keep a pad like the one shown below next to the telephone.

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

5b) GRAMMAR POINT

When you take a message, you should transform direct speech into indirect or reported speech by altering the form of the verb, as shown below.

DIRECT SPEECH

Simple Present
"I am from Seattle."

→

INDIRECT SPEECH

Simple Past
He said he was from Seattle.

Present Continuous
"I am moving to New York."

→

Past Continuous
She said she was moving to New York.

Present Perfect
"The photocopier has stopped working." →

Past Perfect
He said the photocopier had stopped working.

Simple Past
"I forgot." →

Past Perfect
He said he had forgotten.

Simple Future
"I will / shall resign." →

He said he would resign.

Future Continuous
"I will / shall be interviewing all the candidates on Monday." →

She said she would be interviewing all the candidates on Monday.

NB. Might, Should, Ought to, Used to & Would remain unchanged.

5c) Certain pronouns (e.g. I → he/she) plus the words shown below will also need to be changed.

This → That These → Those Here → There Now → Then Come → Go or Went

Today → That Day Yesterday → The Day Before Tomorrow → The Next Day

Next Year → The Following Year Last Year → The Year Before Ago → Before

2) Taking Messages

Now report what Miss Miller and her secretary said using indirect speech.

i) "You're flying to Bombay at 21.55 on Monday evening."

The secretary told Miss Miller that.....

ii) "You must check in two hours before the flight departs."

The secretary said.....

iii) "How am I getting to Heathrow airport ?"

Miss Miller asked

iv) "I've arranged for a car to pick you up from the office at 18.30."

The secretary replied that

v) "What time will the flight get into Bombay ?"

Miss Miller asked.....

vi) "Has the meeting with the directors been arranged for Wednesday ?"

Miss Miller wanted to know.....

vii) "I will phone the embassy to ask if they have sent off your visa yet."

The secretary promised that.....

viii) "Could you order me some travellers' cheques ?"

Miss Miller asked.....

ix) "I have to be back in London for the sales meeting on Thursday."

Miss Miller said

x) "Well, don't forget that you will be leaving for New York early on Friday morning."

The secretary reminded Miss Miller that.....

5d) The following reporting verbs are also useful. As you can see, they fall into particular patterns.

He	said suggested demanded proposed insisted stated added	that I <u>should</u> (not) <u>write</u> to you.	<i>dire</i> <i>suggerire</i> <i>pretendere / esigere</i> <i>proporre</i> <i>insistere</i> <i>dichiarare</i> <i>aggiungere</i>
He	promised agreed threatened	(not) <u>to tell</u> my father.	<i>promettere</i> <i>convenire / acconsentire</i> <i>minacciare</i>
She	offered refused	<u>to pay</u> for the meal.	<i>offrire</i> <i>rifiutare</i>
He	told asked advised ordered invited warned reminded	me (not) <u>to go</u> to the meeting.	<i>dire</i> <i>chiedere / domandare</i> <i>consigliare</i> <i>ordinare</i> <i>invitare</i> <i>avvertire</i> <i>chiedere a qualcuno di ricordare qualcosa</i>
She	admitted denied apologized for	<u>taking</u> the money	<i>ammettere</i> <i>negare / smentire</i> <i>scusarsi / chiedere scusa</i>

6) PRACTICE ACTIVITY

You are at work. Take the following five messages for your colleagues.

i) "This is Ian Parker speaking. Could you tell John Taylor that I will come to pick him up tonight at eight p.m.?"

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

ii) "This is Jane White. Could you let Mr Jones know that ZTV has signed the contract, as expected."

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

iii) "This is Mr Bond here. Please ask Ms Lopez if she is free to have dinner with our new Cuban client tonight."

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

iv) "This is Sarah Green. Could you tell Mr Ash that I will be flying to Cairo at nine o'clock tomorrow morning."

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

v) "This message is for Mrs Bush from Andrew Pitt. Please tell her that I am preparing the contract now and that it should be ready by Friday."

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

DIRECT & INDIRECT SPEECH

1) Watch this video-clip.

'face2face Second edition - Real World Unit 3 (Pre-intermediate)'

<https://www.youtube.com/watch?v=O1mroidqMsY>

2) Answer the following questions using reported speech:

- (i) What did David ask Carol to do?
- (ii) What did Carol tell her husband, Matt?
- (iii) What did Carol ask Jackie?
- (iv) What did Amy tell Jackie?

11C Spy school verb patterns: reporting verbs

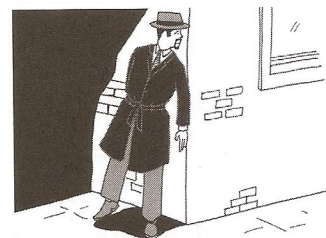
Sentence cards

1 Would you like to come and work for the CIA?	2 I'll get you a job with the British Secret Service, I promise.
3 Yes, it's true. I've read all your private emails.	4 I'll introduce you to the head of MI6, if you like.
5 Don't go home tonight. You're being followed by a man in a black coat.	6 Why don't we write a book about spying?
7 Don't forget to change the password on your computer every day.	8 I <i>won't</i> tell you what my real name is.
9 If you tell anyone where you got your new passport, I'll have to kill you.	10 OK. I'll meet you outside the American Embassy at midnight.

Spy memory test

What do you remember?

the CIA a black coat a new passport emails password real name
the head of MI6 a book the American Embassy the British Secret Service



- 1 _____ invited _____
- 2 _____ promised _____
- 3 _____ admitted _____
- 4 _____ offered _____
- 5 _____ warned _____
- 6 _____ suggested _____
- 7 _____ reminded _____
- 8 _____ refused _____
- 9 _____ threatened _____
- 10 _____ agreed _____

‘Speak Out Upper Intermediate DVD Unit 2 issues’

https://www.youtube.com/watch?v=bl9c8Oi_7Lw

1) Listen to the introduction and complete this sentence:

“We work, we, consume and, we don’t know”

2) At the beginning of the video-clip, what does the narrator, Mark Easton, recommend?

3) What has Daniel Kahneman discovered after a lifetime of studying happiness?

4) What does Tim Jackson suggest?

5) What does the narrator, Mark Easton, tell us at the end of the video-clip?

6) WRITING

Now summarize the contents of the video-clip using appropriate reporting verbs.

Unit 10 Secrets of the mind



Starting off

① Work in pairs. Find ten different things which make people happy by matching the words and phrases below.

- | | |
|--------------------------------|----------------------------|
| 1 being admired | a a loving family |
| 2 being part of | b at school or university |
| 3 doing really well | c by the people around you |
| 4 falling | d do what you feel like |
| 5 having enough money to | e friends |
| 6 having lots of | f in a nice neighbourhood |
| 7 having lots of time to spend | g in love |
| 8 living | h on your hobbies |
| 9 not having to | i sports |
| 10 winning at | j work too hard |

② Which of these do you think are essential for happiness? Which do you think are not so important?

③ Are there any other important things which make people happy?

Reading Part 1

① You will read an article by a psychologist about happiness. Read the article quickly to find out what he thinks makes people happy.

The secrets of happiness

Mihaly Csikszentmihalyi has devoted his life to studying happiness. He believes he has found the key.

- I've been fascinated by happiness most of my life. When I was a small boy, I noticed that though many of the adults around me were wealthy and educated, they were not always happy and this sometimes led them to behave in ways which I, as a child, thought strange. As a result of this, I decided to understand what happiness was and how best to achieve it. It was not surprising, then, that I decided to study psychology.
- On arrival at the University of Chicago fifty years ago, I was disappointed to find that academic psychologists were trying to understand human behaviour by studying rats in a laboratory. I felt that there must be other more useful ways of learning how we think and feel. Although my original aim had been to achieve happiness for myself, I became more ambitious. I decided to build my career on trying to discover what made others happy also. I started out by studying creative people such as musicians, artists and athletes because they were people who devoted their lives to doing what they wanted to do, rather than things that just brought them financial rewards.
- Later, I expanded the study by inventing a system called 'the experience sampling method'. Ordinary people were asked to keep an electronic pager for a week which gave out a beeping sound eight times a day. Every time it did so, they wrote down where they were, what they were doing, how they felt and how much they were concentrating. This system has now been used on more than 10,000 people and the answers are consistent: as with creative people, ordinary people are happiest when concentrating hard.
- After carrying out thirty years of

research and writing eighteen books, I believe I have proved that happiness is quite different from what most people imagine. It is not something that can be bought or collected. People need more than just wealth and comfort in order to lead happy lives. I discovered that people who earn less than £10,000 are not generally as happy as people whose incomes are above that level. This suggests that there is a minimum amount of money we need to earn to make us happy. But below and above that dividing line, people's happiness has very little to do with how much poorer or richer they are. Multi-millionaires turn out to be only slightly happier than other people who are not so rich. What is more, people living in poverty are often quite happy.

I found that the most obvious cause of happiness is intense concentration. This must be the main reason why activities such as music, art, literature, sports and other forms of leisure have survived. In order to concentrate, whether you're reading a poem or building a sandcastle, what you need is a challenge that matches your ability. The way to remain continually happy therefore, is to keep finding new opportunities to improve your skills. This may mean learning to do your job better or faster, or doing other more difficult jobs. As you grow older you have to find new challenges which are more appropriate to your age.

I have spent my life studying happiness and now, as I look back, I wonder if I have achieved it. Overall, I think I have and my belief that I have found the keys to its secret has increased my happiness immeasurably.

Adapted from *The Times*

2 For questions 1–3, the sentences in the article which give you the answers have been underlined. Read the questions and the underlined sentences. Then choose the answer (A, B, C or D) which you think fits best according to the underlined sentences.

- 1 What does 'this' in line 12 refer to?
 - A the writer's decision to study psychology
 - B the writer's interest in happiness
 - C the writer's observations of adults
 - D the writer's unhappy childhood
- 2 What did he consider was wrong with psychology 50 years ago?
 - A Psychologists were trying to achieve the wrong objectives.
 - B Psychologists were using the wrong scientific methods.
 - C Psychologists were not making sufficient progress with their experiments.
 - D Psychologists were carrying out experiments on animals.

- 3 Why did he concentrate on creative people to begin with?
 - A They were obviously happier than other people.
 - B They had greater freedom than other people.
 - C They had clear aims in life.
 - D They did not try to become happy by making money.

3 Now, for questions 4–8, choose the answer (A, B, C or D) which you think fits best according to the text.

- 4 The 'experience sampling method' showed in general that
 - A creative people are happier than ordinary people.
 - B ordinary people and creative people are equally happy.
 - C people's happiness depends on who they are with.
 - D people are happier when they are very focused on an activity.
- 5 What does the writer say about money and happiness?
 - A Below a certain level of income, people are not so happy.
 - B Poor people are often happier than rich people.
 - C There is no relationship between money and happiness.
 - D It is necessary to have money in order to be happy.
- 6 What is *that dividing line* in line 59?
 - A a level below which people do not live so comfortably
 - B a line dividing poor countries from rich ones
 - C a line which divides happy people from unhappy people
 - D a line dividing millionaires from poor people
- 7 According to the writer, people concentrate more when they are doing
 - A something which they find easy.
 - B something which they find difficult but possible.
 - C something which they find too difficult.
 - D more and more things all the time.
- 8 What impression do you have of the writer of the text?
 - A He has become happier by studying happiness.
 - B He has been unhappy most of his life.
 - C He has always been a happy person.
 - D He has only been happy for short times.

Exam advice

- Find where the question is answered in the text and read that section carefully.
- Then read each of the four alternatives with the question.
- Underline the words in the text which gave you the answer.