




<https://www.youtube.com/watch?v=j8OdE4hSyUw>



**Cambridge** Digital  
English Qualifications

**L'esperienza d'esame preferita dagli studenti!**



**"I realised that English is a requirement for success in business, not just a competitive advantage, but a limitation if you don't have it"**

Carlos is from Portugal and he is working in Finance in the US, focusing on social and sustainable projects.  
Achieved B2 First & C1 Advanced


**Cambridge**  
English Qualifications



**"I also took C1 Advanced as I always wanted to have a certificate. I already knew I had an intermediate level, but I wanted to have a document to prove these skills, and I took the Cambridge English exam because it is a lifelong document."**

Luana is from Brazil and she has worked in communication and customer services roles in the UK  
Achieved C1 Advanced

**Cambridge**  
English Qualifications



**"Having a deeper understanding of a language is paramount to a successful career, especially for law where the answer often lies in the subtlety of the words used to convince."**

Valentin is from France and studied law at Cornell Law School in the USA  
Achieved C1 Advanced

**Cambridge**  
English Qualifications

**CAMBRIDGE ENGLISH DIGITAL QUALIFICATIONS – HELPING YOU TO LIVE, WORK AND STUDY ABROAD. AVAILABLE NOW AT THE UNIVERSITY OF MACERATA.**

<http://cla.unimc.it/it/certificazioni/inglese>

# A Monumental Error?

Read the article and watch the video-clip

<https://www.youtube.com/watch?v=0OdSP0pgPw0>



Four activists, Rhian Graham, 30, Milo Ponsford, 26, Sage Willoughby, 22, and Jake Skuse, 33, were part of an angry crowd that pulled down the statue of Edward Colston during a Black Lives Matter protest in Bristol in June 2020. The 'Colston 4' were captured on CCTV cameras putting ropes around the statue, pulling it off its pedestal and onto the ground, rolling it down the road to the dock and throwing it into the water. As a result, they were arrested and prosecuted for Criminal Damage. They were given the choice of a magistrates' court or trial by jury and opted for the latter.

In January 2022, however, they were found not guilty of Criminal Damage after the jury agreed that they had committed no crime. In a trial that was widely reported, the defence team claimed that the presence of the statue of a 17<sup>th</sup>-century slave merchant in a public place constituted a hate crime. They also claimed that the defendants effectively owned the statue, as it belonged to the people of Bristol, and they could not be convicted for damaging their own property.

After deliberations lasting less than three hours, the jury cleared the defendants of the charges. The Colston 4 declared their acquittal "a victory for anyone who wants to be on the right side of history."

The prosecution had argued that it was irrelevant who Colston was, the defendants were guilty of a crime, and the verdict has led to concerns that other activists will be encouraged to take the law into their own hands. The defendants' supporters, by contrast, maintain that the trial was a waste of public money and should never have gone ahead in the first place. Some legal experts have claimed that the result justifies the role of the jury system. Adam Wagner, a Human Rights lawyer, said that, although the case has not set a legal precedent, it shows that local juries can sometimes act as a kind societal pressure valve by delivering anomalous verdicts that reflect public opinion.

Under current legislation, Criminal Damage can incur a sentence of up to 10 years in jail. But where the damage is less than £5,000, the maximum sentence is three months' imprisonment and a fine of up to £2,500. Given the rising number of similar incidents, Parliament is considering new legislation which would let courts consider the "emotional or wider distress" caused by damage to public property and raise the maximum sentence to 10 years, regardless of the costs involved. The move would extend to flowers or wreaths placed at war memorials, such as the Cenotaph.

A government Minister said, "Britain is not a country where destroying public property can ever be acceptable. We live in a democracy. If you want to see things changed, you do that through the ballot box or by petitioning your local council. You do not do it by causing criminal damage. For juries to think that statues are on trial, not the defendants, would be laughable if its consequences were not so serious."

## CRIMINAL TRIAL PROCEDURES

**Most criminal trials follow a uniform set of procedures. Here's a step-by-step guide to the process.** The legal procedures associated with modern criminal trials have developed over centuries. If the criminal trial is carried out to completion, those procedures include the following:

**Judge or Jury Trial.** The defence often has the right to decide whether a case will be tried to a **judge** or **jury**, but in some jurisdictions both **the prosecution** and **the defence** have the right to demand a **jury trial**. Juries typically consist of 12 people.

**Jury selection.** If the **trial** is to be held before a jury, **the defence** and **the prosecution** will select the **jury** through a question-and-answer process.

**Evidence issues.** The defence and the prosecution request that **the court**, in advance of trial, admit or exclude certain **evidence**.

**Opening statements.** The prosecution and then the defence make **opening statements** to the **judge** or **jury**. These statements provide an outline of the case that each side expects to prove. The **defence lawyer** may even choose not to give an opening statement, perhaps to emphasize to the jury that it's **the prosecution's** burden to do the convincing.

**The prosecution case.** The prosecution presents its main case through direct examination of **the defendant** and **prosecution witnesses**.

**Cross-examination.** The defence may **cross-examine** the **accused** and **prosecution witnesses**.

**Prosecution rests its case.** The prosecution finishes presenting its case.

**Motion to dismiss (optional).** The defence may **move** to dismiss the charges if it thinks that the prosecution has failed to produce enough evidence to support **a guilty verdict**.

**The defence case.** The defence presents its case via direct examination of **defence witnesses**.

**Cross-examination.** The prosecutor cross-examines the defence witnesses.

**The defence rests its case.** The defence finishes presenting its case.

**Settling on jury instructions.** The prosecution, the defence and the judge determine a final set of instructions that the judge will give the jury.

**Prosecution closing argument.** The prosecution makes its **closing argument**, summarizing the evidence, as the prosecution sees it, and explaining why the jury should **deliver a 'guilty' verdict**.

**Defence closing argument.** The defence's counterpart to the prosecutor's **closing argument**. The lawyer explains why the jury should **deliver a 'not guilty' verdict** — or at least a guilty verdict on a **lesser charge**.

**Jury instructions.** The judge instructs the jury about what to do and what law to apply to the case.

**Jury deliberations.** The jury **deliberates** and tries to **reach a verdict**. Juries must typically be unanimous. If less than the requisite number of **jurors** agrees on a **conviction** or an **acquittal**, the jury is **hung** and the case may be **retried**.

**Sentencing.** Assuming a **conviction** (a **'guilty' verdict**), the judge sentences **the offender**. Once convicted, dissatisfied **defendants** may then **appeal** to an **appeals court**.



In October 2017, eighteen-year-old Pamela Mastropietro ..... (arrive) at the PARS religious community in Corridonia. She ..... (suffer) from the effects of drug dependency and ..... (begin) a course of rehabilitation with 120 other addicts. At the end of her stay, she planned to return to education, study criminology and possibly go abroad. On Monday 29 January, however, she unaccountably packed her bags and ..... (leave) the village of San Michele Arcangelo without any money, without a phone and without any documents.

She walked for three kilometres across open countryside until she ..... (come) to a road. Then, she hitchhiked to the nearest town and spent the night at the station. The next morning, she made her way to Macerata, where she ..... (meet) Innocent Oseghale, a local ..... (drug). With his help, she ..... (buy) a 5ml syringe of the kind usually used to inject a cocktail of drugs and then went to his house, where she took heroin.

No-one is sure exactly what happened next but by four o'clock in the afternoon, she ..... (kill). At first, the police suspected an accidental overdose but the evidence now ..... (suggest) that Pamela was beaten, possibly ..... (rape) and then ..... (murder).

The police ..... (convince) that Innocent Oseghale was not alone when the crime took place. They ..... (suspect) that Lucky Desmond, Awelima Lucky and Anthony Anyanwu ..... (involve) in Pamela's death, either by beating her, stabbing her or disposing of her body by cutting it into pieces, packing the remains in two cases, driving to an isolated location and hiding them from the authorities. Two of them, at least, were also ..... (guilt) of destroying forensic evidence at the scene of the crime by washing the floor, the doors, the walls and the body with ten litres of bleach.

The four men ..... (arrest) but claimed they were ..... (no guilt). According to them, Pamela must have reacted badly to the heroin she ..... (take), and ..... (die) of natural causes. They attempted to escape but were apprehended. The story soon went viral and the whole country ..... (know) about it.



In Tolentino, twenty-eight-year-old far right activist Luca Traini decided to take action. His plan was to drive to the courthouse in Macerata and shoot the suspects with a semi-automatic Glock pistol. He announced his intention to a waitress at a service station on the way to Macerata but changed his mind when he reached the town centre. Instead, he ..... (shoot) as many random Africans as he ..... (can). He ..... (drive) around the town wounding six innocent people before stopping his car at the town's war memorial, wrapping himself in the Italian flag and giving a Fascist salute. The police ..... (arrest) him shortly afterwards.

"I wanted revenge for what they did to Pamela," he explained, "and I wanted to do something about illegal immigration because it ..... (have got) to stop."

He ..... (charge) with racially aggravated wounding plus improper use of a firearm. His lawyer ..... (say) that, before the attack, incessant news reports on the radio about Pamela's death ..... (drive) Traini temporarily insane, so he was not responsible for his actions.

PAST PERFECT  
SHE HAD TAKEN A MIXTURE OF DRUGS

SIMPLE PAST  
PAMELA MASTROPIETRO DIED

INNOCENT OSEGHALE  
WILL SERVE A LIFE SENTENCE

INNOCENT IS IN OSEGHALE PRISON NOW

PAST PERFECT  
HE HAD HEARD ABOUT THE PAMELA MASTROPIETRO CASE ON THE RADIO

SIMPLE PAST  
LUCA TRAINI TOOK REVENGE

SIMPLE PAST

LUCA TRAINI WAS DRIVING AROUND MACERATA  
PAST CONTINUOUS

HE SHOT SIX INNOCENT PEOPLE

LUCA TRAINI HAS SERVED 7 YEARS IN PRISON  
PRESENT PERFECT

PAST

NOW

FUTURE

## THE PAMELA MASTROPIETRO / LUCA TRAINI CASE

*Use the Internet to gather information about the case, concerning:*

i) The victim

ii) The defendants

iii) The crimes

iv) The evidence

v) The prosecution case

vi) The defence case

vii) The verdict

viii) The sentence

ix) The present situation

## Amanda Knox Documentary BBC

<https://www.youtube.com/watch?v=erla7Ley4Tw>

Watch the documentary and complete the summary below, putting the verbs into the correct form

Meredith Kercher ..... (murder) in Perugia, Italy, on 1 November 2007. At midday on 2 November, police ..... (discover) the body of the 21-year-old British student, who ..... (take) part in the Erasmus university exchange programme. In the flat that she ..... (share) with three other female students, Kercher's body ..... (lie) partially clothed under a duvet in her bedroom. The door ..... (lock). Her throat ..... (cut) and her body had 43 bruises, scratches and knife wounds, as well evidence of sexual assault.

On 6 November 2007, the police ..... (arrest) three suspects: Amanda Knox, an American exchange student; Raffaele Sollecito, an Italian student who ..... (be) Knox's boyfriend for two weeks; and Patrick Diya Lumumba, Amanda Knox's employer, the Congolese owner of a restaurant and bar. Later, however, Lumumba ..... (release) and completely exonerated.

DNA and fingerprint evidence from the victim's body ..... (lead) to the arrest of a fourth suspect, Rudy Hermann Guédé, an Ivorian resident of Perugia, who ..... (escape) to Germany immediately after the crime. Following his extradition to Italy, the three suspects ..... (charge) with murder, sexual assault and ..... (thief). The prosecution argued that Kercher ..... (kill) as a result of her refusal to participate in sexual activity with Knox, Guédé and Sollecito.

Guédé ..... (admit) to being with Kercher when she ..... (die) but ..... (deny) murdering her, claiming that an intruder ..... (must do) it while he ..... (sit) in the bathroom, listening to his iPod. The Judge ..... (not believe) him and ..... (sentence) him to 30 years' imprisonment for sexual assault and murder. He ..... (release) from prison in December 2020, however, and ..... (complete) his sentence by doing community service until March 2022.

Meanwhile, the trial of Knox and Sollecito ..... (begin) on 16 January 2009. On 4 December 2009, both ..... (declare) ..... (guilt) of murder, sexual violence and other charges. Despite little or no physical evidence, Knox faced 26 years in prison while Sollecito received 25 years.

On appeal, Knox and Sollecito ..... (find)  
..... (no guilt) and set free. Nevertheless, two further trials  
..... (be) necessary to exonerate both defendants.

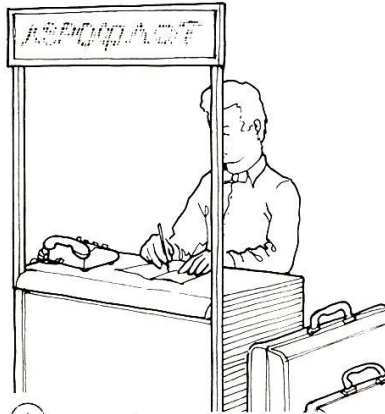
WRITING: You represent the Law Department at the University of Macerata. Write a formal letter inviting an expert (anyone you like) to give a seminar about any subject you like at the university. You should (i) indicate the subject of the seminar; (ii) explain why it would be a suitable subject for students at the department; (iii) say when and where the seminar will take place.

# 7

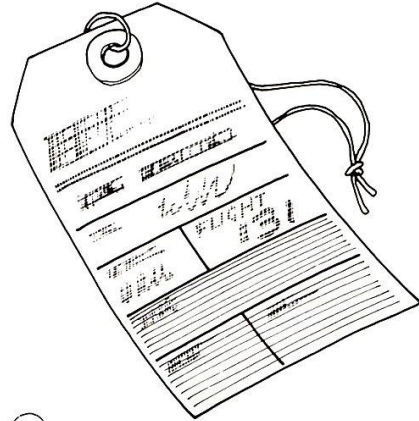
## Travel

Label the illustrations, choosing from the words in the box. The first has been done for you.

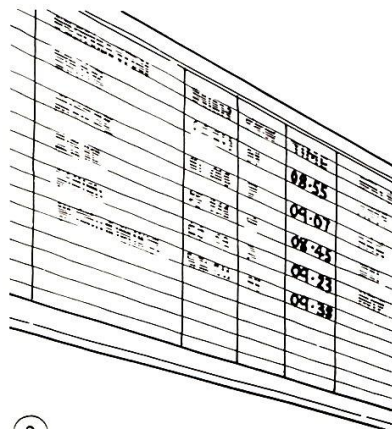
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|---------------------------|-----------------|--------------------|
| a check-in desk           | e single room   | i private bath     |
| b reception desk          | f double room   | j check-out time   |
| c twin-bedded double room | g flight number | k departure time   |
| d boarding pass           | h ticket        | l departure lounge |



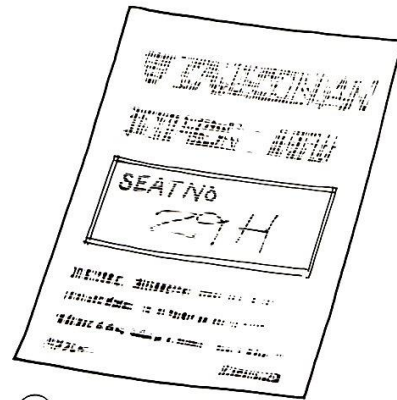
1 a check-in desk



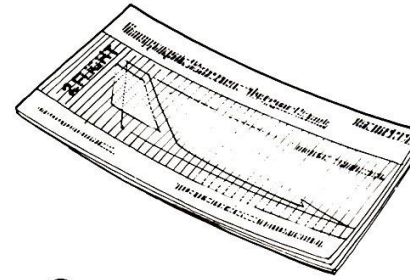
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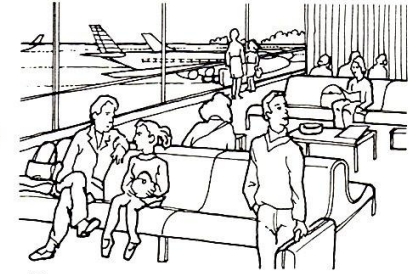
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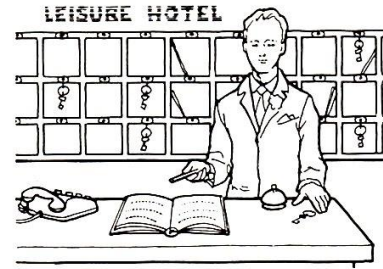
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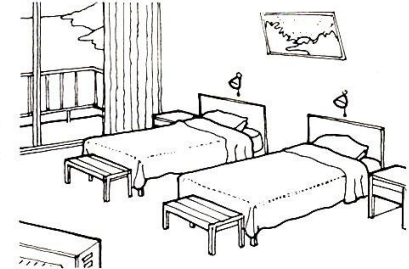
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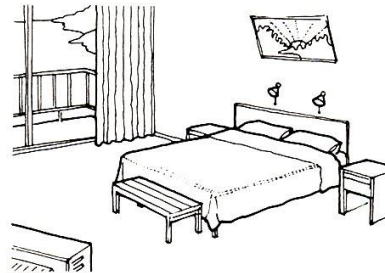
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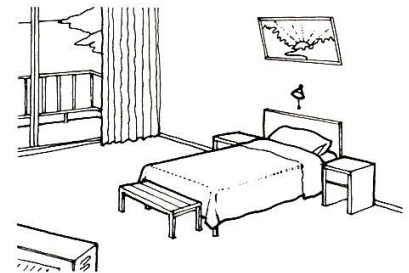
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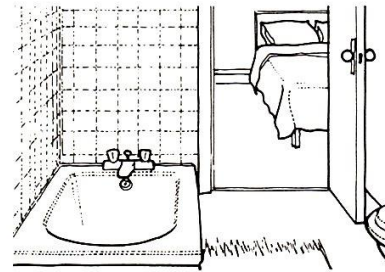
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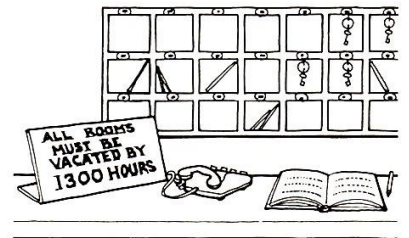
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10



11



12

## ENGLISH FITNESS 9

### **BUSINESS: Handling Complaints Badly / Handling Complaints Well**

- 1) What does the firm 'Warm and Happy' provide ?
- 2) What is Miranda's problem ?
- 3) What does Matthew Peacock promise to do ?
- 4) How does Miranda feel at the end of their conversation ?
- 5) Has Miranda called 'Warm and Happy' before ?
- 6) What does Rose Neck promise to do ?
- 7) How does Miranda feel at the end of the second conversation ?

**MOMENTS OF TRUTH:** remember that every complaint is 'a moment of truth' and an opportunity to improve customer service. If the complaint is handled quickly and efficiently, you will probably keep the customer. If the complaint is handled badly, you will not only lose the customer but he/she will probably tell twenty other people about the bad service he/she received.

So, when handling complaints:

- (i) say, "I'm sorry to hear that."
- (ii) invite the caller to explain what has happened (do NOT interrupt them);
- (iii) express sympathy;
- (iv) accept responsibility (if appropriate);
- (v) apologize (if appropriate);
- (vi) promise action.

# 1) THE CONVENTIONAL ORDER OF STEPS IN A PHONE-CALL

STEPS 1, 2, 5 and 7 are obligatory. STEPS 3, 4, and 6 are optional.

## STEP 1. SALUTATION / IDENTIFICATION:

### Person Called

"Hello. John Smith speaking."  
"Hello. OMG Legal Services. Can I help you?"

## STEP 2. INTRODUCTION; ASKING FOR / CONFIRMING IDENTIFICATION:

### Person Calling

"Hello. This is Andrew Patterson. Could I speak to the Office Manager, please?"  
"Hello. This is Andrew Patterson. Who is speaking, please?"  
"Hello. Is that the Mergers and Acquisitions department?"  
"Oh, I'm sorry. I've got the wrong number."

## STEP 3. GETTING THROUGH TO THE RIGHT PERSON:

### Person Called

"If you hold on, I'll put you through to Mr X."  
"I'm afraid the line's engaged. Could you hold on, please?"  
"I'm sorry, the line's busy. Will you hold?"  
"Hold on, I'm putting you through."  
"OK. You're through now. Go ahead."  
"I'm afraid Mr X is away / isn't in. Can I take message?"  
"I'm afraid Mr X is busy. Shall I get him to call you back?"  
"I'm afraid Mr X is busy. Could you call back later, please?"  
"I'm afraid you've got the wrong number."

## STEP 4. EXPOSITION: (State the main facts and all relevant information such as sources of information etc.)

### Person Calling

"Hello? It's about an apartment of mine which I rented out last year. I'm afraid there's a problem with the tenant."  
"It's about..." "I'm calling about..." "I'm calling to ask you..." "I'm calling to let you know that..."  
  
"I'm afraid there's been a mix up / a slip up / a misunderstanding." "I'm afraid there's a problem with..."

## STEP 5. REQUIREMENTS: (Explain what you want the addressee to do).

### Person Calling

"I was wondering if you could tell me..." "Would it be possible to...?" "Could you possibly...?"  
"If possible, I would like..." "I would like ..." "Would you..." "Could I/you..." "Can I/you..."  
"If you do not ...x.... within ...y... days, I will be forced to....z...." "Well, unless you....x..., I will ....y...."

## STEP 6. CONFIRMATION: (Summarise what has been agreed)

### Person Calling / Person Called

"So, you will call me again at this number when you have found the relevant documents."  
"So, we shall meet in your office at 11 a.m. on Friday."  
"OK, then. I shall send you the contract on the 14<sup>th</sup> of March, as we agreed."  
"Right, I will call you back as soon as I have spoken to..."

## STEP 7. CONVENTIONAL ENDING:

### Person Called

"Thank you very much, Mr Baxter. Goodbye."  
"Thank you for calling, Mrs Jones."  
"Goodbye, then."  
"Bye, Andy."

### Person Calling

"Goodbye."  
"Not at all, Mr Smith. Goodbye."  
"Goodbye."  
"Bye."



## ENGLISH FITNESS 22

### **BUSINESS: I Apologize for the Inconvenience**

#### VOCABULARY

“off the top of my head”

“...are on their way”

“shortly”

#### COMPREHENSION QUESTIONS:

- 1) Who has complained ?
- 2) What is her room number ?
- 3) What has she complained about ?
  
- 4) What does Miss Adams promise to do about it ?
  
  
- 5) What else is wrong with the room ?
  
  
- 6) What does Miss Adams promise to do about it ?

NB. When handling complaints (i) Say, “I’m sorry to hear that.” (ii) invite the caller to explain what has happened (do NOT interrupt them); (iii) express sympathy; (iv) accept responsibility (if appropriate); (v) apologize (if appropriate); (vi) promise action.

## Telephone Conversations: problem-solving 1

Student A.

### **Conversation 1.**

You are Courtney Deane. You are staying in Room 101 at the Bristol Hotel. Yesterday you telephoned Room Service and ordered the continental breakfast (with tea) and the '*Financial Times*', for 07.30 a.m. It is now 11.30 and you have just received the Californian brunch (with coffee) and the '*New York Times*'. Ring Room Service, ask for the manager, and make a complaint.

### **Conversation 2.**

You are the Customer Liaison manager for P I P. You sell the famous F-series laser printers. The F13 laser printer is the de-luxe version of the F12, and has all the features of the F12. You have publicity material in Italian, French and German. The English version is currently being revised and reprinted, and will be available next week. A customer will telephone you with a complaint, try to find solution to the problem. Don't forget to ask for his/her name, email address and telephone number.

Your company's website is at: <https://www.pip-inc.co.uk/products>

### **Conversation 3.**

Your name is Mr/Ms Harcourt. You booked a flight from Hong Kong to Tokyo from the Meridian Hotel by ringing Kowloon Travel Services. The ticket has now been delivered. The date and time are correct but you specifically asked for Business Class on Cathay Pacific and they have booked you in Discount Economy Class on Japan Air-Lines (JAL). Telephone the manager and complain.

Your email address is: [harcourt-evelyn@xpat-queries.com](mailto:harcourt-evelyn@xpat-queries.com)

### **Conversation 4.**

You work for Rent-a-Wreck in London. Your cars cost £58, £67 and £76 per day for the small, medium and large sizes respectively, plus £6 per day insurance, £8.25 in tax, plus petrol. If necessary, you can offer an all-inclusive weekend package at £99, £109 and £129. Don't forget to ask for the customer's name, address and telephone number.

Your website is at: <https://www.Rent-a-Wreck-Ltd.co.uk/offers>

## Telephone Conversations: problem-solving 1

Student B.

### **Conversation 1.**

You are the Room Service manager at the Bristol Hotel. Here is your schedule for today:

Courtney Deane  
Room 101,  
Continental Breakfast (with tea)  
+ the "*Financial Times*"  
07.30 a.m.

Dean Courtney  
Room 110,  
Californian Brunch (with coffee)  
+ the "*New York Times*"  
11.30 a.m.

Listen to the hotel guest who has a complaint. Ask for his/her name, surname and room number. Check the details above, explain to the customer why the mistake has occurred and apologise.

Try to find a solution to the problem for today and also for tomorrow morning.

### **Conversation 2.**

You asked P I P Ltd. for information about their F12 laser printer. They have sent you information about the F13. It is in German and not, as you requested, in English. Telephone P I P Ltd. and complain to the manager.

### **Conversation 3.**

You work for Kowloon Travel Services in Hong Kong. The manager is not in the office. The next Cathay Pacific Hong Kong to Tokyo flight has been over-booked. No seats are available and there are 17 people on the waiting-list. Only places in Discount Economy Class on Japan Air-Lines (JAL) Tokyo flight are still available. Anyone wishing to travel by Cathay Pacific will have to wait until tomorrow at 17.30 or Saturday at 07.55. Try to help the customer who telephones you. Don't forget to ask for his/her name, address and telephone number.

Your website is at: [https : // www . Kowloon ~ Travel . hk \ enquiries](https://www.Kowloon~Travel.hk/enquiries)

### **Conversation 4.**

You are on holiday in Britain with your family and would like to hire a medium-size car for the weekend. Telephone Rent-a-Wreck Ltd. and see what they can offer you. The total cost (without petrol) should be under £100.

Your name is Dana Drexler

Telephone Number: 089 756 4231

Email address: Drexler ~ Dana @ junior \_\_\_ zephyr . iota

## Telephone Conversations: problem-solving 2

Student A.

### **Conversation 1.**

You are Johnny Depp or Lady Gaga. You are going to the annual MTV awards ceremony tonight and you think you might win something. It is vital that you look like a star. Yesterday, you asked Star Hire Car Rental of Beverley Hills for a red Ferrari F1 to get you to the ceremony. It is now 6p.m. The car has arrived. It is a beige Fiat Panda that does not match your clothes or shoes. Phone Star Hire Car Rental, ask for the manager, make a complaint and get a more suitable vehicle. You must leave your hotel by 7p.m. at the latest. You are staying in The Austin Powers Suite, The Beverley Hills Hilton, Beverley Hills 90120.

### **Conversation 2.**

You are the Customer Liaison manager for Mobilemart. You sell the full range of Neotech mobile phones. They are as follows:

Neotech 100 (basic model) £100

Neotech 200 (smartphone with touch screen) £150 **out of stock**

Neotech 300 (smartphone with 5G/LTE network connectivity) £160

Neotech 400 (iOS phablet with touch screen and 500 licensed apps) £200

Neotech ePhone 6 (latest model, 6th generation, amazing features) £300

A customer will telephone you with a complaint, try to find a solution to the problem. The Neotech 200 will be available next week, the others are available now. In exceptional circumstances, you can deliver to a customer's house. Don't forget to ask for his/her name, address, email address and telephone number.

### **Conversation 3.**

Your name is Mr/Ms Harrison. You booked a flight from Sydney to Perth from the Holiday Inn Hotel by ringing Outback Travel Services. The ticket has just arrived. They have changed the date of your flight from January 7<sup>th</sup> to January 6<sup>th</sup>. You have a business meeting in Sydney at 9.30 on January 6<sup>th</sup>. Telephone the manager of Outback Travel Services, make a complaint and change the arrangement. If possible, you would like to travel to Perth, Business Class in the morning. Your email address is:

a ~ eoi @ ruyx . org / svwp

### **Conversation 4.**

You work for Flora International. Two clients in Brighton ordered flowers from you yesterday:

NAME: Kerry Packer

Kelly Parker

ORDER: 12 red roses + message

1 funeral wreath of white chrysanthemums  
+ message

ADDRESS: 17 Main Street, Brighton.

Westway Pet Cemetery, Brighton.

A customer will telephone you with a complaint. Explain the mistake and try to find a solution to the problem. Don't forget to ask for his/her name, address and phone number.

## Telephone Conversations: problem-solving 2

Student B.

### **Conversation 1.**

You are the manager of Star Hire Car Rental of Beverley Hills. Here is a list of the luxury vehicles available today (with or without driver):

Nissan Micra (blue), \$400 per day.                      Mini Cooper (British flag), \$300 per day.

Aston Martin DB10 (as featured in the next James Bond film) \$1500 per day

Cadillac Convertible (pink), \$900 per day.              Fiat Panda (beige), \$200 per day.

Ferrari F1 (**unavailable**: stolen last night).              Apache helicopter (black) \$2000

Rolls Royce Silver Ghost (silver), \$1000 per day.

Challenger Mark II tank (desert camouflage) \$1200 per day.

Listen to the customer who has a complaint. Ask for his/her name, surname and explain to the customer why the mistake has occurred and apologise. Then suggest alternatives from the list above.

Try to find a solution to the problem as quickly as possible. Your cars can be delivered anywhere in Los Angeles within 50 minutes. A driver costs \$250 extra; a pilot is \$500 extra (insurance included).

### **Conversation 2.**

Yesterday, you bought a Neotech 200 mobile phone from your local branch of Mobilemart. Today you discovered that it doesn't work. Tomorrow you fly to New York for an important business meeting. A reliable phone is absolutely vital. Phone Mobilemart, complain to the manager, and try to resolve the problem. Your email address is: x – yz \_ rj @ ae.com \ UK

### **Conversation 3.**

You work for Outback Travel Services in Sydney. The manager is not in the office. The computer is broken, tickets are now written by hand. Seats are available on the following flights:

January 6<sup>th</sup> Sydney—Perth; Alitalia, Business Class, dep. 9.00.

January 7<sup>th</sup> Sydney—Perth; Qantas, Economy Class, dep. 17.55.

January 8<sup>th</sup> Sydney—Perth; Cathay Pacific, Business Class, dep. 10.30.

Try to help the customer who telephones you. Don't forget to ask for his/her name, email address and telephone number.

### **Conversation 4.**

You are Mr/Mrs Kerry Packer of 17 Main Street, Brighton. Yesterday, you ordered a dozen red roses from Flora International for your daughter with the message: "*Congratulations, Sharon, on obtaining your degree*". Today, a wreath of white chrysanthemums arrived at your house with the message: "*Sorry your dog died*". Telephone Flora International, make a complaint, find out what happened and try to find a solution to the problem.