

DRIVERLESS CARS



In March 2018, a woman was struck and killed by one of Uber's self-driving cars. Chief of Police, Sylvia Moir, said that video footage taken from cameras on board the autonomous Volvo SUV blame the victim, 49-year-old Elaine Herzberg, not the vehicle.

"It's very clear that it would have been difficult to avoid this collision in either autonomous or human-driven mode, based on how she came from the shadows right into the roadway. The incident occurred roughly 100 yards from a pedestrian crossing. It is dangerous to cross roads in the evening when well-illuminated pedestrian crossings are available," she said.

Though the vehicle was operating in autonomous mode, a driver was present in the front seat. Moir said there was little she could have done to intervene before the crash.

"The driver said it was like a flash, the person walked out in front of her," Moir said. "Her first alert to the collision was the sound of the collision."

The preliminary investigation found the Uber car was driving at 38 mph in a 35 mph zone and did not attempt to brake. Herzberg is said to have walked abruptly into a lane with traffic with her bicycle and shopping bags in the dark. Police believe she may have been homeless. This incident appears to be the first-ever self-driving car fatality involving a pedestrian.



The first known death of a driver occurred in May 2016 in Florida, after Joshua Brown, 40, put his TESLA Model S into 'autopilot mode', which can control the car during highway driving. Against a bright spring sky, the car's sensors system failed to distinguish a large white truck crossing the road. The car attempted to drive under the truck at full speed, smashing the windscreen to pieces.

A police report said the top of the vehicle was torn off by the force of the collision. Apparently, the driver was busy watching a Harry Potter movie. TESLA commented, "Autopilot is getting better all the time, but it is not perfect and still requires the driver to remain alert."



In response to a growing number of incidents involving injuries and fatalities while cars are in driverless mode, the British government has proposed 'The Automated and Electric Vehicles' Bill, permitting insurance cover for accidents and compensation for injuries and fatalities sustained when driverless vehicles crash.

Three exceptions to insurance cover would be:

- (i) When the driver puts his/her vehicle into driverless mode in inappropriate circumstances. Motorway driving would be considered an appropriate situation for selecting 'automated mode', driving in country lanes would not.
- (ii) When the software in the car has been altered or tampered with.
- (iii) When safety-critical software updates have not been downloaded. Software updates are 'safety-critical' if it would be unsafe to use the vehicle in question without the updates being installed.

The proposed legislation should come into force in 2025 and will cover vehicles in fully autonomous mode. The injured party (the person who has suffered damage as a result of an accident) will then have the right to claim against the person responsible for accident. The amount of the insurer's or vehicle owner's liability to the injured party in respect of the accident will be settled, (a) by a judgment or decree; (b) by an award in arbitral proceedings or by an arbitration; or (c) by an enforceable agreement. Other aspects of the problem are already covered by contract law, negligence provisions and the Consumer Protection Act.

Ascertaining exactly what happened and when would require onboard Black Box software to record how the vehicle responded during an accident.

A potential grey area remains in the matter of partially autonomous vehicles, where Advanced Driver Assistance systems, such as automatic emergency braking, may not be sufficient to prevent accidents occurring. Australian drivers, for example, have reported trouble with kangaroos and tumbleweed which automated systems have trouble in detecting and/or tracking.

TORT LAW: VIDEOCLIPS

1.

Tesla Model S: Autopilot, Autopark & Ludicrous Mode

<https://www.youtube.com/watch?v=CvAZU1kOHW4>

2.

Tesla Driver Killed In Crash With Autopilot System Driving

<https://www.youtube.com/watch?v=s8AHzY7xr10>

3.

The O. J. Simpson Case

<https://www.youtube.com/watch?v=PaZK6h9LQOc>

3

Tort law

THE STUDY OF LAW

Lead-in

The word *tort* is usually unfamiliar to learners of English. As with other legal English terms, many native speakers of English who do not work in the law would not know the word either. What do you think it means?

- 1 a** The area of tort law covers a wide range of cases. Match these case descriptions (1–3) with the case names (a–c).
- 1** A civil case for wrongful death which followed an unsuccessful criminal prosecution for murder
 - 2** An urban legend about a woman who sued a company for damages because the instruction manual for her microwave oven gave no warning against the way she used it
 - 3** A 1994 case in which \$2.7m in damages were awarded
- a** Liebeck v. McDonald's Restaurants
b The People v. OJ Simpson
c Hubbard v. Speedicook
- b** What do these cases have in common?
- 2** Complete the definition below using the words in the box.

act damages harm party

Tort: a wrongful **1)** that causes **2)** to another person for which the injured **3)** may request **4)**

Reading 1: Tort law

- 3** Read the text on page 29 on tort law and answer these questions.
- 1** According to the text, what are the two main objectives of tort law?
 - 2** An injured party can *sue for damages* or *for an injunction*. According to the text, what types of loss can be compensated by an award for damages?
 - 3** What does the term *injunction* mean? Use the Glossary if necessary.
 - 4** A manufacturer produces a dangerous toy train. What category of tort is this?
- 4** Match the adjectives (1–6) with the nouns (a–f) they collocate with in the text.
- | | |
|----------------------|----------------------------|
| 1 civil | a damages |
| 2 contractual | b wrong |
| 3 injured | c misrepresentation |
| 4 fraudulent | d party |
| 5 medical | e relations |
| 6 monetary | f expenses |

A **tort** is a **civil wrong** that can be **remedied** by awarding damages (other remedies may also be available). These civil wrongs result in harm to a person or property that forms the basis of a claim by the injured party. The harm can be physical, emotional or financial. Examples of torts include medical negligence, negligent damage to private property and negligent **misstatements** causing financial loss.

There are many specific torts, such as **trespass**, **assault** and **negligence**. Business torts include **fraudulent misrepresentation**, **interference in contractual relations** and **unfair business practices**.

Torts fall into three general categories: **intentional torts** (e.g. unfair competition), **negligent torts** (e.g. causing an accident by failing to obey traffic rules) and **strict liability torts** (e.g. liability for making and selling defective products).

Why some wrongs are dealt with by tort law (or the law of torts) and others considered criminal offences is the subject of some debate. However, there are certainly overlaps between tort law and criminal law. For example, a defendant can be **liable** to compensate for assault and battery in tort and also be punished for the criminal law offence of assault.

Differences between tort law and criminal law include: the parties involved (the state brings an action in crime, a private individual brings an action in tort); the **standard of proof** (higher in criminal law); and the outcomes (a criminal action may result in a **conviction** and punishment, whereas an action in tort may result in **liability** on the part of the defendant and damages awarded to the claimant¹).

The primary aims of tort law are to provide relief for the harm suffered and deter other potential **tortfeasors** from committing the same harms. The injured person may **sue for** both an **injunction** to stop the **tortious conduct** and for monetary damages.

Depending on the jurisdiction, the damages awarded will be either compensatory or punitive. **Compensatory damages** are intended, as far as it is possible, to put the victim in the position he or she would have been in had the tort not occurred. **Punitive damages** are awarded to punish a wrongdoer. As well as compensation for damage to property, damages may also be awarded for: **loss of earnings capacity**, **future expected losses**, **pain and suffering** and **reasonable medical expenses**.

¹ (US) plaintiff

5 Use the collocations you formed in Exercise 4 to complete these sentences.

- 1** While a crime such as murder or shoplifting is a wrong committed against society, a tort is a committed against an individual.
- 2** Torts are handled in the civil courts, where the brings an action against the wrongdoer.
- 3** In most cases, the injured party is entitled to remedies under the law, such as
- 4** In medical malpractice cases, the damages awarded to the injured party may include lost wages and

- 5 The tort of occurs when one of the parties to a contract makes a false statement about a fact and knows it is not true, and this fact is acted upon.
- 6 When a person stops parties from entering into a contract, for example, this person is said to interfere in
- 6 What do you think these types of tort mentioned in the text mean: *assault*, *negligence*, *trespass*? What kinds of acts do they cover? Give examples of what someone has to do to be liable for each of these torts in your country.

Reading 2: Case note

Law students often read or write case notes¹ to prepare for classroom discussion at university. A case note is a short summary of the most important information about a case. As such, it is a useful study tool. The format and contents of a case note can vary, but usually it includes the following sections: case, facts, procedural history, legal issue, ruling and reasoning.

- 7 Quickly read through the case note below of an important tort law case and match the headings (1–6) in the brief with these descriptions (a–f).
 - a relevant point of law
 - b information about the parties and the case
 - c what the court decided
 - d what happened
 - e why the court came to that decision
 - f how the lower courts decided

- 1 **CASE:** *Palsgraf v. The Long Island Railroad Company*, 248 N.Y. 339; 162 n.e. 99; Court of Appeals of New York [1928]
- 2 **FACTS:** Plaintiff² was standing on a platform of defendant's railroad when a train moved off from the platform. Even though it was already moving, a passenger ran to catch the train. The man, who was carrying a package wrapped in paper, appeared to lose his balance while trying to board the moving train. An employee of the railroad reached out to help him. This act caused the package in the man's arm to fall onto the rails. Unknown to the employee, the package contained fireworks. When it fell, the fireworks exploded, causing some large equipment on the platform to strike and injure the plaintiff. The plaintiff sued the railroad, claiming that her injury resulted from the negligence of the employee.
- 3 **PROCEDURAL HISTORY:** The trial court found for the plaintiff. Defendants appealed, and the appellate court affirmed the judgment. The railroad then appealed to this court.
- 4 **LEGAL ISSUE:** Did the railroad's negligence proximately cause plaintiff's injuries?
- 5 **RULING:** No. The Court of Appeals of New York reversed the decision.
- 6 **REASONING:** Negligence is not a tort unless it results in the commission of a wrong. If the harm was not deliberate, it must be shown that the act could have been dangerous. Since in this case the harm to the plaintiff was not wilful on the part of defendant, it had to be shown that the act of dropping a package had the apparent possibility of danger. As there was nothing on the outside of the package which would cause the reasonable person to believe it contained explosives, there was no negligence. It was the explosion that was the proximate cause of plaintiff's injuries, an act which could not have been foreseen. Therefore the railroad was neither negligent nor the proximate cause of plaintiff's injuries. The judgment of the appellate court was reversed.

¹ (US) case briefs ² (UK) claimant (The word *plaintiff* was also used in English law until the new Civil Procedure Rules (CPR) came into force in April 1999.)

8 Read sections 1 and 2 of the case note and answer these questions.

- 1 What is the name of the case?
- 2 Who is the defendant?
- 3 Who is the claimant?
- 4 What is the defendant alleged to have caused?

9 Read the rest of the note and answer these questions.

- 1 What was the lower court ruling?
- 2 What happened when the case was appealed?
- 3 The word *proximate* means 'direct' or 'immediate'. What did the court determine is the *proximate cause* of the injury?

Key terms 1: Reporting procedural history

10 The procedural history section tells what happened when the case was tried in the lower courts. Other sections of a case note give information about the decision of the highest court at which the case was tried. Which sections of the case note above contain this information?

11 Find words in the case note above to complete these definitions. You may need to change the verb forms.

- 1 The person who brings an action in a court of law is called the
- 2 The person against whom an action is brought in a court of law is known as the
- 3 When a case is decided in favour of a certain party, the court that party.
- 4 To bring a case before a higher court so that it can review the decision of a lower court is to a case.
- 5 A court which hears appeals from lower courts is called an or a
- 6 When a court states that a judgment of a lower court is true, it that judgment.
- 7 When a court changes the judgment of a lower court to its opposite, it that judgment.

Speaking 1: Case discussion

- 12 With a partner, discuss the phases in the procedural history of the *Palsgraf v. The Long Island Railroad Company* case and agree on a simple account of what happened in the courts.
- 13 Discuss what you think might have happened if this case had been brought to court in your jurisdiction.

Listening 1: Frivolous lawsuits

Law students are expected to know the most important facts of a large number of cases, as well as the legal issues involved and the procedural history of these cases.

14 You are going to hear a discussion between two law students, Maria and Fabio, about a well-known product liability case. Maria mentions compensatory damages and punitive damages. What is the difference between these types of damages? Which should be the highest in a case involving serious negligence?

15 **3.1** Listen to the discussion and answer these questions.

- 1 What does Fabio mean by the words *frivolous lawsuit*?
- 2 What injury did the plaintiff suffer?
- 3 Why did McDonald's refuse to settle out of court?
- 4 How much did the court award Liebeck in compensatory damages? How much in punitive damages?
- 5 How much did Liebeck finally receive in damages?

16 **3.1** Complete the procedural history section of this excerpt from a case note using words you have studied so far in this unit. Listen to the discussion again if necessary.

CASE: *Liebeck v. McDonald's Restaurants, P.T.S., Inc.*, No. D-202 CV-93-02419, 1995 WL 360309 (Bernalillo County, N.M. Dist. Ct. Aug. 18, 1994)

FACTS: In 1992, Stella Liebeck, a 79-year-old woman from Albuquerque, New Mexico, bought a cup of coffee from the drive-through of a McDonald's restaurant. Liebeck placed the coffee cup between her legs and opened it. She spilled the entire cup of coffee on her lap. Liebeck was wearing cotton sweatpants which held the hot liquid against her skin, burning her lower body severely. At the hospital, it was determined that she had suffered third-degree burns on six per cent of her skin. She stayed in the hospital for eight days. Two years of treatment followed.

PROCEDURAL HISTORY: After several attempts to reach a **1)** failed, the claimant sued the **2)** for gross negligence. The jury **3)** the claimant, determining that the defendant was 80% responsible and the claimant 20%. Claimant was **4)** \$200,000 in compensatory **5)** , which was then reduced by 20% to \$160,000. \$2.7 million in **6)** damages were also awarded. These damages were then reduced to \$480,000.

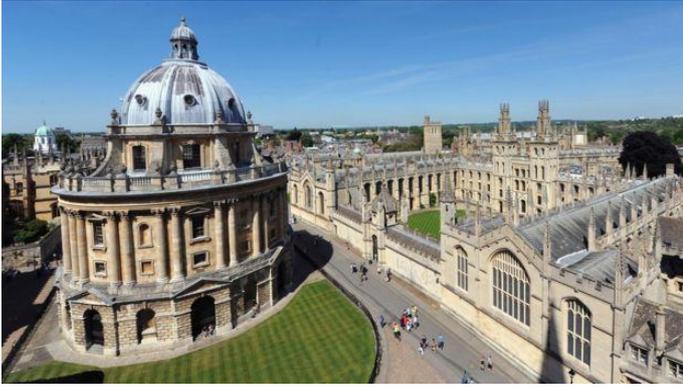
The decision was **7)** by both claimant and defendant. However, an out-of-court settlement for less than \$600,000 was finally reached.

Speaking 2: Frivolous lawsuits

17 Discuss these questions.

- 1 The *Liebeck v. McDonald's* case inspired a journalist to create the Stella Awards, which are awarded to 'frivolous lawsuits'. They are meant to be amusing, but they also have a serious purpose. What do you think it might be?
- 2 Can you name any examples of cases from your jurisdiction which you think might be awarded a Stella?
- 3 What do you think of the *Liebeck v. McDonald's* case? Do you think it deserves its reputation as a frivolous case?

Graduate with 2:1 Honours Degree Sues Oxford for £1m 21/11/2017



An Oxford graduate's failure to get a top degree cost him a lucrative legal career, the High Court has heard.

Faiz Siddiqui alleges "inadequate" teaching on his modern history course resulted in him getting an upper second degree in June 2000. He blames staff being absent on sabbatical leave and is suing the university for £1m. Oxford denies negligence and causation and says the case is "massively" outside the legal time limit.

Mr Siddiqui also alleges medical information about him was not submitted to examiners by a tutor. The 39-year-old studied at Brasenose College and singled out the teaching on the Indian special subject part of his course for criticism. His counsel Roger Mallalieu told Mr Justice Foskett that Mr Siddiqui had been a "driven young man" aiming at a postgraduate qualification at an Ivy League university.

"Whilst a 2:1 degree from Oxford might rightly seem like a tremendous achievement to most, it fell significantly short of Mr Siddiqui's expectations and was, to him, a huge disappointment," he said.

Mr Mallalieu said his employment history in legal and tax roles was "frankly poor" and he was now unemployed, rather than having a career in tax law in England or at a major US law firm. Mr Siddiqui also said his clinical depression and insomnia have been significantly exacerbated by his "inexplicable failure".

Julian Milford, for Oxford University, told the court Mr Siddiqui complained about insufficient resources but had only described the teaching as "a little bit dull". He added the student received exactly the same amount of teaching as he would have in any other year.

The seven-day hearing was concerned with liability, with damages to be assessed later if Mr Siddiqui succeeded. However, Mr Siddiqui's case was thrown out after a High Court judge ruled that the teaching was of a 'perfectly adequate standard'.

She Refused to Swap Seat With A Crying Child, Went Viral, Cashed In — Now She's Suing For 'Unbearable Public Shaming'

<https://www.youtube.com/watch?v=iEZ4U-YKdAQ>



A Brazilian woman who went viral in December after refusing to give up her window seat for a crying child has now filed a lawsuit against the airline and the passenger who filmed her.

Jeniffer Castro, a 29-year-old bank employee from Belo Horizonte, had an assigned window seat on her Gol flight. A child was sitting there, but she insisted on keeping her assigned seat.

The child's mother wouldn't accept this – she wanted her crying son to sit by the window.

- She hadn't wanted this badly enough to secure a window seat assignment for him
- And, indeed, the mother's family already had a window seat – they didn't want to give that up for her son, they wanted him to get another passenger's window

Castro refused, and the mother went into a tirade, accusing the woman of lacking empathy for children. On video, the mother can be heard asking "Why doesn't she want to change seats? I even asked if she has some kind of syndrome or something. If someone has a problem, some disability, we understand."

People generally sided with the woman refusing to give up her seat. In fact, the woman became an online hero picking up millions of followers on Instagram and becoming an online influencer. She's done multiple brand deals in the past couple of months.

Yet she's suing, claiming that she was embarrassed and that this has been bad for her personal and professional life (maybe being an online influencer is what's bad for her professionally as a banker, and personally).

She claims that she was (1) filmed without her consent, (2) this led to unwarranted public scrutiny, and (3) harming her reputation and emotional well-being.

I decided to sue the airline because what happened to me was a huge embarrassment, and this situation should never have reached this point. No one deserves to go through what I went through, being filmed, insulted, and attacked just for exercising a basic right.

Brazil's legal system is different than that of the U.S., of course. But *she promoted herself online and made money and most of the attention was positive* so surely that counts for something in calculating damages. And she posts bikini pics of herself on Instagram, surely that influences her career in *banking* – for better or worse – more than becoming an online hero to the masses?

COLDPLAY'S KISSCAM MOMENT – JULY 2025

1) WHAT HAPPENED

<https://www.youtube.com/watch?v=Qyn4pr95fSg>

2) WHAT HAPPENED NEXT?

<https://www.bbc.co.uk/sounds/play/curation/m001bm45/p0lr6z0r>

3) WHAT HAPPENS NOW

If Andy Byron wanted to sue someone for the subsequent damage to his career, who should he sue and on what legal grounds?

THREE TYPES OF TORT

NEGLIGENT TORTS	PHYSICAL HARM (negligent damage to private property, e.g. accidentally scratching a car) EMOTIONAL HARM FINANCIAL HARM
INTENTIONAL TORTS	ASSAULT & BATTERY LIBEL & SLANDER (i.e. defamation) TRESPASS CONVERSION (i.e. using someone's property as if it were yours e.g. their car or flat)
STRICT LIABILITY	(e.g. making and/or selling defective products)

<https://www.youtube.com/watch?v=71eVV1pT6VM>



A Los Angeles jury has found the social media giants Meta and YouTube liable, in a landmark case in which a young woman sued the companies over her childhood addiction to social media. Jurors found that Meta, which owns Instagram, Facebook and WhatsApp, and Google, owner of YouTube, intentionally built addictive social media platforms that harmed the 20-year old's mental health.

The woman, known as Kaley, was awarded \$6m in damages in a result that is likely to have major implications for social media companies and the design and regulation of their platforms. Meta and Google each said they disagreed with the verdict and would appeal. Meta said: "Teen mental health is profoundly complex and cannot be linked to a single app. "We will continue to defend ourselves vigorously as every case is different, and we remain confident in our record of protecting teens online."

A spokesperson for Google said: "This case misunderstands YouTube, which is a responsibly built streaming platform, not a social media site."

- i) Who is the plaintiff in this case?
- ii) Who are the defendants?
- iii) Why did she sue them?
- iv) In which jurisdiction was the case heard?
- v) What was the verdict?
- vi) How was the guilty party punished?

WEBQUEST

Now search the Internet and summarize (a) the plaintiff's case and (b) the defendants' case.

TELEPHONE VOCABULARY

Look at the pictures below. What are these objects called in English ?



1



2



3



4



5



6



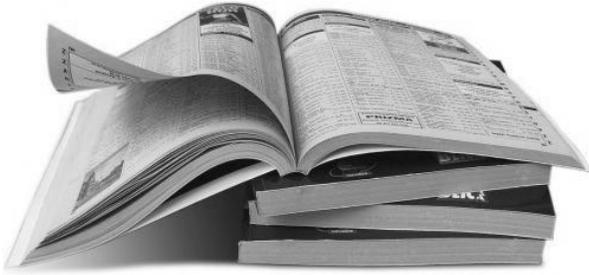
7



8



9



10

11



12

13

14



15

16

VERBS

- To insert coins / a phone card
- To dial / to tap in a number
- To redial
- To call / to ring / to phone s.o.
- To reply
- To call s.o. back
- To hang up
- To lift the receiver
- To replace the receiver
- To recharge the battery
- To text s.o.

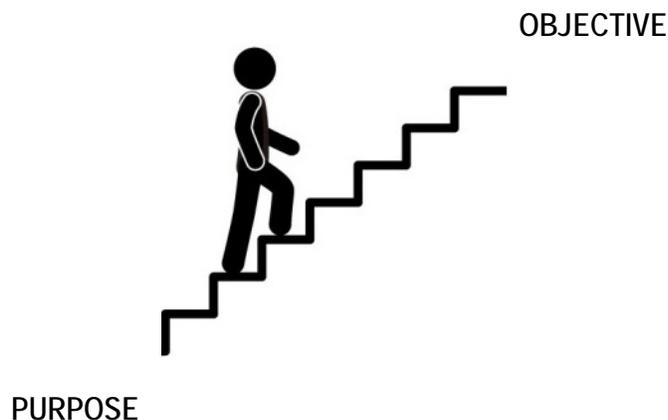
TELEPHONE CALLS

PRESENTATION

1) In theory, you can say anything you like during a telephone call. In fact, business calls are quite predictable. Why? Because time is money when you are on the phone, so messages have to be clear and simple, precise and concise.

MANAGING A TELEPHONE CONVERSATION: Seven Steps From Purpose To Objective

In business, every call has a **purpose** (e.g. to fix an appointment) and an **objective** or desired outcome (e.g. the appointment). We can divide the progression from **purpose** to **objective** into seven **Steps**.



Each **Step** can be realized via a number of fixed or semi-fixed conventional phrases. You can use this sequence of **Steps** as a guide, learn the conventional phrases whole, like single words, and use them in conversation with little or no variation.

Now look at the next page and study the **Steps** plus the typical words and phrases that go with them. Some are absolutely necessary, like **Step 1**, **Step 2**, **Step 4**, **Step 5** and **Step 7**. Others are optional, like **Step 3** and **Step 6**. Between the **Steps**, of course, you can make as many digressions as you like but, once you know the seven **Steps**, and the fixed and semi-fixed phrases that express them, you can manage a conversation on the phone because you will always know where you are going.

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. MIB Enterprises. Can I help you ?"

STEP 2. INTRODUCTION; ASKING FOR / CONFIRMING IDENTIFICATION:

Person Calling

"Hello. This is Andrew Patterson. Could I speak to the manager, please ?"

"Hello. This is Andrew Patterson. Who is speaking, please ?"

"Hello. Is that the Regent Hotel ?"

"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 a printer I bought at MIB Digital in Rimini last Thursday. I'm afraid it doesn't work properly."

"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 notx..... within ...y... days, I will be forced to....z...." "Well, unless you....x..., I willy...."

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 invoice."

"So, I shall receive a refund if I take the receipt to the main cash-desk."

"OK, then. I shall send you the goods on the 14th of March, as we agreed."

"Right, I will call you back as soon as I have spoken to..."

STEP 7. CONVENTIONAL ENDING:

Person Called

"Thanks for calling."

"Thank you very much. Goodbye."

"Goodbye, then."

"Bye, Andy."

Person Calling

"Not at all. Goodbye."

"Goodbye."

"Goodbye."

"Bye."

3) PRACTICE

Look at this example of a phone call. Notice the **Steps** and the typical phrases that go with them.

3a) Listen and read.

DIALOGUE

Switchboard: "Hello. City Restaurant. Can I help you ?"

Sam Brown: "Hello. This is Sam Brown of FTAM Enterprises. Who is speaking, please ?"

Switchboard: "I'm Maria Marks, the switchboard operator."

Sam Brown: "Could I speak to the Manager, please."

Switchboard: "If you hold on, I'll put you through to Ms Reynolds."

Manager: "Hello. This is Jane Reynolds. Who is speaking, please ?"

Sam Brown: "Hello. This is Sam Brown of FTAM Enterprises. I'm calling to make a reservation. We'd like to book a private room next Friday evening for about thirty-five people, if possible."

Manager: "OK. Is it a company function ?"

Sam Brown: "That's right. It's farewell party for our Managing Director who's retiring at the end of the month."

Manager: "I see. Yes, we have a function room available. Would you like to book it now ?"

Sam Brown: "Yes, please. Friday March 10th at eight p.m."

Manager: "Are there any special requirements, such as vegetarian dishes ?"

Sam Brown: "I'm sorry I don't know, I'll find out and send you a fax as soon as I can."

Manager: "OK, I will need e-mail confirmation from you by Friday morning, in any case. Our e-mail address is City_Restaurant @ intelsat.co.uk"

Sam Brown: "OK, then. I'll get back to you as quickly as possible. Thank you very much, goodbye."

Manager: "Goodbye."

3b) Now think carefully. What was the Sam Brown's **purpose** in making the call ?

Was it,

- (a) to leave a message.
- (b) to make an appointment to talk to the Manager.
- (c) to book a private room at the restaurant.
- (d) to book a table at the restaurant.

3d) Choose the best reply, (a), (b) or (c) in each case.

1) "Hello. VIP Ltd. Can I help you?"

(a) "Hello VIP Ltd." (b) "Hello. This is Janet Croft." (c) "Janet Croft is speaking."

2) "Could I speak to Miss Jones, please?"

(a) "Who are you?" (b) "Who's that?" (c) "Who's calling?"

3) "I'd like to speak to Mr Benson, please."

(a) "Why?" (b) "Oh yes?" (c) "Could I ask what the call is about?"

4) "Hello. Is that the Complaints department?"

(a) "Who's asking?" (b) "If you hold on for a moment, I'll put you through." (c) "No."

5) "I think there's been a slip up."

(a) "Really? What's the problem?" (b) "A slip up where?" (c) "What's your problem?"

6) "I'm afraid Mr Jones is out of the office all morning."

(a) "I'll call back at 11.30, then." (b) "Shall I call back after lunch, then?" (c) "I'm sorry I called."

7) "I think you've got the wrong number."

(a) "Oh no I haven't." (b) "So, it's my fault, is it?" (c) "Really? Isn't that 0462 51723, then?"

8) "Thank you for calling. Goodbye."

(a) "Goodbye." (b) "Good day." (c) "Farewell."

4) SPEAKING ACTIVITY

STUDENT A:

Study your part in the telephone conversations on the next page. Tell Student B when you are ready.

STUDENT B:

Look at the page after that and follow the instructions. When you are ready, start with conversation 1.

TELEPHONE CONVERSATIONS

Student A

Conversation 1.

You are the caller, Mr / Ms Robinson.

Call the Cambridge Hotel to make a reservation for tomorrow night for you, your wife/husband and Mr Green for three nights.

Mr Green wants the room for an extra night.

You will arrive at 23.00.

Ask if you will be able to get a meal at the hotel when you arrive.

Your American Express card no. is 777 4580 2132 9

Your e-mail address is: robinson ~ inbox @ jumpy . it

Conversation 2.

You are the manager of the Provence Restaurant (the best in town).

The menu includes fresh fish and vegetarian dishes.

Private room available Monday to Wednesday, 20.00-23.30.

Written confirmation of any booking is required by e-mail at: provence _ restaurant @ webnet . co . uk

The exact number of places must be confirmed at least ten hours in advance.

Your early morning phone number is 0156 9243978.

Conversation 3.

You are the receptionist at the Bristol Hotel.

Ten double rooms & one single room are available from 15 June – 30 June.

All rooms are quiet and comfortable. Single rooms = 3m x 4m. Double rooms = 5m x 6m.

Prices:

Single Room: £65 per night (including breakfast).

Double Room: £100 per night (including breakfast) or £120 per night (with balcony, sea view and breakfast).

Rooms include bath and shower, colour TV, telephone, mini-bar, Wi-Fi Internet access and air-conditioning.

To make a booking, you will need to know the caller's name, e-mail address and telephone number.

Ask for confirmation by e-mail at: bristol — hotel / bookings @ enetwork . com

Conversation 4.

You are the caller, Mr / Ms Evelyn Maddox. You live in Pesaro, you want to fly to England.

You want to take a full-immersion English course in Cambridge this summer.

Cambridge is north-east of London, you want to be there by Sunday, 3 August.

Duration of course: four weeks from Monday, 4 August.

Now phone EuroJet Airlines and book a return ticket to England.

Your Visa credit card number is: 0 12 3465987

Your e-mail address is: maddox \ e @ webnet . co . uk

TELEPHONE CONVERSATIONS

Student B

Conversation 1.

You are the receptionist at the Cambridge Hotel.

You are very busy because there is a trade fair in Cambridge this week.

Rooms available: Single rooms, 0. Double rooms, 2.

Reserved rooms are held until 21.00 unless the guest pays in advance by Mastercard, Diner's Club or American Express.

Write down the name of the caller and his/her e-mail address.

Hotel restaurant open 19.00-22.30. Hotel coffee shop open 17.00-2.00 a.m.

For further information, guests can visit the hotel website at: [www.cambridge — hotel . co . uk](http://www.cambridge-hotel.co.uk)

Conversation 2.

You are Mr / Ms Biggs of Biggs and Kray Ltd.

Call the Provence Restaurant (the best in town) to book a private room for a visiting group of clients next Tuesday evening, ideally from 19.30-21.30.

There will be ten to fourteen people in your party. You won't know exactly how many until Tuesday morning.

Three of your guests are vegetarians.

Give your name, phone number and e-mail address: [biggs \ ceo @ xyznet . com](mailto:biggs\ceo@xyznet.com)

Conversation 3.

You are Mr / Ms Richardson of Packard Enterprises.

Call the Bristol Hotel and find out if there are any rooms available from 16 June – 25 June.

You require rooms for yourself, Ms Castle, and Mr and Mrs Hogan.

Find out the cost of single and double rooms per night, and ask whether breakfast is included.

Ask about the differences between the cheaper rooms and the more expensive rooms.

You want quiet rooms with a view of the sea, if possible.

Book one double room at the lower price and two at the higher price.

Give the receptionist your name and e-mail address: [richardson / packard _ ent @ xyznet . com](mailto:richardson/packard_ent@xyznet.com)
plus your telephone number.

Conversation 4.

You work for EuroJet Airlines. EuroJet Airlines has tickets available for:

Rimini – London (Gatwick), departing every day at 14.00, arriving in London at 16.00.

Ancona (Falconara) – London (Stansted), departing Monday and Saturday at 8.00, arriving at 11.00.

Check-in time: one hour before take-off.

Gatwick is south of London. Trains for London (Victoria station) depart every twenty minutes.

Stansted is east of London. Trains for Cambridge depart every thirty minutes.

Prices: Rimini – London (Gatwick): £90 return (economy class); £120 (business class).

Ancona (Falconara) – London (Stansted): £60 return (economy class); £90 (business class).

EuroJet takes telephone bookings and accepts payment by Visa and Mastercard (ask for the number).

Write down the name, e-mail address and telephone number of the caller.

For a complete list of terms and conditions, your website is at: [www . EuroJet~airlines . co . uk](http://www.EuroJet~airlines.co.uk)

11D It's my first day

Real World checking information
 Help with Listening contrastive stress
 Review reporting verbs; requests

QUICK REVIEW ●●●

Work in pairs. Who were the characters in the TV drama *Undercover*? What can you remember about episodes 4 and 5? Use reporting verbs (*invite, admit, etc.*) where possible: A *Dom invited Kat to have dinner with him.*
 B *He also admitted falling in love with her.*

1 Work in groups. Discuss these questions.

- Which three people do you phone the most? What do you talk about?
- Do you ever talk in English on the phone? If so, who do you speak to?

2 a) R11.10 Look at the photo. Nicola is working as a temp at On The Box. Today is her first day. Listen to two phone conversations. Choose the correct words/phrases.

- The first caller wants to speak to *Max/Gabi*.
- He *wants/doesn't want* to leave a message.
- He is flying *to/from* London.
- The second caller is *at work/on holiday*.
- Nicola has to call someone at *the BBC/CBN*.
- She also has to send out party invitations by the end of *today/the week*.

b) Listen again. Fill in the gaps on Nicola's notepad.



Real World Checking information

3 a) Fill in the gaps with these words.

name could give talking catch
 with spelt mean didn't say

- Sorry, what did you say your name was again?
- Is that Kramer a K?
- Sorry, I get all of that.
- Could you it again, please?
- Do you this Wednesday?
- And you tell me his surname again?
- Is that G-R-O-N-E-R?
- Are you about the London party?
- Sorry, I didn't quite that.
- Can you it to me again, please?

b) Which sentences in 3a) do we use to: a) ask someone to repeat information? b) check that the information you have is correct?

c) Check in **RW11.1** p139.

4 R11.11 P Listen and practise the sentences in 3a).

Copy the polite intonation.

Sorry, what did you say your name was again?

Message for Max

Stan ¹ Cramer called from ² in Florida.

Wants to meet to discuss Undercover contract next ³ .

Arriving at Heathrow on Virgin flight ⁴ from Miami at ⁵ .

To do

Contact Harry ⁶ at the BBC.

Tell him the meeting on Wednesday ⁷ th is cancelled.

Send out invitations for the Undercover party in ⁸ .

note - Gabi's mobile: ⁹ .



Help with Listening Contrastive stress

- We usually put the main stress on words, numbers or letters that we want to check or correct.

5 a) **R11.12** Listen to these sentences. Where are the main stresses in each sentence?

NICOLA And it arrives at twelve fifty.

MR CRAMER No, not twelve fifty, twelve fifteen.

b) **R11.13** Listen to four more pairs of sentences. Which words, letters or numbers have the main stress?

c) Work in pairs. Look at R11.13, p157. Practise saying these pairs of sentences.

6 a) Choose the correct words.

A Hello, ¹**can**/*will* I help you?

B Yes, can I speak to Mr Smith, please.

A **Do you** ²*mean/say* **Ron Smith**?

B **No, Ed Smith.**

A Can you call Gary on extension 223 about the conference?

B Sorry, I didn't ³*give/get* all of that. Did you ⁴*say/tell* extension 233?

A **No, extension 223.**

B **And are you** ⁵*talking/saying* **about the UK conference?**

A **No, the European conference.**

B Sorry, could you ⁶*give/get* me your address again?

A 23 Jerrard Street, SE19.

B **Is** ⁷*this/that* **Gerrard** ⁸*with/for* **a G?**

A **No, it's** ⁹*with/for* **a J.**

b) Where are the main stresses in the sentences in **bold** in 6a)?

c) **R11.14** Listen and check.

d) Work in pairs. Practise the conversations in 6a).

7 Work in pairs. Student A → p106. Student B → p111. Follow the instructions.

a Work on your own. Read this information. Underline the main points and plan what you are going to say.

Your name is Chris Baker and you work for a travel company called East Coast Breaks in California, USA. You are going to call Getaway Holidays in the UK. You want to speak to Tanya Wilson. You have already arranged a meeting with Tanya at 3.15 p.m. on Friday. You are arriving at Gatwick Airport, London, at 12.35. Your flight number is BA 4517. You would like someone to pick you up at the airport. Your work phone number is 001 212 555 1229.

b Look again at the information you underlined in **a**, then phone Tanya Wilson. If she isn't there, leave a message with her PA.

c You are Bob Krane's PA at Miami Hotels Ltd in Florida, USA. Mr Krane is in a meeting at the moment. Answer the phone and take a message for him. Check information when you need to.

d Work with your partner. Check his/her message. Is it correct?

a Work on your own. Read this information. Underline the main points and plan what you are going to say.

Your name is Alex Smith and you work for a travel company called FlyTours in Southampton, England. You are going to call a company called Miami Hotels in the USA. You want to speak to Bob Krane, who is the sales director there. You are flying to Miami on the 30th of next month and would like to meet Mr Krane to discuss a new contract for next year. He can call you back on your mobile (0044 7655 443229) between 9.15 and 4.30 tomorrow.

b You are Tanya Wilson's PA at Getaway Holidays in the UK. Tanya is out of the office today. Answer the phone and take a message for her. Check information when you need to.

c Look again at the information you underlined in **a**, then phone Bob Krane. If he isn't there, leave a message with his PA.

d Work with your partner. Check his/her message. Is it correct?

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.