



# REWARD



INCREASE OF UP TO

# \$50,000,000 USD

FOR INFORMATION LEADING TO THE ARREST AND/OR CONVICTION OF THE  
LEADER OF THE SPECIALLY DESIGNATED GLOBAL TERRORIST

CARTEL DE LOS SOLES



# Nicolás Maduro Moros

FOR NARCO-TERRORISM CONSPIRACY, COCAINE IMPORTATION  
CONSPIRACY, CONSPIRACY TO USE AND CARRY MACHINE GUNS AND  
DESTRUCTIVE DEVICES IN FURTHERANCE OF A DRUG CRIME

SEND TIPS TO DEA:

[CartelSolesTips@dea.gov](mailto:CartelSolesTips@dea.gov) (e-mail)

ALL IDENTITIES ARE KEPT STRICTLY  
CONFIDENTIAL.



STATE.GOV

DEA.GOV

## THE NICOLAS MADURO CASE

### 1) READING COMPREHENSION

<https://www.state.gov/nicolas-maduro-moros/>

- i) What did the Southern District of New York charge Nicolás Maduro with?
- ii) When did the Southern District of New York charge him?
- iii) How much was the reward offered by the US Department of State?

### 2) OPERATION ABSOLUTE RESOLVE

<https://www.youtube.com/watch?v=PC3tUZ1qGws>



### 3) VIDEO COMPREHENSION QUESTIONS

- i) How many US aircraft took part in Operation Absolute Resolve?
- ii) What was the objective of Operation Absolute Resolve?
- iii) When did Phase 1 begin?
- iv) What did the CIA do to prepare the operation?
- v) Why is Fort Tiuna important to Operation Absolute Resolve?
- vi) Why did Delta Force work alongside FBI personnel?
- vii) Why did US helicopters fly so low over sea and over land?
- viii) How many soldiers guarded Fort Tiuna?
- ix) How did US Cyber Command assist Operation Absolute Resolve?
- x) How many US soldiers died in Operation Absolute Resolve?

### 4) DISCUSSION

- i) Was Operation Absolute Resolve approved by the US Congress?
- ii) Was President Trump justified in organizing Operation Absolute Resolve?
- iii) What is the difference between 'extraordinary rendition' and 'kidnapping'?
- iv) Was the arrest of Nicolás Maduro legal?
- v) Was Operation Absolute Resolve legal?



In January 2022, Declan Haughney ..... (go) to the post office in Carlow, Ireland, for his uncle, Peadar Doyle's, pension. He ..... (explain) that he ..... (live) with his uncle for some years and, that, unfortunately the old man ..... (not feel) well that day so he ..... (ask) him ..... (collect) the sum of 246 euros on his behalf.

The postmaster ..... (say) that only the pensioner himself ..... (can) collect the money so Declan Haughney ..... (leave) the post office and ..... (return) some time later with his friend, Gareth Coakley, and his uncle, who ..... (appear) very grey with a hat on his head and a pullover covering his face, standing unsteadily between the two men.

At this point, the postmaster ..... (want) to know if the pensioner ..... (be) unwell but the uncle ..... (not reply). Declan Haughney then ..... (declare) that the old man ..... (have) a heart attack and ..... (drop) his body on the floor of the post office. By now, everyone ..... (realize) that the man ..... (die), probably some time before, and the emergency services ..... (call).

While Peadar Doyle's lifeless corpse ..... (receive) the last rites from the local priest, the police ..... (arrest) Declan Haughney and Gareth Coakley and ..... (charge) them with fraud and deception.

During the trial, Declan Haughney ..... (suggest) that his uncle ..... (might die) during the five-minute walk from his house to the post office. At this point, he and his friend ..... (link) arms with him and ..... (carry) him the rest of the way. He also ..... (accuse) the police of being unduly suspicious simply because, by an unfortunate coincidence, he ..... (serve) two years in prison for stealing from his aunt.

In July 2023, both defendants ..... (find) guilty and ..... (serve) two-and-a-half years in jail.

Since the trial, journalists ..... (compare) the case to the Hollywood film, 'Weekend at Bernie's', starring Andrew McCarthy and Jonathan Silverman, in which a pair of insurance salesmen ..... (carry) around the body of their murdered boss and ..... (pretend) he ..... (be) still alive.

While they ..... (try) to cover up his death, they manage ..... (lose) and ..... (recover) his corpse, which is clothed and wearing tinted glasses, several times.

Neither of the fictional culprits ..... (end) up in prison, though.



Declan Haughney and Gareth Coakley  
will go to jail for two-and-a-half years

Declan Haughney had been living  
with his uncle for years

← Declan Haughney went to the  
post office to collect his pension



←His uncle wasn't feeling well that day→

Peadar Doyle had died  
some time before

← Declan Haughney dropped Peadar  
Doyle's body on the floor

←Peadar Doyle was receiving the last rites→



The police arrested Declan Haughney and Gareth Coakley

The press have compared the  
case to 'Weekend at Bernie's'

←While they are trying to cover up his death→



They manage to lose and recover his corpse several times

---

PAST

NOW

FUTURE

## 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.

# International Law: The Skripal Case



Sergei Skripal is a former Russian military intelligence officer who acted as a double agent for the UK's intelligence services during the 1990's and early 2000's.

Skripal was born in 1951 and graduated from the military engineering school in Kaliningrad in 1972 as a sapper-paratrooper. He studied at the Moscow Military Engineering Academy and then served in the Soviet Airborne Troops, before transferring to Military Intelligence (GRU). In the early 1990s, he was posted as a GRU officer at the embassy in Malta. In 1994, he became a military attaché in Madrid, Spain.

According to Russian prosecutors, he began working for the UK's Secret Intelligence Service (MI6) in 1995 and passed on state secrets, such as the identities of Russian intelligence agents. He subsequently worked in the Household Department of the Russian foreign ministry, while continuing to work for MI6. He was alleged to have exposed three hundred Russian spies.

In December 2004, he was arrested by Russia's Federal Security Service (FSB) and later tried, convicted of high treason, and sentenced to thirteen years in prison. On 9 July 2010, Skripal, along with three other Russian spies, was freed as part of a spy swap for ten Russian agents in the 'Illegals Program' spy ring, one of which was Anna Chapman.

Skripal moved to Salisbury, Wiltshire, where he bought a house in 2011. According to British security officials, Skripal continued to provide information to the UK and other Western intelligence agencies after 2010. Skripal's wife died in 2012 of disseminated endometrial cancer. His daughter returned to Moscow in 2014 and worked in sales. His son died, aged forty-three, in unknown circumstances, on a visit to Saint Petersburg in 2017. At about the same time, Sergei's older brother also died.

On 4 March 2018, Skripal and his daughter Yulia, who was visiting from Moscow, were found unconscious on a public bench in Salisbury by a passing doctor and nurse. Paramedics took them to Salisbury District Hospital where medical staff determined that the pair had been poisoned with a nerve agent. Following the incident, health authorities checked members of the emergency services and the public for symptoms; three police officers were hospitalized – two had minor injuries, while one, Detective Sergeant Nick Bailey, who had been sent to Sergei Skripal's house, was in a serious condition. As of 15 March 2018, Skripal and his daughter remain critically ill.

On 12 March 2018, Prime Minister Theresa May identified the poison used in the attack as a Russian-developed nerve agent, Novichok, and demanded an explanation from the Russian government. Two days later, May said that Russia was responsible for the incident and announced the expulsion of twenty-three Russian diplomats in retaliation. Twenty-seven other governments followed suit and nearly one hundred and fifty Russians were expelled, including sixty from the USA.

## INTERNATIONAL LAW: THE SKRIPAL CASE

1a) Watch the YouTube report: 'Who poisoned sergei and yulia skripal ? BBC Newsnight'

<https://www.youtube.com/watch?v=ABLMWrpIn8A>

Vocabulary: 'Treason', 'the FSB' (KGB), 'the (criminal) underworld', 'McMafia', 'money laundering'.

1b) According to the BBC, who is the most likely culprit ?

2) Now look up the following names on the Internet and discover what happened to them:

Alexander Litvinenko

Georgi Markov

Alexander Perepilichnyy

Gareth Williams (GCHQ)

Alex Chapman

German Gorbuntsov

Boris Berezovsky

Nikolai Glushkov.

YouTube 'Murder inquiry over the death of Russian businessman in London - BBC News'

[https://www.youtube.com/watch?v=90trrqzB5\\_8](https://www.youtube.com/watch?v=90trrqzB5_8)

## THE STUDY OF LAW

### Lead-in

The term *international law* can include public international law, private international law and, more recently, supranational law.

- 1 Discuss these questions.
  - 1 What is the difference between public international law and private international law? Which bodies or organisations are involved?
  - 2 How can a **nation state** be compelled to obey international law? Can you think of any examples of a country that has violated international agreements?
  - 3 What are the consequences if a private individual or company breaks the laws of another jurisdiction?

### Reading 1: International law

- 2 Read the text and answer these questions.
  - 1 What are the three main sources of public international law?
  - 2 What are the two principal questions which private international law is concerned with?
  - 3 What is meant by a *supranational legal framework*?

In its widest sense, international law can include **public international law**, **private international law** and, more recently, **supranational law**. In its narrowest meaning, the term *international law* is used to refer to what is commonly known as *public international law*. Private international law is also referred to as **conflict of laws**. *Conflict of laws* can also refer to conflicts between states in a federal system, such as the USA.

Public international law is the body of rules, laws or legal principles that govern the rights and duties of nation states in relation to each other. It is derived from a number of sources, including **custom**, legislation and treaties. Article 2 of the Vienna Convention on the Law of Treaties (1969) defines a treaty as 'an international agreement concluded between States in written form and governed by international law ...'. These treaties may be in the form of **conventions**, **agreements**, **charters**, **framework conventions** or **outline conventions**. Custom, also referred to as **customary international law**, is another binding source of law, and originates from a pattern of state practice motivated by a sense of legal right or obligation. Laws of war were a matter of customary law before being codified in the Geneva Conventions and other treaties.

International institutions and **intergovernmental organisations** whose members are states have become a principal vehicle for making, applying,

implementing and enforcing public international law, especially since the end of World War II. The best-known intergovernmental organisation is the United Nations, which develops new advisory standards, e.g. the Universal Declaration of Human Rights. Other international **norms** and laws have been established through international agreements such as the Geneva Conventions on the conduct of war or armed conflict, as well as by other international organisations, such as the World Health Organisation, the World Intellectual Property Organisation, the World Trade Organisation and the International Monetary Fund.

Private international law refers to the body of rights and duties of private individuals and business entities of different sovereign states. It addresses two main questions: 1) the jurisdiction in which a case may be heard, and 2) which laws from which jurisdiction(s) apply. It is distinguished from public international law because it governs conflicts between private individuals or business entities, rather than conflicts between states or other international **bodies**.

Supranational law, or the law of supranational organisations, refers to regional agreements where the laws of a nation state are not applicable if in conflict with a supranational **legal framework**. At present, the only example of this is the European Union, which constitutes a new legal order in international law where sovereign nations have united their authority through a system of courts and political institutions. The East African Community, currently a **customs union** in East Africa, has ambitions to become a political federation with its own form of binding supranational law

## Key terms 1: Prepositions and prefixes

3 Complete the sentences below with the prepositions from the box.

by in on to to to to under

- 1 Parties ..... a treaty are the States or the International Organisations which have consented to be bound ..... the treaty and for which the treaty is ..... force.
- 2 By becoming a signatory ..... a convention with 172 other countries, Russia is taking an important step to facilitate anti-smoking legislation.
- 3 ..... the Convention on the Rights of the Child, persons under the age of 18 years are entitled ..... special protection.
- 4 International laws apply ..... the citizens of all signatory nations.
- 5 The Council of Ministers of the East African Community is a policy organ whose decisions, directives and regulations are binding ..... Partner States.

# THE RULES OF WAR

<https://www.icrc.org/en/document/10-things-rules-of-war-Geneva-Conventions>

The rules of war, known as International Humanitarian Law (IHL) or the law of armed conflict, are a set of international rules — primarily the Geneva Conventions — designed to limit suffering and protect people not fighting, such as civilians, medical personnel, and wounded soldiers. They mandate protecting civilians, caring for the wounded, humane treatment of detainees, and limiting weapons/tactics to prevent unnecessary suffering.

## Core Principles of the Rules of War

- **Distinction:** Parties must distinguish between civilian populations and combatants, never targeting civilians.
- **Humanity:** Prohibits inflicting unnecessary suffering or injury.
- **Proportionality/Military Necessity:**

Limits the use of force to what is necessary for military objectives, ensuring it is not excessive in relation to the expected military gain.

- **Humanitarian Access:** Crucial aid, such as food, water, and medicine, must be allowed to reach civilians.

## Key Protections

- **Civilians:** Protected from direct attack, torture, and sexual violence.
- **Medical Facilities/Staff:** Hospitals, ambulances, and medical personnel cannot be attacked.
- **Detainees:** Prisoners of war must be treated humanely, protected from violence and allowed to contact family.
- **No "No Quarter":** It is prohibited to order that no survivors be left or to threaten the enemy with that.

These rules apply during armed conflict and are binding on both state armies and non-state armed groups. Violations of these rules are considered war crimes.

## 2) PHONE CALLS: The Conventional Order Of Steps (Harper 2006)

### **Step 1: SALUTATION / IDENTIFICATION:**

#### **Person Called**

*"Hello. Universal Exports. Can I help you ?"*

*"Hello. James Robinson speaking. Can I help you ?"*

### **Step 2: INTRODUCTION; ASKING FOR / CONFIRMING IDENTIFICATION:**

#### **Person Calling**

*"Hello. This is Mike Savage. Could I speak to the manager, please ?"*

*"Hello. This is Mike Savage. Who is speaking, please ?"*

*"Hello. Is that the Personnel 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."*

*"If you bear with me, I'll just put you through to Mr X."*

*"I'm afraid the line's engaged. Could you hold on, please."*

*"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: (Explain the situation. State the main facts and all relevant information)**

#### **Person Calling**

*"Hello ? It's about your order. I'm afraid it's been delayed."* *"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 mistake / an error / a misunderstanding."*

*"I'm afraid there's a problem with..."*

### **Step 5: REQUIREMENTS: (Explain what you want the other person to do)**

#### **Person Calling / Person Called**

*"I was wondering if you could tell me..."* *"Would it be possible to...?"* *"Could you possibly...?"*

*"If possible, I'd like..."* *"I would like ..."* *"Would you..."* *"Could I/you/it..."* *"Can I/you/it..."*

### **Step 6: CONFIRMATION: (Summarize what has been agreed)**

#### **Person Called / Person Calling**

*"So, our Export Manager will send you a quotation later this week."*

*"OK, then. I will contact our Production department and try to bring forward the delivery."*

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

### **Step 7: CONVENTIONAL ENDING:**

#### **Person Called**

*"Thank you for calling."*

*"Thank you very much. Goodbye."*

*"Goodbye, then."*

*"Bye, Sue."*

#### **Person Calling**

*"Not at all. Goodbye."*

*"Goodbye."*

*"Goodbye."*

*"Bye."*



Emily

**QUICK REVIEW** *Types of transport* Write ten words for types of transport (*car, bus, etc.*). Work in pairs. Compare lists. Tell your partner which types of transport you used last week. Where did you go?

**I'll get back to you**

**1** Emily is at work. Look at A–C and answer the questions.

- 1 What is Chris Morris's job?
- 2 Where can you see *Not Now*?
- 3 What is the postcode of Morris Computers?
- 4 In which month is the conference?
- 5 How many phone calls does Emily want to make?
- 6 What is Chris Morris's email address?
- 7 Who are the actors in *Not Now*?
- 8 Is Clare a friend or a customer, do you think?

**HELP WITH LISTENING**

Phone messages

**2 a** Look at these sentences from phone messages. Work in pairs. Try to fill in the gaps with these words.

voicemail person choose  
back message press try

- a Hello, this is Alan Wick's voicemail .
- b If you leave a message, I'll get \_\_\_\_\_ to you.
- c I'm sorry, but the \_\_\_\_\_ you called is not available.
- d Please leave your \_\_\_\_\_ after the tone.
- e Please \_\_\_\_\_ one of the following three options.
- f For all other enquiries, \_\_\_\_\_ zero.
- g Please \_\_\_\_\_ later.

**b** **CD2** **56** Listen to four messages. Check your answers to **2a**. What do you do after each message?

- a end the call
- b leave a message
- c press a number on the phone

**3** **CD2** **57** Emily is making three phone calls. Listen and answer these questions.

- 1 When does Emily want to:
  - a meet Alan Wick?
  - b meet Clare?
  - c go to the theatre?
- 2 How much are the theatre tickets?

**A**

To do – Wed 16<sup>th</sup>

- \* phone Chris Morris
- \* check contract
- \* call Alan Wick
- \* check date of March conference
- \* call theatre – prices?
- \* phone Clare – coffee later?

**B**

**C**



## Can I call you back?

**4** Work in pairs. Discuss these questions.

- How many phone calls do you make or get on a normal day?
- Do you always answer your phone at work or at home? If not, why not?
- When was the last phone call you made? Who did you call? Why?

**5 a** **VIDEO** 8 **CD2** 58 Close your book. Watch or listen to two phone calls. What does Emily talk to Clare about? When can Emily talk to Chris Morris again?

**b** Work in pairs. Choose the correct words/phrases.

TIM Hello, 3DUK. Can I help you?  
 CLARE Hello, <sup>1</sup>I want to/can I speak to Emily, please?  
 TIM <sup>2</sup>Hold on/Stop a moment, she's here.  
 EMILY Hello. Emily Wise.  
 CLARE Hi. <sup>3</sup>It's/I'm Clare. I <sup>4</sup>got/had your message.  
 EMILY Good. Do you want to go for a coffee after work?  
 CLARE Sure. Is six o'clock OK?  
 EMILY Yes, that's fine. Let's meet at Café Uno.  
 CLARE OK. See you there at six. Bye.  
 EMILY Bye.

CHRIS Hello?  
 EMILY Hello, <sup>5</sup>is that/are you Chris Morris?  
 CHRIS <sup>6</sup>Speaking./I am.  
 EMILY <sup>7</sup>This is/I'm Emily Wise from 3DUK.  
 CHRIS Hello, Emily. Look, I've got a conference call in a minute. Can I call you <sup>8</sup>back/lagain in an hour?  
 EMILY Of course. Call me <sup>9</sup>on/by my mobile.  
 CHRIS Right. <sup>10</sup>I'll call/I'm calling you later.  
 EMILY Thanks a lot. Bye.  
 CHRIS Bye.

**c** Watch or listen again. Check your answers.

**6** Close your books. Work in pairs. What can you remember about the two conversations?

### REAL WORLD Talking on the phone

**7** Write these headings in a–d in the table.

other useful phrases    calling people back  
 saying who you are    asking to speak to people

a	b
Hello, can I speak to (Emily), please?	This is (Emily Wise) from (3DUK).
Hello, is that (Chris Morris)?	Speaking. It's (Clare).
c	d other useful phrases
Can I call you back (in an hour)?	I got your message.
I'll call you later.	Call me on my mobile.
Can you call me back?	Hold on a moment.

### REAL WORLD 8.1 p146

**8** **CD2** 59 **PRONUNCIATION** Listen and practise the sentences in 7. Copy the stress and intonation.

*Hellô, can I speak to Êmily, pléase?*

**9 a** Clare is making some phone calls. Fill in the gaps with parts of the phrases from 7.

CLARE Hello, <sup>1</sup> *is that* Simon Dale?  
 SIMON Speaking.  
 CLARE Hi, Simon. <sup>2</sup> \_\_\_\_\_ Clare Ross.  
 SIMON Oh, hello, Clare. Look, I can't talk right now.  
<sup>3</sup> \_\_\_\_\_ you back?  
 CLARE Yes, of course. <sup>4</sup> \_\_\_\_\_ my mobile.  
 SIMON Right. I'll <sup>5</sup> \_\_\_\_\_ later. Bye.

CLARE Hi, Vicky. <sup>6</sup> \_\_\_\_\_ Clare.  
 VICKY Hi, Clare. How are you?  
 CLARE I'm fine, thanks. <sup>7</sup> \_\_\_\_\_ to Rob, please?  
 VICKY <sup>8</sup> \_\_\_\_\_ a moment, I'll get him.  
 ROB Hello, Clare. I <sup>9</sup> \_\_\_\_\_ your message.  
 Let's meet at 8.30 outside the cinema.  
 CLARE OK, see you then. Bye.

**b** Work in pairs. Compare answers.

**10 a** Work in new pairs. Write a phone conversation.

**b** Swap conversations with another pair. Correct any mistakes.

**c** Practise the new conversation with your partner. Then role-play it for the other pair.

a) Work on your own. Read the information for phone conversations 1–4.

- 1 You work for Morris Computers. Phone Alex Roberts about his new computer. Your mobile number is 07694 35567. You start this conversation.
- 2 You are Sam Watson. You are a sales manager. You aren't in the office tomorrow afternoon from 2.30 to 3.30.
- 3 Phone a friend at home. Ask him/her what he/she is doing now. There's a party near your house on Saturday evening. Does he/she want to come? If yes, decide on a time and place to meet. You start this conversation.
- 4 You are at home. Decide what you are doing at the moment.

b) Decide what you want to say in each conversation. Use language from the box or your own ideas.

Hello, can I speak to ... , please?  
 Hello, is that ... ?  
 Speaking.  
 This is ... from ... .  
 It's ... .  
 Can I talk to you about ... ?  
 Call me on my mobile.  
 Would you like to ... ?  
 Yes, good idea.  
 Shall we meet at ... ?  
 Let's meet at ... .  
 See you then. Bye.

c) Work with your partner. Take turns to phone each other.

a) Work on your own. Read the information for phone conversations 1–4.

- 1 You are Alex Roberts. You're talking to a customer at the moment. If someone calls, get his/her phone number. Say you'll call him/her back later.
- 2 Phone Sam Watson, the sales manager in your company. You want to meet him tomorrow afternoon. You start this conversation.
- 3 You are at home. Decide what you are doing at the moment.
- 4 Phone a friend at home. Ask him/her what he/she is doing now. Does he/she want to go for a coffee? If yes, decide on a time and place to meet. You start this conversation.

b) Decide what you want to say in each conversation. Use language from the box or your own ideas.

Hello, can I speak to ... , please?  
 Hello, is that ... ?  
 Speaking.  
 This is ... from ... .  
 It's ... .  
 Can I talk to you about ... ?  
 Call me on my mobile.  
 Would you like to ... ?  
 Yes, good idea.  
 Shall we meet at ... ?  
 Let's meet at ... .  
 See you then. Bye.

c) Work with your partner. Take turns to phone each other.

## Reading

- 1 Match pictures A and B to the messages. Which message does not match a picture?



- 1 Hi. Andrew and Janine aren't in at the moment, but if you leave a message, we'll get back to you as soon as we can. Thanks for calling. Bye.
- 2 Thank you for calling the Filmworld Cinema. Please choose one of the following three options. For information about films showing this week, press 1. To book by credit card, press 2. For any other enquiries, press 3.
- 3 Hello, this is the voicemail of Tom Lenk at FTL Limited. I'm sorry, I can't take your call at the moment, but if you leave me a message I'll get back to you as soon as I can.

- 2 Read the messages again. Answer these questions.

- Are Andrew and Janine at home now? \_\_\_\_\_
- What do you do if you want to know the time of a film at Filmworld?  
\_\_\_\_\_
- What number do you press to buy tickets? \_\_\_\_\_
- Who works in an office? \_\_\_\_\_

## Talking on the phone REAL WORLD 8.1

- 3 Tom is making some phone calls. Fill in the gaps with these phrases.

Is that    Can I call you back    I'll call you later    I'm calling  
call me on my mobile    Speaking    I'm in a meeting

- 1 TOM Hello. <sup>1</sup> Is that Mr Ali?  
MR ALI <sup>2</sup> \_\_\_\_\_ .  
TOM This is Tom Lenk. <sup>3</sup> \_\_\_\_\_ about the Richardson contract.  
MR ALI I'm sorry, but <sup>4</sup> \_\_\_\_\_ at the moment. <sup>5</sup> \_\_\_\_\_ later?  
TOM Yes, of course. I'm in the office until 5.30. After that you can <sup>6</sup> \_\_\_\_\_ .  
MR ALI OK, <sup>7</sup> \_\_\_\_\_ . Bye.  
TOM Goodbye.

can I speak to    What time shall we meet    I got your message  
Hold on a moment    Can you    It's Tom    see you then

- 2 TOM Hello, <sup>8</sup> \_\_\_\_\_ Andrew, please?  
JANINE <sup>9</sup> \_\_\_\_\_ , I'll get him.  
ANDREW Hello?  
TOM Hi, Andrew. <sup>10</sup> \_\_\_\_\_ . How are you?  
ANDREW I'm fine, thanks. <sup>11</sup> \_\_\_\_\_ about the party.  
TOM Good. <sup>12</sup> \_\_\_\_\_ come?  
ANDREW Yes, of course. <sup>13</sup> \_\_\_\_\_ ?  
TOM Let's meet at eight at my house. I'll drive.  
ANDREW Fine, <sup>14</sup> \_\_\_\_\_ Bye.  
TOM Bye.

# Asking for train information

8 A

You are at present living and working in Paris. Your cousin is getting married in Madrid on Saturday. You phone up the Central Station to find out the times of the trains to and from Madrid.

The wedding is at 11.15 in the morning. You wish to arrive in Madrid either on Friday evening or early Saturday morning (booking a sleeper, if necessary). You must be back in Paris in time for a meeting at 12.30 on Monday.

Student B is a clerk at the Central Station.

Before starting, have a pen ready to make a note of the following:

Time/day of departure from Paris .....
Time/day of arrival in Madrid .....
Time/day of departure from Madrid.....
Time/day of arrival in Paris .....

You can begin like this:

Good ( <i>morning</i> ). I'd like some information about trains from Paris to Madrid.
---

# Asking for train information

You are a clerk at the Central Station in Paris. Student A phones you up for some information about trains to and from Madrid.

Answer his/her inquiries with the help of the time-tables below.

Time-table	PARIS - BURGOS - MADRID	Daily
Paris .....	dep.	18.02 22.49 00.09 06.45 13.56
Burgos .....	arr.	05.24 11.49 16.49 18.48 02.59
	dep.	05.29 11.53 17.01 18.52 03.04
Madrid (Charmartin)	arr.	09.00 14.45 21.04 21.50 08.30



Time-table	MADRID - BURGOS - PARIS	Daily
Madrid (Charmartin)	dep.	22.05 07.55 12.40 15.45 19.00
Burgos .....	arr.	03.05 10.47 16.27 18.38 22.08
	dep.	03.08 10.51 16.37 18.42 22.10
Paris .....	arr.	16.19 23.35 07.50 07.50 09.35

# 3 Making enquiries





## Listening

### Task 1

-   Listen to two phone conversations and complete the table.

Call	Caller	Person/Company called	Caller interested in
1			
2			

### Task 2

-   Listen to the calls in Task 1 again. Take notes on the message pads.

1

CAPITAL INVESTMENT SERVICES

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2

Globe Travel Agency

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

### Enquiries for prices and discounts

#### Person calling

I've seen your advertisement and I'd like to know how much you charge for ...

Could you please tell me what your terms are?

Does the discount go up according to the size of the order?

What are your hotel rates? Does that include breakfast?

#### Person called

We can give you a 10% discount if you order before 30 October.

The sale is going to continue for the next month.

When you open an account with us you get 5% off immediately.

Our prices start at \$100 for a single room, with breakfast included.

## Task 3

Complete the sentences with words or phrases from the list below. Use each word or phrase once only.

- 1 Here are the ..... prices available for the flights you wanted.
- 2 Couldn't you manage to ..... me a better discount for this large ..... ?
- 3 It's a good price – it hasn't ..... since last year.
- 4 We've had to ..... prices in line with inflation.
- 5 We can offer you a ..... discount if you order by the end of the month.
- 6 Our room ..... compare favourably with similar hotels in the area.
- 7 How much do you ..... for each transaction?
- 8 I think investing in ..... in the dotcom sector may be risky now.

increase  
shares

rates  
lowest

order  
give

gone up  
special



charge

## Task 4

Choose the best responses.

- 1 Can you give me a quote?
  - a We haven't any more available.
  - b This price is very competitive.
  - c It will be \$350.
- 2 Can we have a higher discount?
  - a It depends on the number you order.
  - b The prices are our lowest.
  - c It's not so much.
- 3 We are thinking of buying your products.
  - a Then take advantage of our introductory offer.
  - b Business is good at present.
  - c Share prices have been falling lately.
- 4 Can you offer the large size at the same price?
  - a No, it's cheaper.
  - b No, it's more expensive.
  - c No, the price is unchanged.
- 5 When do we need to pay the balance?
  - a Please pay by bank transfer.
  - b No credit is allowed.
  - c By 30 May.
- 6 Are those the best prices you can offer?
  - a Yes, we have plenty available.
  - b Yes, they are fixed for six months.
  - c Yes, they are very important.

## Task 5

  You would like to book some tickets for the cinema, but you want some information first. Listen to the recorded menu and complete the notes on the message pad.

To book tickets: \_\_\_\_\_

To find directions to the cinema: \_\_\_\_\_

Prices:

Adult:

Standard \_\_\_\_\_

Superior \_\_\_\_\_

Students / Senior citizens:

Standard \_\_\_\_\_

Superior \_\_\_\_\_

Children under \_\_\_\_\_:

Standard \_\_\_\_\_

Superior \_\_\_\_\_

Family ticket: \_\_\_\_\_

## What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

### Enquiries for prices and discounts

#### Person calling

Can I order online? What's your website address?

I've got your February price list. Is it still valid?

We usually get a better discount on a repeat order.

As this is such a major order, we expected a better discount.

Why have you reduced the discount?

Can you quote me a price for that?

#### Person called

I can email our price list to you, or shall I fax it?

Would you like our special introductory offer?



Those are the best terms we can offer.

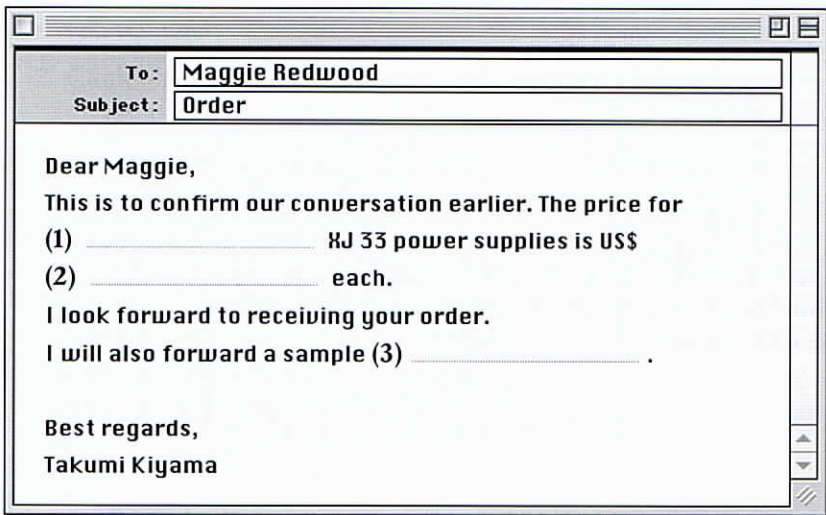
You'll find our prices can't be matched.

The price includes insurance and delivery by courier.

You'll find all our prices and terms on the website.

## Task 6

  Listen to the phone conversation and complete the email.



The screenshot shows an email window with the following content:

To: Maggie Redwood  
Subject: Order

Dear Maggie,  
This is to confirm our conversation earlier. The price for  
(1) \_\_\_\_\_ XJ 33 power supplies is US\$  
(2) \_\_\_\_\_ each.  
I look forward to receiving your order.  
I will also forward a sample (3) \_\_\_\_\_ .

Best regards,  
Takumi Kiyama

  Listen again and answer the questions.

- 4 Which power supply model has Maggie Redwood's company been using up to now?
- 5 Why is Takumi Kiyama going to send an XJ 44M to Maggie Redwood?

## Task 7

Listen to the phone conversation and complete the notes.

Conference Centre wants: Bebbington Porcelain Blue Room Collection  
- tableware service for (1) \_\_\_\_\_ people.

Sales Director offers: special discount of (2) \_\_\_\_\_

Normal discount is (3) \_\_\_\_\_

Complete boxed tableware set costs (4) \_\_\_\_\_

Are pasta dishes and dessert bowls included? (5) \_\_\_\_\_

Same terms for follow-up orders? (6) \_\_\_\_\_

Listen again and answer the questions.

- 7 What is Eva Frei going to do next, following the phone call?  
8 How soon does she think the conference centre may place the order?

You will find the tapescript on page 85.

## Task 8

Complete the conversation with sentences from the list below. Use each sentence once only.

A: PC Delivery. Good morning.

B: Could I speak to Anita McGarry, please?

A: 1 .....

B: I'm calling from Computer Sales Ltd. We'd like to order some DE960 printers.

A: 2 .....

B: 3 .....

A: Oh, yes, until the end of the year.

B: 4 .....

A: You've done business with us before, haven't you?

B: Yes, and this is our second order for this type of printer.

A: 5 .....

B: 6 .....

A: Oh, we don't normally go over 10%.

B: 7 .....

A: I see. Well, I'd better confirm that with someone in my department.

B: 8 .....

A: Yes, Computer Sales Ltd, you said. And your name is ... ?

B: John Draper.

A: 9 .....

- a I see. How many would you like?
- b We're thinking in terms of 12%. How does that sound?
- c Yes, please do that, and then perhaps you'll call me back.
- d Right, Mr Draper. I'll call you back later this morning.
- e But we had 7% last time, and we were told it would be 5% higher for a repeat order.
- f What discount would you offer on an order for 100?
- g Speaking.
- h That's good. We give a higher discount on a repeat order.
- i Well, it depends on your terms. Is your May price list still valid?

## Language study

### Task 9 Passing on messages

Study these examples of how to pass on messages.

'I'm arriving on flight BA 532,' said Claudia Peuser.

*Claudia Peuser said she was arriving on flight BA 532.*

Ming Li said to Jeff Shen, 'Please send confirmation in writing to the suppliers.'

*Ming Li told/asked Jeff Shen to send confirmation in writing to the suppliers.*

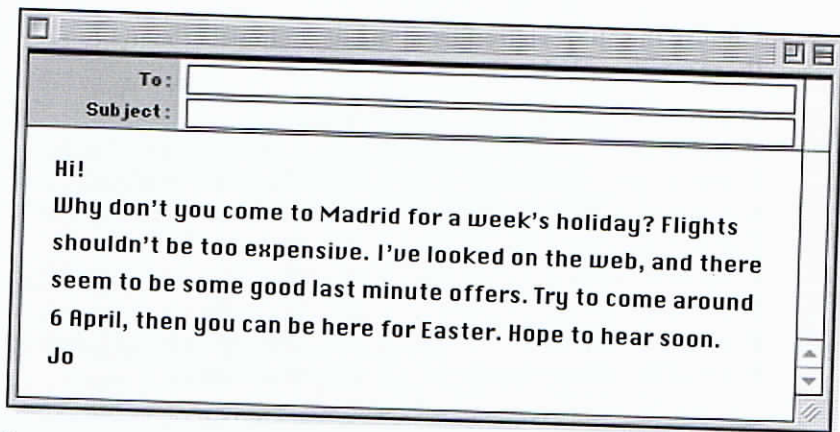
Now pass on these messages in a similar way. Make sure that you make all the necessary changes.

- 1 'I'll give you an extra 2% discount for such a big order,' Prisca Marchal said to me.
- 2 'Alicia, please tell Pablo Lubertino we've received his order,' the manager said.
- 3 'How do you spell your second name?' the receptionist asked Xin Yuzhuo.
- 4 The Sales Manager said to me, 'Tell her we'll offer them a bigger discount.'
- 5 Mete Irmak said, 'We paid the account by bank transfer on 17 October.'
- 6 'Can you check whether the figures in the file are correct, please?' Daniel Tai said to Hanna Chang.
- 7 'Could you tell Abdullah Hassan that I called, please?' Melissa Fu said to the receptionist.
- 8 Kenny Liu said to his colleague, 'Is the sale due to end next week?'

## Task 12



Read this email from a friend in Madrid.



You have looked at different websites for information about flights, but the fares for the Easter period look rather high. You can't find the last minute offers your friend mentioned. You call a travel agent to see if they can help. You don't want to pay more than €200. You don't mind what time the flights are. Listen to what the travel agent says. Pause the recording after each question and respond.

You may listen to the recording first to help you.

You will find the tapescript on page 86.

## Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student A has information on this page, Student B on pages 72–73.

Sit back to back. Student A should now 'call' Student B. When you have done the calls once, change roles.

**A1** You have inherited some money and you would like to invest £10,000 in shares. You call Daniel Evans at Capital Investment Services. You want to invest in 'safe' companies and you would like some prices, and information on how you can expect your money to grow.

**A2** Your office is in London. You have to go on a business trip to Lima, Peru, at short notice for a ten-day trip. You call Globe Travel Agency to ask Annabel Davies to make bookings for you. You would like to stop over in Mexico City on the way, and in Port of Spain, Trinidad on the return trip. You would like to travel business class. Tell the travel agent the dates you need to travel. You need to know how much the return fare will be before you can make the booking.

**A3** You are a colleague of Ben Corbett, the Sales Director at Bebbington Porcelain. Ben has asked you to call Eva Frei at the International Shop in Berlin to give her some more information about the tableware which the conference centre may order. There is a three-month delay in the production of the Blue Room Collection dinner plates, and stocks are low now; the Violet Room Collection is very similar, and all the pieces are in stock; the Gold Room Collection tableware has been discounted by a further 5% for three months.

but you are only able to give him/her limited information. Take down the customer's details and explain that you will pass on all the information to Daniel and ask him to ring the customer tomorrow.

**B2** You are a colleague of Annabel Davies at Globe Travel Agency. There are flights from London to Lima every day with a stopover in New York. It is possible to stop over in Houston, Texas and then in Mexico City en route to Lima, but as this involves two airlines, the price would be £100 more. There are only two direct flights a week from Lima to Port of Spain, but there are daily flights from Trinidad to London. Take notes on what the customer wants, and explain that you will have to look up all the prices, and will call back.

**B3** You are a colleague of Eva Frei, the manager at the International Shop in Berlin. You know the conference centre have confirmed that they will place an important order for tableware made by Bebbington Porcelain. They have chosen the Blue Room Collection on the understanding that everything will be delivered within six weeks. You know they were close to placing an order with a rival company, but the special discount Eva Frei was able to negotiate persuaded them to choose the tableware made by Bebbington Porcelain. Eva Frei is away and you are in charge. You don't want to lose the order.

## 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)