

# **A** Listening Skills



## Task 1

Script & Key

1. That's ridiculous!
2. It's unreasonable to charge us extra for checking in early!
3. It's just not fair to make me pay extra!
4. Well, I think that's really unfair!
5. Well, I'd like you to let me into my room now!



## Task 2

Script & Key

1. Your flatmate is not very tidy. You say:  
I'm fed up with the mess!
2. A boy complains to his parents because he doesn't want to go to bed early. He says: You never let me stay up late!
3. You get fed up because your colleague is always complaining about things that don't matter.  
You say: I'm sick and tired of your complaints!
4. You want to tell your children to stop arguing with each other. You say: It's got to stop!



## Task 3

Script & Key

1. I'm fed up with having to do all your work for you!
2. I'm sick of the way you make so much noise at night!
3. I'm tired of your annoying friends!
4. I'm sick and tired of it!
5. I hate the way you always blame me!
6. I can't stand the way you leave a mess everywhere!
7. What really drives me crazy is your unhelpful attitude.

# B Listening Practice

## Pre-Listening



1. What on earth is the matter here?
2. I'm afraid I have a complaint to make about the service.
3. You ought to be ashamed of what you've done to me.
4. Why on earth did you say such a silly thing to me?
5. I'm not a bit satisfied with such a result.
6. You ought to be careful enough next time.
7. Can't you be serious for once?

## Core Listening



### Task 1



#### Dialogue 1

**Vickie:** Jack, can you do the dishes tonight? I'm very tired.

**Jack:** Can't we just put them in the dish-washer? I've had a very bad day, too! I just want to relax.

**Vickie:** Hey! Your bad day today doesn't give you permission to take it out on me!

**Jack:** Just leave me alone, please!

*Key* No, because he had a very bad day and just wants to relax.

#### Dialogue 2

**Clara:** What happened just now, Mark? You weren't very kind when you were talking with Ted.  
What do you have against him?

**Mark:** I just don't like him at all.

**Clara:** Why? Is there something in particular?

**Mark:** Well, he was so mean! I went to his office to ask him for some help, and he simply turned his nose up at me! I was so angry that I wanted to slap him! He wasn't like that before he got the job. Now he's such a snob!

**Clara:** You want my advice? Let it go.

**Mark:** Of course, logically I know you're right, but somehow I just can't bring myself to forget it.

*Key* Because Ted turned his nose up at Mark when he needed help. No, Mark didn't forgive Ted.

#### Dialogue 3

**Manager:** Is anything wrong, sir?

**Customer:** Yes, it is my steak.

**Manager:** What's the matter with it, sir?

**Customer:** It is too raw. I want mine well done. But this one here is at most medium.

**Manager:** I'm sorry for that, sir. I'll return it to the kitchen and bring you the one that's well cooked.

**Customer:** That will be OK.

*Key* His steak is too raw.



## Task 2



### Script & Key

**William:** Hello, madam. Is everything OK?

**Catherine:** Well, actually it isn't. I've booked a room for my brother's wedding at two o'clock. I'm here at one o'clock, I want to check in and they're telling me that I have to pay £10 for checking in early and I think that's absolutely ridiculous. So I'd like you to let me get into my room without any extra charge.

**William:** Er... well, I'm very sorry to hear that you're unhappy, but I'm afraid we have our rules and regulations. Our policy is that if you arrive before a certain time then we have to pay for that room—because obviously that room might be occupied by another guest.

**Catherine:** I really think that you should change your policy for this circumstance because it's really unreasonable and unfair to charge people this kind of money.

**William:** I'd love to help you, but that's our policy. I'm sorry I can't do anything about it now.



## Task 3



### Script

During the lecture, you should pay attention to the following eight points on taking notes.

- Have your lecture paper and pencil or pen ready. The last thing you want to do is have your pen run out of ink, or your pencil break, without a backup (or a sharpener) ready.
- Write down the title of the lecture, the name of the course and the date.
- Listen carefully to the introduction (if there is one). The outline can help you get better prepared to anticipate what notes you will need to take. The outline includes:
  - a topic for each section,
  - supporting points or examples for the topic.
- Copy what's written on the blackboard and transparencies, especially the outline. To make sure that you get everything, get in the habit of skipping words like “the” and “a” and make use of shorthand and abbreviations. Summarise your notes in your own words, not the instructor's. Remember: your goal is to understand what the professor is saying, not to try to record, exactly, everything he or she says.
- Recognise main ideas by signal words that indicate something important is to follow. See the tip on signals below.
- Jot down details or examples that support the main ideas. Take down examples and sketches which the lecturer presents. Indicate examples with “e.g.” Give special attention to details not covered in the textbook.
- If there is a summary at the end of the lecture, pay close attention to it. You can use it to check the organisation of your notes. If your notes seem disorganised, copy down the main points that are covered in the summary. It will help in revising your notes later.
- At the end of the lecture, ask questions about points that you did not understand.



## Task 4



### Script

### How to Take Notes like Thomas Edison

Famous inventor Thomas Edison is probably the most experienced note-taker in the world. His diary which is still maintained as an important part of the United States historical records contains five million pages. Important developments such as his work on perfecting the light bulb and electric lighting systems are captured in great detail. He never met a sheet of paper he didn't like.

What lessons can we take from his work today, a century later? How did his note-taking help him to become the world's most famous inventor with over a thousand US patents in his name for a wide range of technologies from movie cameras and phonographs to cement making and electric lighting? In short, what made his note-taking and filing system so great?

Edison's system was developed to support his life work and was very successful in doing so. The selected main elements of his system are as follows:

1. Any useful or important development was recorded so that no effort was wasted in repeating experiments or efforts unnecessarily. Combining Edison's hard-working and hard-thinking methods with an effective record creation and retention system were a very important aspect of his work.

2. Rearward-looking. The notes helped him a lot in handling things that happened later. He was able to use his records to deal with legal issues. He was always able to review past work and avoid repeatedly going down dead-end roads. He could always review whatever he had said or was told. He never had to remember most things as long as he could remember how to look it up later.

3. Who, what, where, when and how much. These details could be fairly easily retrieved from Edison's system in relation to any aspect of whatever he was involved with.

4. Extremely powerful memory aid. Edison had an amazing memory. He was well-informed on a wide range of topics and always seemed to be able to recall what he told someone or what he was told. Much of this is due to his system of notes. By writing everything down that he thought was worth writing, he was able to free himself of the burden of having to remember it. A strange and almost unexpected thing occurs. The process of writing things down aids in the mental memory retention. He was confident that the information was on record and easily retrievable, also the process of writing it down improved his memory. The combination of these creates his amazing memory.

*Key* five million; patents; important; handling; how; aid.

### Practical Listening



### Script & Key

History is the interpretation of past events, societies and civilisations. The term history comes from the Greek *historia*, “an account of one's inquiries”, and shares that etymology with the English word *story*. The *1911 Encyclopaedia Britannica* stated that “history in the wider sense is all that has happened, not merely all the phenomena of human life, but those of the natural world as well. It is everything that undergoes change; and as modern science has shown that there is nothing absolutely static, therefore, the whole universe, and every part of it, has its history.”

# Fun Listening



## Task 1



Script

### The chef's hat

**Chef:** And here's one egg and chip.

**Lynn:** Thanks. And can I have a double cheeseburger when you're ready. Em Jack, are you sure this egg is cooked enough? It looks a little bit runny to me.

**Jack:** What's that on your head, Lynn?

**Lynn:** Nothing.

**Jack:** Yeah I thought so. There's no chef's hat there, is there?

**Lynn:** No, of course not. I just thought the egg looked a little bit...

**Jack:** Look! Do I think about managing the staff? Do I think about timesheets and stock-taking?

**Lynn:** No.

**Jack:** Well then, why don't you think about them, and just leave me to think about my eggs? That's my job!

**Lynn:** OK. Calm down, Jack.

**Jack:** You know, Henry never interfered like that.

**Lynn:** No, I'm sure he didn't.

