

Listening

1.10

- 1 **A** Good afternoon. How can I help you?
B I have a reservation for five nights.
A What's your name?
B Wayne Roberts.
A How do you spell your first name?
B W-A-Y-N-E.
A Just a moment.
- 2 **C** So, the sofa is \$899.99 in total. What's the address for delivery? Is it a Denver address?
D Yes, it's in south Denver.
C What's the zip code?
D It's 80222.
C And the address is...?
D Two six zero two Leyden Street. That's near the Athletic Club.
- 3 **E** Welcome to our cell phone helpline. Please say the number of the cell phone you have a problem with.
F Nine one four, five five five, seven seven eight two.
- 4 **G** Now, every Friday I'm going to give you some writing to do for homework on the weekend. You can either give it to me in class on the following Monday, or you can send it to me by email. I'm going to give you my email address and I'd like you to write it down. It's jvine64@mail dot net.
H Can you repeat that, please?
G Yes J-V-I-N-E-6-4-@mail dot net. OK, now I'm going to write it on the board for you. Did you get it right? ... Good job. Remember, this symbol is called "at" in English, and this one is "dot."
- 5 **I** Good evening.
J Hi. We have a table booked for 7:30.
I Yes, madam. What name please?
J Ann Rathbone. R-A-T-H-B-O-N-E.
I Ah, yes, here we are. Can you come this way please?
- 6 **K** OK Dan, that's great. Here's your student card. Your classes start on Monday at 9 a.m. Now, the classes are not here in the main school, but in a different building.
L Oh?
K But it's nearby, just a five-minute walk from here, on Russell Street.
L Sorry, what's the address?
K It's 16 Russell Street. That's R-U-S-S-E-L-L. Let me show you on the map.
L Thank you.

1.19

My name's Elspeth. I'm 25, I'm a journalist, and I'm single. It's not easy to meet people. So, who can help me? My mother...and a dating app. My favorite dating app, called Tinder, shows you photos of possible partners with a little information about them. You look at the photos and swipe, swipe, swipe. Swipe right if you like them, and swipe left...well...swipe left if you don't. If a guy likes you and you like him, you have a match. Then you can start messaging the person and from this, romance follows...or so they say. I've tried it, but with no success. So I decide to give my mother my phone. She can swipe all the men she likes, and then look at my matches and choose the people that she likes the best. I've promised to go on a date with the men she chooses.

1.20

Date 1 My first date is with a nice guy named John. I sit at a table in a café and wait for him to arrive.

An old man walks towards the table, and for two awful seconds I think it's all a terrible mistake, but he walks past and then my date arrives. He's very tall, six feet, two inches. Good job, Mom! I'm tall myself, so I always look for tall men, as my mom knows well. We start chatting, and it's all very easy. Mom has good taste. He's a teacher. We get along well and it's a fun date, but sadly there isn't a spark. So I try again.

Date 2 I arrive a little early again, and I sit there waiting for Sebastian to arrive. Suddenly, I realize that I can't remember anything at all about him, not even where he's from. Then he comes through the door: tall, dark, and handsome. "Mom, you're amazing," I say to myself. He's from Argentina, but he lives in the US. He's a real gentleman. At the end of the evening, he asks for a second date. Mom is very happy. I agree to the date, but I don't really think it's going to work.

1.21

Date 3 Date number three is George. He suggests a restaurant near the river. I arrive early – I'm definitely the most punctual person in the world. I stand outside, very confused: the restaurant is closed. For a moment I think Mom finally got it wrong. But a few minutes later he arrives – he just didn't know the restaurant was closed. We go somewhere else and start chatting. He tells me he works in IT and is from just outside the city. This guy is a lot of fun. He's very relaxed and interesting – he's traveled a lot. He tells a lot of funny stories. It's all going well, and I'm getting very enthusiastic, when my phone pings.

1.28

Johannes Vermeer was a seventeenth-century painter from the city of Delft in Holland. He mainly painted the people and things he saw around him: the rooms in his house, the people who lived or worked there (usually women), and the things they did every day. For example, in his work you will see women who are playing music, reading or writing letters, or working in the kitchen. Vermeer was especially good at painting light coming into a room through windows. Partly for this reason, people often describe his work as being like photography or film – his paintings can seem very "real."

This painting, *The Milkmaid*, is one of these very "photographic" images. The woman, a maid or a servant, is pouring milk into a bowl. Perhaps she's making a bread and milk pudding, because there are pieces of broken bread on the table. Nobody knows if the woman he painted was a real servant or a model. However, most people think Vermeer usually painted his wife, his daughter, and his servant, not models. A famous book and movie, called *Girl with a Pearl Earring*, is an imaginary story about Vermeer and his relationship with his young servant, inspired by one of his best-known paintings.

People admired Vermeer's paintings a lot in his lifetime, but he was never rich. There are two reasons for this. First, because he painted very slowly. Today there are only about 34 paintings that we can be sure are by him. Second, because he used very expensive paints. The blue paint he used for the milkmaid's apron was made of lapis lazuli, which was a very expensive stone.

People loved this painting from the very beginning, and although it is very small, only 18 by 16 inches, 20 years after Vermeer died, somebody bought the painting for 175 Dutch guilders. That was an enormous amount of money for the time.

2.1

Marta's story This happened two years ago. I'm Spanish, but I was in Ireland at the time because I had a job in Dublin. Some friends of mine who lived in Lyon, in France, invited me to come and stay, so I decided to take a short vacation, a long weekend, from Friday to Tuesday. I looked for cheap flights, but I couldn't find any direct ones. The only thing I could find was Ryanair from Dublin to Brussels and then Air France from Brussels to Lyon.

Anyway, the flight to Brussels was fine, and when I arrived, I went to the gate for my next flight to Lyon, but then when I needed to show my boarding pass and my ID, I couldn't find my ID card. I looked everywhere, in my bag, in my suitcase, but it wasn't there. The people at the gate were very nice and they made some phone calls, but nobody could find it. So, they told me to wait in a small room and I sat there for more than an hour, and my flight to Lyon left without me.

It was awful – I cried – I was so stressed and unhappy. In the end, a police officer came and he said that I couldn't go to France because I didn't have any ID – the only place I could go was to Spain to get a new ID card! I waited another five or six hours for the flight to Madrid, feeling very depressed.

So, I never took my vacation! I spent the weekend in Madrid getting my new ID card!

2.15

1 **Anya** This is me and my mom in York. It was my first semester at college, and she came to visit me, and I took her on a tour around the city.

Friend Is that, uh, the cathedral there?

Anya Yes – well, it's called York Minster, but it's really a cathedral.

2 **Anya** And this one's on the beach with my boyfriend, Ollie. I was staying with him on spring break, and he took me to the beach and we went for a walk.

Friend It looks windy!

Anya Yes, it was really windy and cold. I think we were the only people on the beach!

3 **Friend** Nice photo! I like the mustache.

Anya Yeah, that's me and my friend Maisie. We were taking a music class – I take it twice a year, and this was at the party at the end of the class.

Friend Why the mustaches and the picture frame?

Anya There was this corner that the teachers made where people could take funny photos with the big frame, and hats and mustaches and things.

4 **Anya** OK, this one is me and two of my best friends – we were at school together. One of them, Libby, the one on my right, has a house by the river, and we went there in September before we all went to college.

5 **Friend** That's a nice photo. In Rome, I guess?

Anya Yes, I was there for a vacation with my mom the summer before I went to college. She took this when we were visiting the Colosseum – as you can see.

6 **Friend** That's your mom again, isn't it?

Anya Yes, that's her and her partner, and my sister Roz. It was Christmas and Roz and I were staying with Mom and David and we decided to go for a walk. It was nice weather for December, cold but it wasn't raining and it was good exercise after an enormous Christmas lunch.

Friend Are any of the photos selfies?

Anya Yes, that one's a selfie, the one of the four of us, and also the one of me and Mom in York and the one with my boyfriend on the beach!

3.4

Anna Hello, Mr. Bevan. I'm Anna, your tour guide.

Jake Hi. Please, call me Jake.

Anna OK, Jake. Nice to meet you. How was the flight? Are you tired?

Jake No, I'm fine.

Anna Great. Let's go to the parking lot. Is it your first time here?

Jake Yeah. I was in Europe when I was a student, but somehow I never got here.

Anna And your final destination is London, is that right?

Jake Yes. I'm going to give a talk at a conference in Oxford.

Anna So work, not pleasure?

Jake Yes – well, maybe some pleasure, too. I have a friend, well, an ex-girlfriend really, who I was with when I was a student. She's British – she lives in Oxford – and we're planning to meet up.

Anna That's nice! OK, so now I'm going to tell you a little about our tour today. We're going to drive to the city – it takes about 45 minutes – and then we're going to start at the Colosseum.

Jake Great. I've always wanted to see it.

Anna And then we're going to visit the Forum.

After that, we're going to see the Pantheon – one of the oldest buildings in the city.

Jake Wow.

Anna So then we are very close to the Via del Corso, where all the best stores are. Would you like to maybe do some shopping?

Jake Well, I'd like to see the stores, but I'm probably not going to buy anything.

Anna Maybe a little present, a present for your friend in Oxford?

Jake Well, maybe.

Anna And then I'm sure you're going to be hungry, so I'm going to take you to a really nice restaurant for lunch. We can have pizza, or a good carbonara, a *gelato* – an ice cream, that is. Our typical dishes, but I promise you, very different from Italian food in America.

Jake Sounds great. And then back to the airport, I guess?

Anna That's right. We need to allow time for that.

Jake Yes, I don't want to miss my flight.

Anna Don't worry. We do this tour every day – and nobody has ever missed their flight.

Jake Is it going to be very hot today?

Anna No, not too hot. It's going to be nice, about 71 degrees.

Jake Perfect. It's going to be a great day.

Anna Here we are. If you can just wait a minute while I pay for the parking. Oh, Mr. Bevan – Jake – is this yours?

Jake My passport! Thanks, Anna. Typical me. I always lose things when I'm traveling.

3.9

Sarah Hello?

Jake Sarah?

Sarah Hi, Jake.

Jake Hi. Great to hear your voice! How are things?

Sarah Fine, fine. How was the trip? When did you arrive in the UK?

Jake Last night. The trip was fine. I got a cheap flight with Alitalia, but it meant a long layover in Rome, but I went on a guided tour and I had a great time.

Sarah That sounds like fun. What did you think of Rome?

Jake Fantastic. I loved it. So when can we meet?

Sarah I'm afraid I'm really busy this week. The only possible day for me is Tuesday. I'm going to London from Wednesday to Friday...

Jake Tuesday. Let me look at my calendar.

Sarah Wow, Jake, you put things on your calendar!

You're much more organized than when we were going out.

Jake Well, I'm better than I was. But I almost lost my passport when I was in Rome. OK, Tuesday. I'm not free in the evening. I'm having dinner with Mark Taylor, my old professor. Do you remember him? It's at 7:30. I can't change that. How about lunch?

Sarah It depends on the time. A late lunch would be OK, around 1:45?

Jake The problem is I'm giving my talk at 2:00. And I'm having a breakfast meeting at 8:15 with some colleagues.

Sarah Well, morning coffee or tea in the afternoon then. What are you doing then?

Jake Let's see... I'm going to a talk about climate change at 4:00. So, I think maybe morning coffee is best. And then we can try to arrange another time.

Sarah OK. There's a nice coffee shop on the main street called The Grand Café. Meet there at 11:00?

Jake Perfect. I'm really looking forward to it.

Sarah Me too. Bye.

3.14

Host OK. It begins with B. It's an adjective for a man who has no hair on his head!

Victoria [ping].

Host Right. It begins with C. It's an adjective. It describes a place where there are a lot of people, for example, a restaurant, or a beach in the summer.

Victoria [ping].

Host Right. It begins with G. They're things that people wear on their hands.

Victoria [ping].

Host Right. It begins with K. It's the room where people cook.

Victoria [ping].

Host Right. It begins with L. It's an adjective for someone who doesn't like studying or working, for example. It's the opposite of *hardworking*.

Victoria [ping].

Host Right. It begins with T. It's a thing with a screen that you can watch shows and movies on.

Host Just three seconds left...

Victoria [ping].

4.11

I'm lazy, but I like living in a clean, neat home. Maybe you're the same. It doesn't matter if you live by yourself, with a partner, or with a group of friends. You're always going to have to do some housework. Learn a few cleaning tricks and you can have a clean home – and still have plenty of time to relax and do nothing.

Tip 1. Clean quickly, but often.

Clean for just ten minutes twice a day. This gives you time to, for example, load the dishwasher and do one other thing like vacuuming. Set an alarm on your phone to motivate yourself.

Tip 2. Keep cleaning products in the right place.

Put cleaning products near the place where you need them. Keep bathroom cleaners in the bathroom, keep garbage bags by the can, and keep dishwasher detergent on top of the dishwasher. Sometimes you don't clean if you can't immediately see what you need, and you don't want to look for it.

Tip 3. Clean the microwave regularly.

You probably use this every day and it gets dirty quickly, believe me. But cleaning it is super easy. All you need to do is pour a little water into a microwave-safe bowl, slice a lemon in half and squeeze the juice into the water. Then, put the two halves of the lemon in the bowl and microwave on high for three minutes. Leave the door closed for another five minutes, and then clean the inside with a cloth.

Tip 4. Use your dishwasher to clean other things.

If you have a dishwasher, it's probably already your best friend. But did you know that it can clean much more than just kitchen things? You can use it to

clean all kinds of things made of plastic like toys, or even flip-flops or other plastic shoes, and also for things made of metal like tools, or keys.

Tip 5. Tell people to take off their shoes when they come in.

If you hate vacuuming, but you also hate the floor because you don't do the vacuuming, there's an easy solution – tell your housemates and guests to take off their shoes at the front door. And if they forget or refuse, give them the vacuum cleaner.

Tip 6. Use your socks to clean the floor.

If you have a hard floor, like wood or stone, for example, make your socks work for you. Take your shoes off, and slide across a different part of your floor each time you move across it. It'll soon be completely clean. Then, just throw your socks in the washing machine.

And finally tip 7. Listen to music while you clean.

Sometimes you really need to do some housework that you hate, like ironing or cleaning the bathroom. Put on your favorite playlist and focus on the music, not the boring housework.

And one last word. Many people say that lazy people are often the best employees because they find the most efficient way to complete a task. That's the way you need to think when you're cleaning. Good luck!

5.8

1 I spend much less time shopping – that is going to real stores – than in the past because now I get so much online. I buy most of my food online – everything except fresh things like meat or fruit and vegetables. Uh, I get books from Amazon. I buy a lot of clothes online. And it's so quick online. You don't have to go there, you don't spend as long looking for what you want. It's just much, much quicker. I definitely prefer it.

2 One of the things that has changed for me is getting to work. It takes me much longer now because I bike. A few years ago I drove, I took the car, but then I decided to bike, not always because I enjoy it, but because I know it's healthier. It takes me about half an hour to get to work now. Actually, when the weather's good I really enjoy it, but when it's raining or just cold and horrible, I get up and I think oh no!

3 I definitely spend a lot more time cooking now than I did before, I think because, uh, about a year ago I started living with my boyfriend. When I lived alone, in the evening I was tired and I just got some take-out, or made something really quickly, or just had some bread and cheese or whatever was in the refrigerator, whatever was easier. But when you have someone else in the house you feel more like cooking. And also my boyfriend's a vegetarian, so it's a little more complicated to do something very quick. So, before I spent about 20 minutes a day and now I spend about an hour. But I'm very happy with that, I enjoy it.

4 I probably spend about the same amount of time working as I did three years ago. I'm a freelance writer now and three years ago I had an office job so I was doing, you know, 35 hours a week. Now some weeks I probably work about 50 hours and others 20 hours, but on average I think it's about the same.

5 I definitely spend less time seeing friends because two years ago we moved to the country from the city – and most of our friends are in the city and they're a long way away from us now. Sometimes they come and spend the weekend with us or we go and spend the weekend with them, but on average I definitely spend less time with them.

5.13

Interviewer Today, we're talking about a very interesting experiment to find the most and least honest cities in the world. It involved journalists traveling to 16 cities and "losing" 12 wallets in each city, and then waiting to see how many people returned them in each place. Our



reporter, Oliver, has the results. So, Oliver, which was the most honest city?

Oliver Well, in first place was Helsinki, in Finland. People returned 11 of the 12 wallets. A businessman who found the wallet in the city's downtown said that Finnish people were naturally honest. He said there was very little corruption in Finland, and that people didn't even drive through red traffic lights!

Interviewer Really? And the least honest?

Oliver Well, I was very surprised by this, but the least honest city, in 16th place, was Lisbon, in Portugal. Only one person called to say they'd found the wallet. And he wasn't Portuguese. He was a 60-year-old tourist from Holland.

Interviewer Interesting! What other results surprised you?

Oliver Well, I expected richer cities, cities with a higher standard of living, to be more honest than poorer ones, but this wasn't necessarily true. The city that came in second in the experiment was Mumbai, in India – people returned 9 out of the 12 wallets. One of them was a young mother. She took it to a post office and she said, "I teach my children to be honest, just like my parents taught me."

Interviewer And which city came next?

Oliver Tied for third place were New York and Budapest. People gave back eight wallets in both places.

Interviewer And then?

Oliver Moscow and Amsterdam tied for fifth. In both places, 7 out of 12 wallets were returned. And people gave great reasons for returning them. In Moscow, a woman said, "I think that people need to help each other, and if I can make someone a little happier, I want to do it." And in Amsterdam a man said, "My wife once lost her wallet. It was found and returned. So, I wanted to do the same."

Interviewer I notice London is on the list. How did it do?

Oliver London was somewhere in the middle, tied for ninth with Warsaw. Just five of the wallets were returned in each place. Interestingly, one of the people who returned a wallet in London was a Polish woman. When she found the wallet, she gave it to her boss. He – her boss – said to her, "If you find money, you can't be sure it belongs to a rich man – it might be the last bit of money a mother has to feed her family."

Interviewer I think that's fantastic advice. So were there any general conclusions? What did the experiment prove?

Oliver 47 percent of the wallets were returned, so that's almost half. And when we looked through the results, we found that you couldn't predict who was going to be honest or dishonest. There was no common factor. Young people and old people both kept or returned wallets; men and women both kept or returned wallets; and as I said before, it didn't make any difference whether a city was rich or poor. So our conclusion was that there are honest and dishonest people everywhere.

5.15

At least half of your daily liquids should come from water. About one-third (or three to four cups) can come from coffee or tea – but with no sugar. Low-fat milk can make up another 20 percent. If you drink less milk, just try to get your calcium from another type of food or drink, for example, green vegetables. You can have one small glass of fruit juice a day. Sports drinks are for athletes who exercise more than an hour a day. You can drink a glass or two if you exercise a lot. Diet drinks that use artificial sweeteners are not good for you, but up to one to two glasses a day is OK. But try not to have any drinks with a lot of sugar, for example, soft drinks like soda or sugary iced tea.

6.7

Presenter Today's topic is "positive thinking."

We all know that people who are positive enjoy life more than people who are negative and pessimistic. But scientific studies show that positive people are also healthier. They get better more quickly when they are sick, and they live longer. A recent study has shown that people who are optimistic and think positively live, on average, nine years longer than pessimistic people. So, let's hear what you, the listeners, think. Do you have any ideas to help us be more positive in our lives?

6.8

Host Our first caller this evening is Andy. Hi, Andy. What's your tip for being positive?

Andy Hello. Well, I think it's very important to live in the present and not in the past. Don't think about mistakes you made in the past – you can't change things now. The important thing is to think about how you can do things better now and in the future.

Host Thank you, Andy. And now we have another caller. What's your name, please?

Julie Hi, my name's Julie. My tip is think positive thoughts, not negative ones. We all have negative thoughts sometimes, but when we start having them, we need to stop and try to change them into positive ones. Like, if you have an exam tomorrow and you start thinking, "I'm sure I'll fail," then you'll fail the exam. So you need to change that negative thought to a positive thought. Just think to yourself, "I'll pass." I do this and it usually works.

Host Thank you, Julie. And our next caller is Martin. Hi, Martin.

Martin Hi. My tip is don't spend a lot of time following the news online or on TV. It's always bad news and it just makes you feel depressed. Read a book or listen to your favorite music instead, and you won't feel so bad.

Host Thanks, Martin. Good tip! And our next caller is Miriam. Miriam?

Miriam Hi.

Host Hi, Miriam. What's your tip?

Miriam Every week, make a list of all the good things that happened to you, on your phone or on a piece of paper. Then if you're feeling a little sad or depressed, read the list and it'll make you feel better.

Host Thanks, Miriam. And our last call is from Michael. Hi, Michael. We're listening.

Michael Hi. I think it's good to try to use positive language when you speak to other people. You know, if your friend has a problem, don't say "I'm sorry" or "Oh, you poor thing." Say something positive like, "Don't worry! Everything'll be OK." That way, you'll make the other person think more positively about their problem.

Host Thank you, Michael. Well, that's all we have time for. A big thank you to all our callers.

6.15

Patient So what does it mean, Doctor?

Doctor Well, first the party. A party is a group of people. This means that you're going to meet a lot of people. I think you're going to be very busy.

Patient At work?

Doctor Yes, at work...you work in an office, I think?

Patient Yes, that's right.

Doctor I think the party means you're going to have a lot of meetings. Maybe in the future you'll have a meeting with your boss, about a possible promotion?

Patient Well, it's possible. I hope so...What about the garden and the flowers? Do they mean anything?

Doctor Yes. Flowers are a positive symbol. So, the flowers mean that you are feeling positive about the future. So perhaps you already knew about this possible promotion?

Patient No, I didn't. But it's true, I am very happy at work and I feel very positive about my future. That's not where my problems are. My problems are with my love life. Does my dream tell you anything about that?

Doctor Mmm, yes it does. You're single, aren't you?

Patient Yes, well, divorced.

Doctor Because the violin music tells me you want some romance in your life – you're looking for a partner perhaps?

Patient Yes, yes, I am. In fact, I met a woman last month – I really like her...I think I'm in love with her. I'm meeting her tonight.

Doctor In your dream you saw an owl in a tree?

Patient Yes, an owl...a big owl.

Doctor The owl represents an older person. I think you'll need to ask this older person for help. Maybe this "older person" is me? Maybe you need my help?

Patient Well, yes, what I really want to know is does this person, this woman...love me?

7.1

Simon When I was about 30, I got a job working as an editor in a publishing company. It was my first office job, and, um, I didn't really know what to wear, but, um, for the interview I wore a suit. In fact, I bought the suit specially for the interview. I got the job, so I thought that must be OK, so, um, on the first day, I went to work wearing a suit and a tie. I got to work early, um, I wanted to make a good impression, and I was the first person in the office, so I went in, I found my desk, with my name on it, and I sat down and there were a few papers and documents for me to read, so I started reading those. I turned on my computer, and after about ten, fifteen minutes the other people in the office started to arrive, and I noticed that nobody else was wearing a suit, and I thought, OK it's not a big problem. So, I introduced myself to the other people. I said, "Hello, how are you? Hello, nice to meet you," and the next thing someone said to me was, "My computer's really slow, do you think you know what the problem is?" and I said, "No, no, not really." So, then I introduced myself to somebody else and said, "Hello, nice to meet you," and she replied, "Hello, nice to meet you," and then she said, "Do you know how I can connect my computer to the printer?" and I said, "No, I have no idea how to do that." Anyway, I went back to work and about half an hour later I had a meeting with my boss, and she said, "How's it going?" and I said, "Yeah, it's all going well, everybody seems really nice. Just one thing, why does everybody think I can fix their computer?" and she looked at me and what I was wearing and she said, "It's your suit. Nobody in this office wears a suit, so they think you're from the IT department and you've come to help with a computer problem. They're the only ones who wear suits!" So, I never wore it again. To this day.

Claire It was my first day at work as a teacher at a language school, and they asked me to come the first week of the new school year to observe some teachers, to watch their lessons, and then I was going to start teaching the following week. But when I arrived, there they told me that one of the teachers was sick and they asked me to take the class, and it was three-year-old kids! So, I was in a class with about ten three-year-olds who were running around – my boss gave me a storybook to read to them, but the kids couldn't speak any English. I'd never taught – never been trained to teach children that small. I tried to read the book to two of them, but the others were running around shouting and hitting each other, and at the worst possible moment, just when all of them were being really noisy and not doing anything I was telling them to, my boss – the director of the school – opened the door and just looked at me. I felt terrible but then she said, "These children are too young for you, aren't they?" and I said yes,

I was nearly crying. Luckily after that, she never gave me any classes with really young children, but it was the most stressful class I've ever tried to teach.

7.8

Host The capital city of Estonia, Tallinn, is one of the most beautiful cities on the Baltic coast. It is also one of the world's "smart cities," which means that technology plays an important role in people's lives and in business. But some people in Tallin are using the internet for something very unusual. It's called the Bank of Happiness, but it's a very different kind of bank. Nobody pays money into the bank, and the bank doesn't lend money to anybody. Instead, the Bank of Happiness is a forum where thousands of people from Estonia, and other countries too, connect with each other, and they offer or receive services completely free of charge. Here's how it works: you register and you post what you are offering or what you need – it's really easy. For example, people offer to do the shopping for somebody, or walk their dog. Other people post things like "I need someone who can fix my car" or "Can anybody translate an email into French for me?" But the important thing is that nobody pays any money. Everything is free. The bank was started over five years ago by a 39-year-old Estonian woman, Airi Kivi. She is a psychologist and a family therapist, and her goal was to make people think and act with their hearts.

Airi I thought, we need something like this Bank of Happiness, where people can meet each other and help each other – do something cool. The Estonian economy was also having problems at the time. A little bit later, I thought, wow, the Bank of Happiness is perfect for this economic crisis. A lot of people are unemployed and they can use our bank. In the Bank of Happiness people don't need to pay each other back. For example, a teenager will do the shopping for his old neighbor, and maybe the neighbor can't do anything for him in return. But then perhaps the neighbor will post a comment on the site and tell people about what the teenager did, and then another person who sees this will probably do something to help the teenager. The principle of the bank is that it's not money and things that make people happy. What really makes them happy is doing things for other people.

7.15

Max I arrived at the airport in San Juan, Puerto Rico where I met Nilda. *Hola. Soy Max.*

Paula *Encantada. Soy Nilda.*

Max Nilda took me to my hotel, and that evening we went to eat, and it was time for my first test. I had to order a sandwich and a drink in a café, and then ask for the check. I sat down at a table, and I tried to order a soda and a chicken sandwich. *Por favor, una refresca y un emparedado de pollo.*

Waiter *En seguida.*

Max Terrific! The waiter understood me the first time. My pronunciation wasn't perfect, but I got my soda and my sandwich. I really enjoyed it. But then the more difficult part. Asking for the check... *Cuánto es?*

Waiter *Seis noventa.*

Max *Cómo?*

Waiter *Seis noventa.*

Max Six ninety. I understood! Nilda gave me eight points for the test. I was very happy with that. Next, we went out on the street. Test number two was asking for directions and understanding them. We were on a narrow street and I had to stop someone and ask him or her for the nearest drugstore, *una farmacia*. I stopped a woman. At first I didn't understand anything she said!

Passer-by *Siga todo derecho y tome la segunda calle a la izquierda. Hay una farmacia en esa calle.*

Max I asked the woman to speak more slowly.

Passer-by *Todo derecho y tome la segunda calle por la izquierda. ¡IZQUIERDA.*

Max I got it this time, I think. The second street on the left. I followed the directions and guess what? There was a drugstore there! Seven points from Nilda.

Test number three. I wasn't looking forward to this one. I had to take a taxi to a historical place in San Juan. Nilda wrote down the name of the place on a piece of paper. It was the name of an old fort near the ocean. We stopped a taxi. *El Morro, por favor.*

Taxi driver *Qué? Adónde?*

Max He didn't understand me. I tried again, but he still didn't understand. I was desperate, so I said *fort, old, water.*

Taxi driver *Ah, El Morro.*

Max Finally! Nilda only gave me five points because I ended up using English. Still, at least I made the taxi driver understand where I wanted to go. And so to the final test. I had to leave a message in Spanish on somebody's voicemail. I had to give my name, spell it, and ask the person to call me back. Nilda gave me the number (it was one of her friends named Lourdes) and I dialed. I was feeling a little nervous at this point, because talking on the phone in a foreign language is never easy.

Lola *Deje su mensaje después de la señal.*

Max *Uh. Buenas noches. Soy Max. Max. M-A-X. Uh. Por favor...llámame esta noche....Oh yes...a las 8:30, uh, gracias.* Well, my grammar wasn't correct, but I left the message. Half an hour later, at eight-thirty, Lourdes called me. Success! Nilda gave me eight points. That was the end of my four tests. Nilda was happy with me. My final score was seven. I was very happy with that. So how much can you learn in a month? Well, of course you can't learn Spanish in a month, but you can learn enough to survive if you are on vacation or on a trip. Now I want to go back to Washington, D.C., and try and learn some more. *Adiós!*

8.1

Hi Tracey. You know the answer to your last question, and it is "yes." You're making your life more difficult. But it's also true that having a long-term relationship with anyone is difficult, and in your case you can at least see what some of the problems are. I'm sure this man loves you and will support you in all your goals in life, but it's true that he has already done all the things you want to do. It's not his fault, but it means that he will never get as excited as you about, for example, a wedding or having another child. And everything you experience together he will probably compare to the last time he did it. You should think carefully about what kind of partner you really want: someone who can support you and show you the way in life, or someone who will discover life with you. You shouldn't make a decision in a hurry. When you are clearer about what you want, then you can decide if you're going to stay with this man or not. Good luck!

8.5

Annabel Hello. I'm Annabel.

Peter And I'm Peter.

Expert Hi there, Annabel and Peter. What's your problem?

Annabel We have a son, Jamie, and he's 25. He's a chef.

Peter But he still lives with us because he says it's too expensive to rent an apartment and he doesn't earn enough money.

Annabel He gives us some money every month for bills – not much, but a little – and, you know, it's nice to have him at home, but we think he needs to be more independent.

Peter Yes, absolutely.

Annabel But last week he told us that he's planning a two-week vacation to Mexico with his friends. I mean, it's true that he works full-time and we know he needs a break, but we really think...

Peter Yes, we don't think he should go on an expensive vacation when he doesn't give us much

money. We think he should save his money, so that he can get his own place to live. Should we tell him that he can't go to Mexico?

8.6

Expert You know, to be honest I think you're being a little hard on him. I mean, he's only 25. It's good that he has a job and everybody needs a vacation. My advice is that you should let him go to Mexico, but when he comes back, you should sit down with him and talk to him about starting to pay rent. That way he'll understand that he needs to start planning for the future and to start thinking about renting an apartment. But I know from talking to other parents that there are a lot of young people still living at home in their 20s and 30s, and some of them don't even have jobs. So, in many ways I think you're lucky.

Annabel You see? That's just what I think...

8.7

Nick Hi there. I'm Nick.

Expert Hi, Nick. So what's your problem?

Nick Well, I've been with my girlfriend for three years. We have a really great relationship although we're very different. She's smart and popular and I'm, uh, quiet and hard-working. Anyway, now she wants to move to Chicago, because she thinks she can get a better job there, and she wants me to go to Chicago, too – you know, Chicago's much more exciting than Galena, Texas, where we live now. But I have a good job in Galena and I get a good salary. I mean the idea of moving and having a new life is like a dream, but for me that's what it is, I mean it's a dream, it isn't real. What should I do? Should I follow my heart and move to Chicago with her? Or should I stay here where I know I have a good job, but possibly lose my girlfriend?

8.8

Expert I think you should sit down together and talk about your dreams for the future, and see if they are the same dreams. If they are, and you can see a future together, then the first thing is for her to look for a job in Chicago. If she finds one, then maybe she can move there first and you can go on weekends and see how you feel about life there.

Nick Thanks a lot for that. I think that's really good advice.

8.9

Jane Hello. My name's Jane.

Expert Hi, Jane. Why are you calling?

Jane Well, a month ago my friend Susan and I decided to go on vacation together this summer, to Turkey. So we planned everything and, uh, I was really looking forward to it because Susan's an old friend and I don't see her very often. But the other day she told me that she was telling another friend of hers about our vacation, somebody I don't know, a woman called Angie, and Angie was really interested, and now Susan has invited her to come, too. Susan never asked me what I thought! I don't even know Angie, and I really don't want to go on vacation with someone I don't know. What should I do?

8.10

Expert I think your friend has been a little insensitive, and she's put you in a difficult position. You have several different options. You could say that you aren't going if Angie goes, but then you'll put Susan in a difficult position. Or you could just cancel, and suggest taking another vacation later with just the two of you. Or you could invite someone else who you like, and then there would be four of you, which is sometimes a better number than three. But in fact, you don't know Angie and maybe you'll like her. So, I think you should try to get to know her first. If you like her, then the vacation will probably be a success. If not, then you should tell your friend you aren't going, because you don't think it will work with Angie. You know, a bad vacation is worse than no vacation.



8.14

Peter I studied math in college and usually, after studying math in college, people get a job in a bank or in IT, but when I graduated, it was the recession and it was very difficult to get a job. I was unemployed for a very long time. I was looking for jobs, and I applied for lots of different jobs, but they just answered "Sorry, we don't want you," and I was getting a little depressed. This went on for about four months, and then one day I was on a bus – I can even remember where I was sitting – and my phone rang. I said hello, and a woman said, "Hello, you applied for a job with us a few months ago. Are you still interested?" So I said, yes, absolutely, I'm very interested. So then she said "we'd like you to come for an interview..." and then at that moment we got cut off because the bus went into a tunnel. And the phone number wasn't on my phone – it just said "unknown number," and I couldn't remember what the name of the company was because I'd applied for so many jobs. So, I thought "four months of nothing and then when they call, I get cut off." Luckily they called back the next day, and in the end I had an interview, and I got the job.

Sue This happened when I was at a conference in Thailand. The conference hotel was amazing; it was in a beautiful national park called Khao Yai, north of Bangkok. We were very busy with talks and meetings most of the time, but we had one free morning, and we could choose from different trips or activities. I was interested in either a trip to see birds or a trip to see a tiger. A tiger, not tigers, because they told us that there was only one tiger in the whole park! Well, I chose the tiger trip, because I thought it would be really cool to see a tiger in the wild. But we had to leave really early in the morning, because we had to travel a long way to the part of the park where the tiger usually was – the bird trip was closer to the hotel. So, we tiger-watchers got up at 5:00 in the morning, but our guide said that we probably wouldn't see the tiger, because you know, there was only one tiger. We finally got there and we spent the whole morning looking for the tiger, but no luck. But we saw some nice birds, and it was fun, so when we got back to the conference hotel, we felt we'd had a really good morning. But then the other group got back, the ones who went to see the birds, and of course they saw lots of amazing birds, but they also saw the tiger! I guess that day it wasn't in its usual part of the park. And I thought isn't that typical – you go on the tiger trip and you don't see the tiger, but the people on the bird trip see the tiger!

9.4

Host So David, what are the five most dangerous animals in North America? Can you tell us in reverse order, I mean starting with the fifth most dangerous?

David Yes, of course. At number five is the crocodile. They can be over 15 feet long and weigh up to 1,000 pounds. Crocodiles are very common in the US state of Florida and some parts of Mexico. Crocodiles will eat anything from small animals like fish and birds to large animals like deer. They don't usually attack people, except when people walk, play, or swim in areas where crocodiles live. It's very uncommon to die from a crocodile attack, however two to three people die each year from crocodile bites.

Host And number 4?

David The fourth most dangerous animals in North America are sharks. Sharks live in both the Atlantic and Pacific oceans, which surround North America. More than half of all the shark attacks in the world happen in the ocean near California and Florida. In fact, the place where people are most likely to be attacked by a shark is Smyrna Beach, on the eastern side of Florida, especially if you are surfing.

Host And third?

David In third place are snakes. There are a number of poisonous snakes in North America, but the most poisonous one is the coral snake. They can be about 4 feet long with black, red, and yellow bands. They don't usually attack people, except when people step on them by accident. A bite from a coral snake can be very painful, and, can occasionally kill. However, a coral snake must continue biting for a few seconds before the poison is injected into you. So if you can shake off the snake quickly, then the poison won't go into you.

Host And in second place?

David Bears. While there have only been 27 deaths from bear attacks in the 2000s in Canada and the US combined, bears are still highly dangerous. Of all the bears in North America (black bears, brown bears, and polar bears), the brown bear is the most dangerous. They can be almost 10 feet high and weigh as much as 900 pounds. They have powerful jaws, sharp teeth, and sharp claws.

Host And in first place?

David Believe it or not...deer. Deer cause about 200 deaths a year in North America, more than any other animal. These are large animals – they can weigh 220 pounds. You need to be especially careful in the fall, when the male deer can get very aggressive. They also cause frequent accidents on the road by running out in front of cars – there are about 100,000 car accidents a year which involve deer.

Host Well, David, that was certainly...

9.6

Interviewer Do you have any phobias?

Julia Yes, I'm very, very scared of spiders.

Interviewer And how long have you had this phobia?

Julia I've had it since I was about 12, so for more than 30 years.

Interviewer Did something happen to start the phobia?

Julia I remember – and it's when I think I started being frightened – I remember a very big spider in the apartment that we lived in at the time coming out from under the TV and going across the room, and me being absolutely terrified, and that's the first time I remember being scared.

Interviewer How does it affect your life?

Julia In the past it was really awful. I mean, I couldn't sit in the same room as a spider, and I always had to keep all the doors and windows shut because I was frightened that spiders might come in. But I had some therapy, and I can now sit in the same room as a spider, not for long, it still has to be moved, and I can put it in a glass now and take it outside myself, if I have to, if there's nobody else there, so it doesn't affect me as badly as it did before, but I still don't like them...

Interviewer What kind of therapy did you have? How long did it take?

Julia Probably about six weeks. I went to the therapist's office and he used a kind of hypnosis. He made me go back to that first incident with the spider and the TV and we talked about it again and again until it wasn't so frightening, and then in the last session he brought in a spider in a jar, into the room and he made me hold the jar – I couldn't put the spider on my hand, but that was a great improvement, because before I couldn't even look at a drawing of a spider in a children's book, and I certainly couldn't look at photos of spiders.

Interviewer Wow! Amazing.

Interviewer Do you have any phobias?

Chloe Um, yes, I have a phobia of buttons.

Interviewer Buttons on clothes?

Chloe Yes. I don't like touching them.

Interviewer And how long have you had the phobia?

Chloe All my life, I think. For as long as I can remember.

Interviewer Do you know what happened to start the phobia?

Chloe I don't know exactly, but my mom has told me that when I was very little, about six or seven months old, she tried to dress me in a sweater, a wool sweater with buttons that my grandmother had made for me, and apparently I screamed and screamed until she took it off again.

Interviewer OK. And how does the phobia affect your life?

Chloe It really affects the kind of clothes I can buy, especially in the winter when I need a coat – there aren't many coats that don't have buttons. But it's better than it was, when I was younger I refused to wear anything that had buttons, so, for example, my mother had to adapt my school clothes so that there were no buttons.

Interviewer Have you had any therapy?

Chloe No, no. I haven't had any therapy. It seems like such a silly thing to be afraid of.

Interviewer What about if other people are wearing clothes with buttons on, is that OK?

Chloe Well, if the buttons aren't touching me that's fine, but I don't like hugging people that have buttons on their clothes.

9.16

Host Good evening, and welcome to *Family*, the show where we discuss issues concerning parents and children. Last week, we talked about children following their parents into the same job, and whether children of celebrities have an easier life than other children. Today, we're going to look at a celebrity son who did something different, and has been successful without the help of his famous father. Duncan Jones may not be a name you recognize if you're not a serious movie fan. Duncan Jones is his real name, but when he was very young, he was called Zowie Bowie. His father was the famous singer David Bowie, whose real surname was Jones. Zowie was actually Duncan's middle name.

Duncan was born in the UK in 1971. When he was nine his parents divorced, and Duncan stayed with his father. He continued to visit his mother, David Bowie's first wife Angie, until he was 13, but their relationship wasn't a happy one and he hasn't seen her since then.

When he was a child, Duncan wasn't interested in music. His father tried and tried to get him to learn an instrument, the drums, the saxophone, and the piano, but Duncan just wasn't interested – he was more interested in sports, and in movies. So, his father bought him a little 8 mm video camera, and he used it to make movies with his Star Wars toys. After he graduated from high school, Duncan went to the London Film School and studied to be a movie director.

In the early years of his career, Duncan directed TV commercials, for example, for the fashion label French Connection, and Heinz ketchup, and he also worked on video games.

In 2006 he made his first movie, called *Moon*, a science fiction drama, which was a great success. He won many awards for the movie, including the prize for best new British director.

Since then he has made many more successful movies, including *Source Code*, a science fiction thriller starring Jake Gyllenhaal, and *Warcraft*, based on the game World of Warcraft.

Duncan has said that one of the reasons why he went into movie directing was that he wanted to be behind the camera, not in front of it. As a child there were often paparazzi around, which he hated. Even now, as a successful movie director, he doesn't like being photographed. Although, as he says, "I've never needed to use my father's name," Duncan was very close to his father all his life and was with him when he died, in January 2016. He said of him "He was a wonderful father who encouraged me to be creative, but different."

10.7

Tim Powell isn't a morning person. Which is surprising, because on weekdays he gets up very early. While most of us are still asleep, Powell wakes up at 5:45, exercises for 30 minutes at his home gym, and has a big breakfast. Then he gets ready for work and drives to the office. When he gets to the building where he works, he goes for a walk around a local park, and then he goes inside to start work at 9. And on Thursdays he gets up even earlier, at 5:20 a.m., to study German.

Powell is a lawyer. He works 70 hours a week, and he says that getting up early helps him to do more during the day. He isn't the only one – many busy, successful people get up very early.

10.8

Experts agree that getting up early is a big help if you have a lot of things to do. There are three main reasons for this. The first reason why it's good to get up early is that the early morning is quiet. Nobody calls you at 6:00 a.m. There aren't any important emails or messages to answer. There aren't any meetings. There aren't any people. The morning is your time.

The second reason is that if you get up early, you go to bed early. Most people don't do anything useful in the evenings. People who go to bed late spend many hours watching TV, seeing their friends, and spending time on social media. So, if you want to do a lot, it's better to go to bed early, and have shorter evenings and longer mornings. The third reason is that it's better to do things in the morning, when you have energy. Most people are tired after a day at work or school. And when you're tired, the last thing you want to do is to exercise, or to study, or to practice a musical instrument.

And if you find it impossible to get up early? Set your alarm five minutes earlier than you usually get up. And the next day, set it five minutes earlier again. After three weeks, you'll have nearly two hours that you never had before!

11.7

1 Interviewer Did you like school?

A I didn't hate school, but I don't think I liked it very much. I used to enjoy PE, I used to enjoy playing sports. Um, I liked English but there were a lot of subjects I didn't like. I didn't like math very much, history was boring, and I found science difficult. I had a small group of friends, not many, but a close group of friends and I used to spend time with them talking about sports, talking about music, so it wasn't too bad, but I didn't like it very much. I've never been back to school, I've never been to a school reunion, or anything like that.

2 Interviewer Did you like school?

B No, not really. I didn't like it at all.

Interviewer Why not?

B It was a boys' school and I got bored with just being with boys all the time. And I didn't really like any of the subjects.

3 Interviewer Did you like school?

C Well, yes and no. Some things I really loved, some things I thought "this isn't much fun," but I used to enjoy a lot of subjects.

Interviewer Like what?

C I liked English and I liked math.

Interviewer And what didn't you enjoy?

C I hated geography. And I hated PE. The PE teacher once caught me reading a book on the soccer field, and I was punished for that.

4 Interviewer Did you like school?

D I didn't like it, I absolutely loved it! I liked all the subjects, especially English and history. I remember one time when I was about six or seven, I got sick during spring break and I was really, really sad, and my mom thought I was sad because I was sick during vacation, but in fact, I was terrified that I'd never get better and I'd never go back to school.

5 Interviewer Did you like school?

E Uh, sometimes. Yeah, most of the time.

Interviewer What did you like about it?

E Well, I had some good friends, and I liked learning things, but there were some subjects that I didn't like very much, and I hated PE. I used to invent a lot of excuses, like saying that I was sick, because I didn't want to do it.

6 Interviewer Did you like school?

F Yes, definitely, I really enjoyed school.

Elementary school was all fun and we had great teachers. I always really looked forward to getting back to school. High school was harder work and we used to have lots of exams and tests, but we had really inspiring teachers. My favorites were in math and biology. And overall, yeah, I really liked it.

11.14

Buying jeans isn't as easy as it used to be. Years ago, there was only one kind of jeans – probably Levis. Nowadays, there are hundreds – different styles, different colors, different lengths, with buttons, with zippers. There are so many options that you feel the perfect pair must be waiting for you somewhere... And it isn't just jeans. In big supermarkets, we have to choose between thousands of products – my local supermarket has 35 different kinds of milk! When we're buying clothes or electrical gadgets, ordering a coffee in a café, looking for a hotel on a travel website, deciding which TV channel to watch, or even choosing a future partner on a dating website, we constantly have to choose from hundreds of possibilities. People often think that being able to choose from a lot of options is a good thing.

However, university researchers have discovered that too much choice is making us feel unhappy and dissatisfied. The problem is that we have so many options that we get stressed every time we have to make a decision because we're worried about making the wrong one. Then when we choose one thing, we feel bad because we think we are missing other opportunities, and this makes us dissatisfied with what we've chosen.

Research also shows that we feel happier when we have less choice. In a study, Professor Mark Lepper at Stanford University found that people who tried six kinds of jam and then chose one felt happier with their choice than those who were offered 24 jams to taste.

But if all this choice is bad for us, what can we do about it? Professor Lepper suggests that we should try to relax when we have to decide what to buy. "Don't take these choices too seriously or it will become stressful," he says. "If you pick a sofa from IKEA in 30 seconds, you'll feel better than if you spend hours researching sofas – because you won't know what you're missing."

11.16

I went on the Twin Strangers website. All you have to do is pay \$3.95, upload a photo of your face, and then describe it, your nose, mouth, and eyes. I looked in a mirror and decided that I have an oval face, blue eyes and, unfortunately, thin lips.

Immediately, I got a lot of photos of possible matches. My first reaction was "they all look totally different from me." Then something interesting began to happen. Some of the people started to look familiar, like people in my family. I found one woman who looked just like my brother. I started to wonder. Was there something there?

I called my husband to come and take a look at all these "twins." His first reaction was the same as mine, but then he went quiet. He pointed to one woman who, at first sight, looks completely different from me, but whose picture I had stopped at several times. He said, "She has the same mouth as you. In fact, she's a little like you." And he was right.

I decided to change my profile a little. Many people tell me I look younger than I really am, so I put my age as ten years younger, and then searched again.

The result was surprising. Suddenly, there seemed to be a number of women a little like me. Especially one. I put her picture on my Facebook page and asked my friends what they thought. The first person to answer was my brother. Yes, he wrote. She looks like you and our sister.

It's a strange feeling. I keep looking at her picture. We're very similar, but not identical, for example, she has brown eyes, but mine are blue. But there's something there. Not just the blonde hair and the thin lips. There's something in her eyes that I recognize. It's a very strange feeling, but I'm really happy that I found her. I sent her a message through the website, but she hasn't replied yet. I'm going to keep trying. I want to know who she is.

12.3

Iris Hello, Rosemary. How are you this morning?

Rosemary Hello, Iris. I'm fine thanks, but you'll never guess what's happened. Jack and Emma have broken up!

Iris No! Jack and Emma, from next door? That can't be true. I saw them last week, and they looked really happy.

Rosemary No, it's definitely true. I heard them shouting. They were having a terrible argument.

Iris No! When?

Rosemary Last night. After he came home from work.

Iris What did they say?

Rosemary Well, I wasn't really listening...

Iris Of course not.

Rosemary But I couldn't help hearing. She was talking so loudly, and of course, the walls are very thin...

Iris So what did they say?

Rosemary Well, she said that she was going to stay with her mother! She told him that she wouldn't come back.

Iris Ooh, how awful. What about the children?

Rosemary She said she'd taken them to her sister's. I suppose she'll take them with her in the end. And anyway, then five minutes later I saw her leaving the house with a suitcase!

Iris No! Why do you think she's leaving him? Is he seeing another woman?

Rosemary I don't know. Ooh, here's my bus.

Iris I have to go and tell Mrs. Jones from across the street. She always thought there was something... something strange about him.

12.4

Jack Hi, Emma. I'm back. Where are you?

Emma I'm upstairs in the bedroom. I'm packing.

Jack Why? Where are you going?

Emma I'm going to stay with my mom.

Jack Your mom? Why?

Emma She's had an accident. She fell on the street yesterday and she's broken her leg.

Jack How awful. Poor thing. Can I help you with anything?

Emma Actually, yes. Could you get my small suitcase in the closet?

Jack How long do you think you'll have to stay?

Emma I won't come back until the weekend, I don't think. I'll have to make sure she's OK. I've taken the children to my sister's for the night, and she'll take them to school tomorrow morning. Can you pick them up after school?

Jack Of course I can, honey. Now, don't worry about anything. We'll be absolutely fine, and here's your suitcase.

Emma Thanks, dear. The taxi'll be here in five minutes.

