

Ключи и тексты для аудирования

Listening

1	b
2	a
3	c
4	b
5	a
6	b
7	c
8	b
9	Tuesday
10	13th September at 10.30
11	07713 153268
12	boyfriend
13	dinner
14	give a ring
15	angry
16	get
17	lend
18	09934 719826 before 5.30
19	birthday
20	buy (her) a present

SCRIPT 1

A phone call to a phone company

S1 = Salesperson 1, S2 = Salesperson 2, G = Gary Boyd, D = David

S1 Good morning. Faster Phone, the caring phone company. Tom speaking. How can I help you?

G Good morning. I have a problem, you see, I bought a Samsung mobile phone from you last month and I was sent a bill today for £100. Now when I bought the phone, you said that £50 a month was the maximum I...

S1 Sorry, I'm afraid you've got through to the wrong department, sir. Hold on a moment and I'll put you through to Customer Services.

S2 Good morning. Faster Phone, the caring phone company. Shazia speaking. How can I help you?

G Good morning. I bought a Samsung mobile phone from you a month ago. I was advised by one of your sales assistants to buy this new Faster Phone package. I was told I could get 200 minutes talk time and 150 texts for £50 a month. Now, today, I received a bill for £100. Could you please explain why?

S2 Oh! You need to speak to David and he's out at the moment. I don't know when he'll be back. Do you want to leave a message? Can he call you back later?

G I would like to speak to someone *now*. You said Faster Phone always takes care of their customers. Who can I speak to now?

S2 I'm sorry, sir. Last week the Faster Phone Company was taken over by the Mobile Phone Factory, so there have been some changes. That's all the information I can give you at the moment.

G I'd like to speak to a manager now, please. I am *not* going to pay £100.

S2 I can't put you through to the manager but I can give you her number. It's 01296 5577885 ... Oh, hold on a minute, David's back. I'm sure he'll be able to help you. I'll put you through to him.

D Good morning. Faster Phone, the caring phone company, David speaking. Can I help you?

G I certainly hope so. I was sold a phone package with your company for £50 a month, but I was sent a bill for £100.

D I'm so sorry to hear that, sir. Let's see what I can do. Now what is your customer reference number please?

G R73889506

D Ah yes. Mr Boyd. I can see what's happened. You were sold a package through Faster Phone that was £50 a month but since we've been taken over by the Mobile Phone Factory that has gone up to £100.

G What...!

D It's OK, sir. Don't worry. By law the Mobile Phone Factory have to give you the same deal and your bill will be changed immediately to £50.

G Thank you. You've been very helpful.

D No problem Mr. Boyd. I'm glad I could help. Goodbye.

G Goodbye.

SCRIPT 2

Part 1

For: Miss Elkin From: Dr. Bales

Message: He can't come to the meeting next Tuesday. He wants to meet on the 13th September at 10.30. His mobile number is 07713 153268.

Part 2

For: Miss Nina Elkin From: Your boyfriend Rod

Message: He can't meet you for dinner because he's going out with Martin. He's going to give you a ring later.

Part 3

For: Miss Nina Elkin From: Your flatmate Amanda

Message: She's really angry because somebody's taken her keys. She can't get into the flat. Can you lend her your keys? Please call her on 09934 719826 before 5.30.

Part 4

For: Miss Nina Elkin From: Your sister Beata.

Message: Don't forget it's your mum's birthday. Beata will buy a present if you make a cake.

Reading

1	to get on like a house on fire
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2	to spread like wild fire
3	to eat your words
4	to sell like hot cakes
5	to kick yourself
6	d
7	c
8	a
9	e
10	b
11	T
12	F
13	F
14	F
15	F

Use of English

The word processor and the calculator are without a shadow of (0) ~~the~~ doubt here to stay, and in (1) *the* many respects our lives are (2) *the* much richer for them. But (3) *the* teachers and other academics are claiming that we are now starting to feel the first significant wave of their effects on a generation of (4) *the* users. It seems nobody under the age of 20 can spell or add up any more. Even several professors at leading universities have commented on the detrimental effect the digital revolution has had on the most intelligent young minds in the country. The problem, evidently, lies with the automatic spellcheck now widely available on (5) *the* word processing software. Professor John Silver of (6) *the* Sydney University, Australia, said: 'Why should we bother to learn how to spell correctly, or for that matter to learn even the most basic of (7) *the* mathematical sums, when at the press of a button we have our problem answered for us. The implications are enormous. Will the adults of the future look to the computer to make (8) *the* decisions for

them, to tell them who to marry or what (9) *the* house to buy? Are we heading for a future individual incapable of (10) *the* independent human thought?

11	12	13	14	15	16	17	18	19	20
d	i	a	e	b	g	j	c	f	h
21	22	23	24	25	26	27	28	29	30
V	V	X	V	X	X	b	b	a	d