

Self-study

Mary Underwood &  
Pauline Barr

# Listeners

Series B: Work

Pack B4

**AT YOUR SERVICE**  

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**WORKING IN SHOPS**

**Oxford University Press**

Series B: Work

# LISTENERS

Mary Underwood and Pauline Barr

AT YOUR SERVICE  
WORKING IN SHOPS

Oxford University Press

1982

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*The 'Listeners' Programmes:*

Extract recordings by Mary Underwood  
Presentation by Brian Redhead, Anna Barry and  
Diana Bishop  
Studio production by Dianne Kenny  
Songs and music by Rod Smith  
Music recordings by Steve Hall and friends

*The 'Listeners' Illustrations*

Drawings by Patricia Capon; Clive Spong  
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The Authors wish to thank the many people who  
allowed them to record their conversations and  
helped them in many other ways.

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## What are 'Listeners'?

A series of listening programmes on cassette, designed to be used by students working on their own. Each cassette contains two programmes lasting 30 minutes each; and the book which goes with the cassette contains the notes and exercises for both programmes.

## What's the aim of 'Listeners'?

'Listeners' give you the opportunity to hear, and learn to understand, 'the real thing'—English as native speakers use it when they talk to each other. To get the most out of the programmes, you should use the book and do the exercises at the same time as you listen. After that, listen to the programme again just for pleasure.

## What's in the programmes?

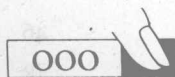
Conversations, discussions, interviews and stories about the topic of the programme. These 'Extracts' are linked together in the programme by the presenter's commentary and by songs and music; another speaker gives you the instructions.

## What's in the books?

Short introductions to the Extracts; Notes on the language used by the speakers; Exercises to help you understand them; the Transcript of the Extracts; the Answers to the exercises where they are needed; and the Words, if any, of the songs.

## How do you use 'Listeners'?

- 1 The book will tell you when to listen to your tape. As you read through, you will come to the words 'Start your tape' and see a symbol in the margin; you must start your tape whenever you come to that symbol.
- 2 The tape will tell you when to read your book. As you listen, you will hear the words 'Stop your tape and read about Extract A' or 'Stop your tape and do Exercise A', and then you will hear three musical notes; you must stop your tape and read your book whenever you hear those notes.
- 3 If you have a counter on your cassette recorder, set it at 000 when you begin the programme. Then, whenever you see the symbol in the margin, write the counter number in the box before you press the



button. This will help you to find the correct place if you want to rewind the tape and listen again.

- 4 *The Extracts.* These are the parts of the programme you must listen to most carefully. Don't worry if you don't understand everything you hear, but do rewind your tape and listen again if you haven't understood enough to do the exercises. You will hear people with all kinds of accents, some speaking slowly, others more quickly. Remember that, in order to benefit from the programmes and to enjoy them, you don't need to understand every word the speakers say.
- 5 *The Notes.* Many of the Extracts have notes on the language used by the speakers. Study these notes *before* you listen to the Extracts; they will help you to understand.
- 6 *The Exercises.* These are designed firstly to help you practise listening and to focus your attention on the Extracts, and also, in some cases, to help you find out how well you have understood. Some of the exercises should be done *before* you listen to the Extract, others *after* you listen, and others *while* you are listening; the book tells you when and how to do them. Also, some of the exercises are recorded on the tape; again, the book will tell you how to do them.
- 7 *The Transcript.* This is a printed version of the exact words of the speakers in each Extract. Try not to look at the Transcript until after you have listened to the Extract and done the exercises.
- 8 *The Answers.* The answers to some of the exercises are printed after the Transcript; the other exercises do not have a definite or 'correct' answer—they depend on your opinions or imagination. Don't look at the answers until you have done the exercises.

**Remember these two rules:**

Read until you see the symbol



Listen until you hear the notes





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A black and white photograph of a man in a dark jacket leaning on a Shell gas pump. The man is looking towards the camera with a slight smile. The gas pump has a sign with the Shell logo and the word "SHELL". In the background, there are signs for "UNIPART OIL" and "WE SERVE YOU".

000

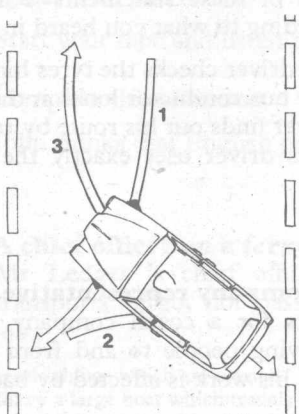
# AT YOUR SERVICE

Start your tape and listen.

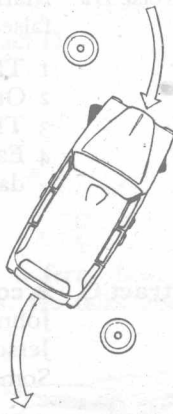
## Part 1 On the move

### Extract A A taxi driver.

John describes how taxi drivers in London have to pass various tests in order to get a taxi driver's licence.



a three-point turn within narrow white lines



reversing between skittles

**Richmond** a suburb in West London.

**to do manoeuvres** to turn your car.

**you've failed miserably** you've failed the test badly.

Start your tape and listen to Extract A.

### Exercise A

John mentions two tests that he had to pass. Write a sentence describing what he had to know to pass the first test, and a sentence describing what he had to do to pass the second test.

### Extract B A bus driver.

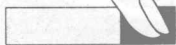
Nick talks about driving a London bus.

**Hampton Court, Hammersmith** places in West London.



Exercise B1 Fill in the missing words by listening to Extract B.

- 1 place buses are kept: g . . . . .
- 2 used for stopping a bus: b . . . . .
- 3 piece of paper telling the driver which way to go:  
t . . . . . c . . . . .
- 4 collect passengers: p . . . . . u . . . . .



Start your tape and listen to Extract B.

Exercise B2 Mark each of these statements T for true or F for false, according to what you heard in Extract B.

- 1 The bus driver checks the tyres himself.
- 2 Only the bus conductor looks at the seats.
- 3 The driver finds out his route by radio.
- 4 Each bus driver uses exactly the same route each day.

Extract C A coach company representative. (1)

John works for a coach company on the island of Jersey, driving people to and from the local airport. Sometimes his work is affected by bad weather.

**chaos** disorder.

**came in** here, landed.

**utter chaos** very disorganized.

**irate** angry.

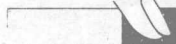
Exercise C Complete this page from John's daily report as you listen to Extract C.

Reported for work at: .....

Early morning weather: .....

Number of coach passengers before midday: .....

Busiest time of day: .....



Start your tape and listen to Extract C.

**Extract D A coach company representative. (2)**

John talks about his passengers.

**have a good moan** complain.

**laugh it off** decide it isn't important.

**Exercise D1** Do you think English people complain much when they're travelling? Listen to Extract D to find out whether John agrees with you. Remember not to worry about anything else he says; just find out if he agrees with you or not.



Start your tape and listen to Extract D.

**Exercise D2** Complete this sentence:

John thinks that English people ...

**Extract E A chief officer on a ferry.**

Mr Ledger is chief officer on a ferry boat which transports cargo, not passengers. He talks about his job.

**loads** things which are carried.

**ferry** a large boat which travels a short distance and back again.

**the cargo** the goods carried on a ship.

**stowage** here, space where loads are put on the boat.

**60 feet** approx. 18 metres.

**to cater for** here, to take.



a dump lorry

**Exercise E1** Complete this sentence by listening to Extract E.

Mr Ledger is responsible to the captain for doing everything on the ferry except ...



Start your tape and listen to Extract E.

**Exercise E2** On the next page is part of the transcript of Extract E. Listen to the Extract again until you find the right part

and then complete the transcript. Stop your tape while you write.

'A lot of my work .....  
on the ship, erm, with....., planning the  
stowage and making the best possible use of .....  
....., and there are things ranging from .....  
.....  
and you must ..... of all the space.  
We also ..... very big .....  
..... and this sort of thing and .....  
and our ship .....  
heavy loads.'

## Part 2 In the air



Start your tape and listen.

### Extract F A Jumbo Jet air hostess. (1)

Kay talks about receiving instructions about a flight before getting on the plane.

**briefed** given instructions.

**C.S.O.** Chief Service Officer.

**guy** (informal) man.

**lay down** here, give instructions.

**invalids** sick people.

**you dread to hear** you don't look forward to hearing.

**leap off to** here, go to, hurry to.

**it's catered** here, all the food and drink is already on board the plane.

### Exercise F

Before you listen to Extract F, make a list of four things which you think the Chief Service Officer would tell his air hostesses before they get on the plane. While you are listening to the Extract, tick any items on your list that Kay mentions and add anything she mentions that is missing from your list.



Start your tape and listen to Extract F.

## Extract G A Jumbo Jet air hostess. (2)

Kay explains the preparations which the air hostesses have to make once they are on the plane.

**in-flight entertainment leaflets** printed information about what music, films, etc. are available for the passengers during the flight.

**sussing out** (colloq.) working out, deciding.

**special diets** special food.

**galley** kitchen on board a ship or plane.

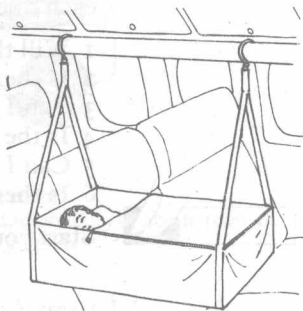
**row** a line of seats.

**cabin crew** the people (steWARDS, hostesses etc.) who look after the passengers during the flight.

**flight deck** where the plane is controlled from.

**the PA announcements** the 'public address' announcements, messages recorded on tape to be played to the passengers.

**evacuation signal alarms** a special sound to warn people to leave the plane in case of danger.



a carry-cot

**Exercise G** Make a list of four things which you think the air hostesses would do before the passengers get on the plane. While you are listening to the Extract, tick any items on your list that Kay mentions and add anything she mentions that is missing from your list.



Start your tape and listen to Extract G.

## Extract H A flight announcement.

An air hostess welcomes passengers on board a British Island Airways aeroplane flying to Southampton.

**Start Herald** the name of the plane.

**altitude** height.

**8000 feet** approx. 2500 metres.

**cruising** travelling.

**250 miles per hour** approx. 400 kilometres per hour.

**at the rear** at the back.

**spirits** alcoholic drinks such as whisky, brandy, etc.

**minerals** soft drinks.

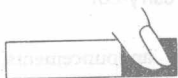
**Exercise H** Imagine you are a passenger on the aeroplane going to Southampton. Listen to the announcement to find the answers to these questions. Write 'Yes' or 'No' next to each question.

- 1 Will the plane arrive in less than an hour?
- 2 Is there anything I can read during the flight?
- 3 Can I smoke in this seat on the left of the cabin?
- 4 Is the toilet at the back?
- 5 Can I buy duty-free spirits?
- 6 Is there more than one hostess?



Start your tape and listen to Extract H.

### Part 3 At your door

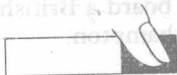


Start your tape and listen.

#### Extract I A postman.

- gear here, clothing.
- pull-ups here, waterproof trousers.
- et cetera and so on.
- hazards difficulties.
- mail letters.

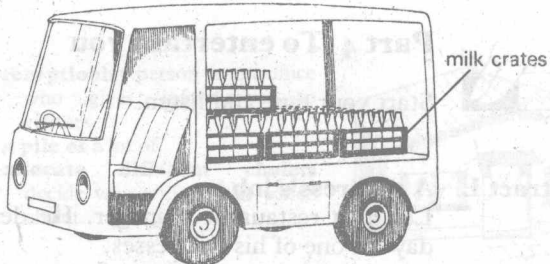
**Exercise I** Postmen in Britain are given protective clothing against rain and snow. Write down three or four items this might include, e.g. waterproof boots. As you listen to Extract I, tick any items on your list which the postman says he actually uses.



Start your tape and listen to Extract I.

#### Extract J A milkman. (1)

Most families in Britain have bottles of milk delivered to their doorstep every day by people like John, a milkman. The milk is paid for once a week, usually on Fridays.



a milk truck

**40 pounds a piece** approx. 18 kg each.  
**close on a ton** nearly a ton i.e. 2240 pounds, or about 1000 kg.  
**produce** here, butter, cream and yoghurt.  
**melted** turned to liquid.



Start your tape and listen to Extract J.

**Exercise J**

Answer these questions. Listen to Extract J again if you need to.

- 1 When does John take his dog for a walk?
- 2 How does he get to work?
- 3 Which part of his job needs a lot of physical effort?
- 4 What else does he deliver, besides milk?
- 5 What time of year is it?

**Extract K**

**A milkman. (2)**

John explains that there's more to being a milkman than just delivering milk.

**book work** here, working out how much the customer owes.  
**balance (the books)** complete the book work.  
**hang on** here, wait a minute.



Start your tape and listen to Extract K.


**Exercise K**

Answer these questions. Listen to Extract K again if you need to.

- 1 What does John think is the hardest part of his job?
- 2 When does he balance his books?
- 3 What time does he finish work on Fridays?
- 4 What would happen if he didn't balance his books?



## Part 4 To entertain you

 Start your tape and listen.

### Extract L A waitress's job.

Len is a restaurant manager. He describes a normal day for one of his waitresses.

**guests** here, customers.

**clearing up** here, removing dirty dishes, etc.


**relaying** carrying things.

**rolls** small pieces of bread.

**shift** a length of time at work.

• Exercise L Below is a list of things a waitress in Len's restaurant does every day. Fill in the missing times as you listen to Extract L.

	Starts at	Finishes at
Serves breakfast to guests and clears up		
Has her own lunch		
Gets ready to serve a lunch to guests		
Serves lunch to guests		
Has her own evening meal		
Serves evening meal to guests		

 Start your tape and listen to Extract L.

### Extract M A holiday camp hostess. (1)

Holiday camps are popular places for British families who want to have a holiday together. The holiday-makers live in small family chalets and there's usually a swimming pool, a dance-hall, a large dining-room and so on. Naturally, holiday-makers sometimes complain. When they do, 'hostesses' like Julie try to sort out the problem.

**receptionist** person in an office who gives information to visitors.

**a pile of** a lot of.

**allocate different chalets** decide who will stay in which chalet.



a chalet

**Exercise M1** Below are five words or phrases from Extract M. Each has three possible explanations. As you listen to Extract M, tick the right explanation. Your dictionary won't help you much with this; you must listen carefully to the Extract.

1 'season' means:

- A the time of year.
- B add salt and pepper.
- C summer.

2 'the table seating' means:

- A the chairs in the dining-room.
- B where people sit in the dining-room.
- C where the table is in the dining-room.

3 'reservation forms' means:

- A pieces of paper.
- B places to sit.
- C classes of people.

4 'queries' means:

- A odd people.
- B feeling ill.
- C questions.

5 'trips' means:

- A journeys to visit somewhere.
- B falls over something.
- C makes the alarm ring.

Start your tape and listen to Extract M.

**Exercise M2** Write down three things which are part of Julie's job. Listen to Extract M again if you need to.

## Extract N A holiday camp hostess. (2)

Julie explains about her job in more detail.

**a couple of them** two of them.

**a bit tricky** (colloq.) difficult.

**it's up to you to** it's your job to.

**take everything out on you** (colloq.) blame you for everything.

**can't stand it** can't tolerate it, can't bear it.

**smile sweetly** smile nicely, as if you're happy.

**hold on** wait.

**to mix with people** to meet people.

**Exercise N1** Imagine you have Julie's job. Would you be good at it? Look at the statements below. For each one, if you agree with it put a tick (✓) in the first column. If you disagree, put a cross (x) in the first column. Don't write in the second column yet.

	Me	Julie
1 I don't mind listening to people complaining.		
2 I believe customers are always right.		
3 Customers should always be treated as if they are right.		
4 You shouldn't smile unless you really do feel happy.		
5 You should always smile when talking to customers.		
6 You should always try to help customers.		
7 I enjoy mixing with people.		

Fill in the second column for Julie by listening to Extract N.

 Start your tape and listen to Extract N.

**Exercise N2** Would you like to do Julie's job, or not? Write a sentence explaining your reasons, like this:

I would/wouldn't like Julie's job because I...

## Extract O A publican.

Joy and her husband run a pub. Joy talks about serving lunches to their customers.