

Self-study

Mary Underwood &  
Pauline Barr

# Listeners

Series B: Work

Pack B1

**MANUAL WORK**  
**OFFICE WORK**

**Oxford University Press**

# LISTENERS

Mary Underwood and Pauline Barr

## MANUAL WORK OFFICE WORK

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## MANUAL WORK

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## OFFICE WORK

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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.

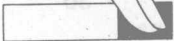


## What's in the programmes?

Conversations, discussion, interviews and stories about the topic of the programme. These 'Extracts' are linked together in the programme by the presenter's commentary; 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; and the Answers to the exercises where they are needed.

## 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







000

# MANUAL WORK

Start your tape and listen.

## Part I Skilled Work

### Extract A Building a wall.

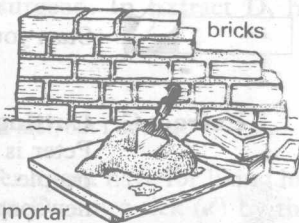
John explains what a bricklayer does and why the job needs skill.

**structural building** John probably means any building that has to be built.

**virtually** here, almost.

**it's like a painting** John is thinking of the paintings you hang on a wall or find in an art gallery.

**a fair job** quite a good job.



Start your tape and listen to Extract A.

### Exercise A

Mary asks John why she can't build a wall. Which of these sentences summarizes John's answer best?

- 1 Women can't build walls.
- 2 If you're good at painting, you'll be good at building walls.
- 3 You can, but it might not be very good.
- 4 Only bricklayers can build walls.

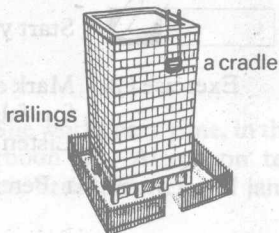
### Extract B Painting the outside of a building.

Jerry, who's Irish, explains that he often has to work from a cradle which hangs from the top of the building.

**exterior** outside.

**tower block** very high block.

**insured** If Jerry has an accident, he will get some money from an insurance company.

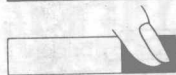


a block of flats



Exercise B As you listen to Jerry, tick (✓) the things on this chart the painters are doing on the building.

	stonework	brickwork	woodwork	railings
clean				
paint white				
paint black and white				



Start your tape and listen to Extract B.

### Extract C Cutting down trees.

Peter is a 'tree surgeon'; he cuts down trees for other people. To find customers, he puts an advertisement in a newspaper and then people telephone him.

**householders** people who live in a house and are responsible for it.  
**institutions** organizations.

**Dutch Elm disease** a disease which has killed many elm trees in Britain.

**to diagnose it** to say what is wrong with it.

**the bark** the outside part of a tree, brown in colour.

**a twig** a very thin branch.

### Exercise C1

There are four incomplete statements from Extract C recorded on your tape. Stop your tape after each one and write down something which completes the statement sensibly. There are several possible answers but you can hear what Peter actually says when you listen to Extract C. The first one is done for you as an example.

1 'I cut down trees and perhaps take off dead .....

*Possible answer: 'branches'*



Start your tape for Exercise C1 and Extract C.

### Exercise C2

Mark each of the following statements 'T' for true or 'F' for false according to what Peter says in Extract C. Listen to the Extract again if necessary.

1 Peter only works for private individuals.



- 2 Peter's business became larger when Dutch Elm disease started.
- 3 Customers often know what is wrong with their trees.
- 4 In winter it's easier to say whether a tree is dead or not.
- 5 Peter thinks his method of deciding whether a tree is dead or not applies to all trees.

### Extract D Liking the job.

Peter enjoys being a tree surgeon. In Extract D, he explains why.

**It suits me** here, I like it.

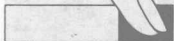
**physical** here, manual work.

**I've come to like** I didn't like it at first, but I do now.

### Exercise D

Read this list of reasons Peter might have for liking his job. As you listen to Extract D, put a tick (✓) by the reasons which Peter mentions.

- 1 He can see the results very quickly.
- 2 It's physical work.
- 3 It's difficult work.
- 4 He likes working outdoors.
- 5 It's good pay.
- 6 He works in a different place almost every day.
- 7 He's his own boss.
- 8 He likes trees.
- 9 He likes having new problems to solve.



Start your tape and listen to Extract D.

### Part 2 Unskilled Work



Start your tape and listen.

### Extract E Working in a teashop.

Philippa works as a waitress. She works part-time, in the afternoons. She serves afternoon tea. Afternoon tea usually consists of a pot of tea, bread, butter and jam, scones and perhaps cake.

**we stick to our own tables**

here, we don't serve other tables, only our own.

**take their order** find out what the customers want.

**cutlery** knives, forks and spoons.

**make up a plate of cakes** here, put a selection of small cakes on a plate.

**scone** a kind of small bun or cake.

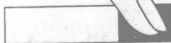
**scoop out** take out, using a large round spoon.



a hatch

Exercise E1

As you listen to Extract E, write down all the things Philippa mentions that you could eat or drink in her teashop in the afternoons.



Start your tape and listen to Extract E.



Exercise E2

Write down the words from the tape which tell you each of the following things about Philippa. You will need to listen to Extract E again to find the answers.

- 1 Philippa doesn't work in the mornings or the evenings.
- 2 It's possible to get afternoon tea in her teashop at about 2.30.
- 3 There are only two waitresses in the afternoon.
- 4 When customers come in, Philippa gives them time to decide what they want to have before she asks them.
- 5 The teashop is joined on to a cakeshop.

### Extract F Repairing the roads.

Holes or cracks in the road are repaired with tarmac or asphalt, a black, sticky mixture of tar and small stones. A skilled worker, called a tarmacor or asphalter, does this work, but he needs an assistant, who need not be a skilled worker, called a tarmacor's mate. Billy is a tarmacor's mate.

**I'm his labourer** I work for him, I assist him.

**in the yard** in the depot, the place where their equipment is kept.

**make good the paving** repair the road surface.

**pot-holes** small but deep holes, dangerous for cyclists.

**laid with** spread out with.



#### Exercise F1

There are four sentences from Extract F recorded on your tape. Stop your tape after each one and write down a question you would like to ask Billy.



Start your tape for Exercise F1 and Extract F.

#### Exercise F2

Mark each of the statements 'T' for true or 'F' for false, according to what Billy says. Listen to the Extract again if necessary.

- 1 He gets to work at 7.30.
- 2 He goes to a different place each day.
- 3 He has to make pot-holes.
- 4 He has to dig up bad pieces of road.
- 5 Billy brings the asphalt himself.

## Extract G Cleaning an office building.

Many offices in Britain are cleaned for two or three hours in the evening or early morning. In this Extract, you'll hear two women talking about cleaning parts of an office building.

**passage** a corridor, where you walk to go from one room to another.

**buff** polish.

**had nobody on here** had no-one working here.

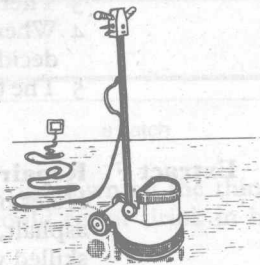
**the lady left** the lady left the job, resigned.

**four short** short of four workers, needing four other workers.

**I do the library** I clean the library.

**the printers** The cleaners work for a company which prints and publishes books.

**the tops** the surfaces of tables, desks etc.



a polisher

### Exercise G

As you listen, make notes to help you answer the following questions. Then, when you have heard all of the Extract, write your answers.

- 1 How much of the passage does each lady clean?
- 2 Is it officially part of their job to clean this passage?
- 3 Why are they cleaning it?
- 4 Which parts of the library are cleaned regularly?

Start your tape and listen to Extract G.

### Part 3 Working with others

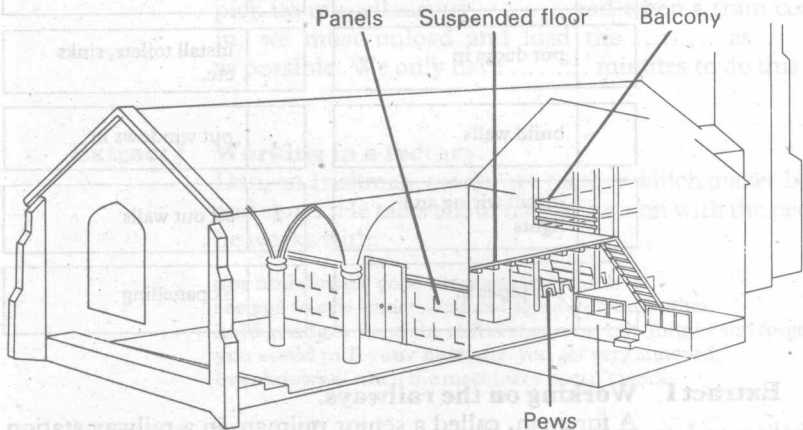
Start your tape and listen.

### Extract H

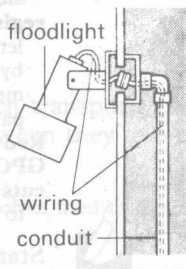
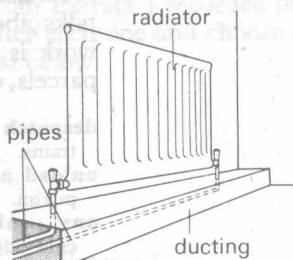
#### Working on a building site.

Jim is a building foreman. He is responsible for organizing the work of the other workers – the bricklayer, the electrician, the plumber, etc. In this Extract he talks about organization on *any* building site

and also about the work he's doing at the moment – converting an old church into a community centre.



- in a sequence** in a special order.
- set out (the walls)** mark the position of the walls.
- the concreter** the worker who lays the concrete (a mixture of small stones, sand, cement and water which goes hard).
- carpenter** a person skilled in working with wood.
- fitter** a person skilled in working with pipes.
- plumber** a person skilled in installing toilets, baths, sinks.
- a nightmare** here, something very difficult and worrying.
- a shambles** a mess.
- timber** large pieces of wood.
- the lads** here, the other workers.
- the drawings and specifications** the plans and details of the job.



Start your tape and listen to Extract H.

### Exercise H

Number the jobs on the next page in the order in which they should be done according to the foreman. The first job is numbered for you.



lay concrete floors	put suspended floor in
put doors in	install toilets, sinks etc.
build walls	put windows in
install wiring and lights	1 set out walls
put pipes in	fix panelling

### Extract I Working on the railways.

A foreman, called a senior railman, in a railway station talks about his responsibilities at work. Much of his work is concerned with seeing that the post (letters, parcels, etc.) is taken off or put on the trains.

**despatch of trains** sending off trains.

**unload and load** take off and put on.

**any miscellaneous parcels** odd parcels, parcels lying alone, not among others.

**registered parcels** Parcels and letters can be sent, at extra cost, by 'registered post', which means that compensation is paid if they are lost.

**Red Star service** a fast postal service.

**GPO** General Post Office.

**cuts the train time down** reduces the amount of time the train has to wait at the platform.



a barrow

Start your tape and listen to Extract I.

**Exercise I** Below is a summary of Jack's job. Write down the missing words. Listen to the Extract again if necessary.

'I'm a ..... I'm responsible for looking after the

....., the arrival and despatch of ....., unloading and ..... the trains, and also the other railmen. My men have to keep the platform ....., empty the ....., pick up miscellaneous ....., and when a train comes in, we must unload and load the ..... as ..... as possible. We only have ..... minutes to do this.'

### Extract J Working in a factory.

Dan, an Irishman, works in a factory which makes boots and shoes. He talks about how he gets on with the people he works with.

**ups and downs** good times and bad times.

**see eye to eye** understand and agree with each other.

**hold grudges** continue to feel angry, i.e. not 'forgive and forget'.

**you could pull your hair out** you get very annoyed.

**breakdowns** when the machinery doesn't work.

Exercise J There are three sentences from Extract J recorded on your tape. Stop your tape after each one and choose a suitable comment from the list below.

Really?

I see.

No.

Don't you?

Tell me about them.

Start your tape for Exercise J and Extract J.

### Extract K Working in a team.

Brian works for a company which transports people's furniture and other possessions when they move from one house to another.

**a crew** a group, a team. The word is often used to describe the sailors on a ship.

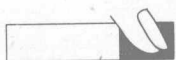
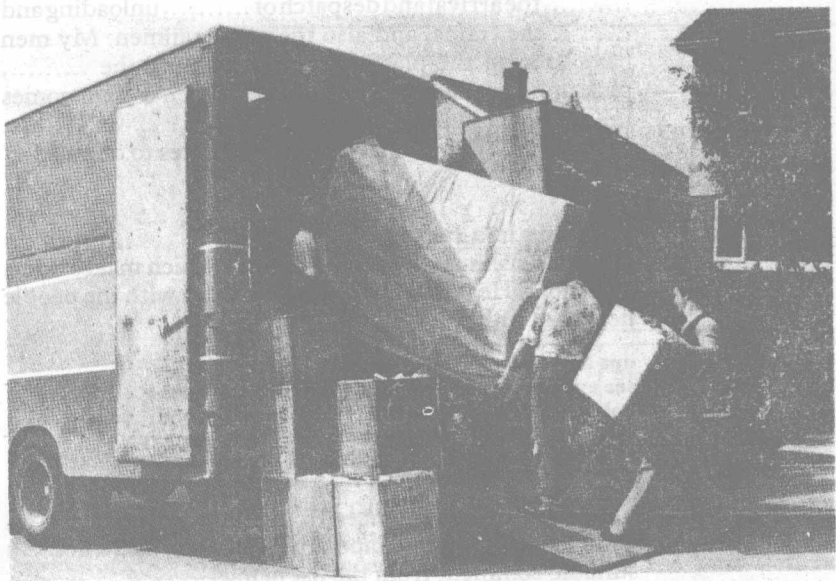
**the foreman** the leader of the team.

**a packer** a person who packs things.

**china** plates, cups etc. made from white clay.

**Dresden** a kind of fine china.

**packing it on to the van** putting the things in the removal van.



Start your tape and listen to Extract K.

#### Exercise K

Brian says that there are four people in a crew. Write a sentence describing what each of the four does.

### Part 4 Working alone



Start your tape and listen.

#### Extract L

##### The garage owner.

Adrian owns a garage and works there by himself. He explains what kind of work he can do in his garage.

**crash repairs** repairs to cars which have been damaged in accidents.

**welding** using heat to join two pieces of metal.

**alternator** a piece of electrical equipment which changes the direction of the electric current.