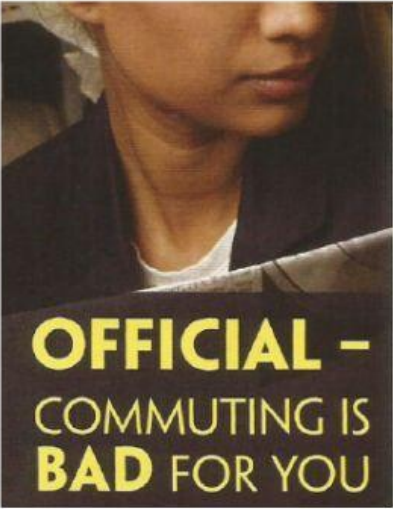


Reading:

Read and answer T or F



Millions of rail passengers have health problems because they travel on overcrowded trains. A recent study by the Rail Passengers Council measured the heart rate and blood pressure of commuters on trains which were crowded. As a result of the poor conditions of their journey to work, they were stressed even before they arrived at the office.

Another problem is that trains are often delayed or cancelled without warning. The combination of uncomfortable trains and unreliable services can cause a level of tension which is dangerous. Regular commuters can suffer from high blood pressure, anxiety or even fatal heart conditions as a result. On top of all this, their season tickets are not cheap. They pay high prices for a poor service and this makes commuters very angry.

For the rail companies, it is cheaper to pay fines than to provide longer trains. Putting on an extra carriage is not profitable for a train company. It's not worth making the passengers' lives more comfortable. Most of the companies prefer to pay a small fine for overcrowding.

- 1- Trains are the best way to commute. They're cheap, safe and comfortable.
- 2- People who take trains regularly can suffer different diseases like high blood pressure, anxiety or heart illnesses.
- 3- Passengers get upset because of the cost of the tickets.
- 4- Rail companies are worried about fines. They never pay them because of the high price.

Vocabulary:

Complete this text about eating out in someone's country with words from the list.

order fish tip coffee bill

When a visitor comes to my part of the country, we normally go to a traditional restaurant. We eat a lot of ¹ _____ here, so visitors usually ² _____ a local dish to try. At the end of the meal it's normal to have a ³ _____. Of course, the host always pays the ⁴ _____ and it's normal to leave a ⁵ _____. About 10% is right, but only if the service was good!

Listening:



1.18–1.21 Listen again and complete the sentences.

Situation 1

- a** Oh, dear. _____ . Hello?
b Alan, I'm fine. Listen, I'm at lunch. Can I _____
_____ later?
c All right, Jake. _____ later, then.
d Sorry _____ .

Situation 2

- e** Hello, Della. _____ Chris _____ .
f Chris. _____ ?
g Yes, but _____ . It can wait till tomorrow.
h Thanks. _____ tomorrow. I have all the
documents ready. Bye.

Situation 3

- i** When you finish your exercise class, can you _____
_____ ?

Situation 4

- j** Hi, darling, _____ the 6.30. There was a delay.
k Can you _____ ? Or I can get a taxi.

Business communication

Complete this conversation with expressions from the list.

Can I get you something? Please take a seat.
Can I join you? Please excuse me. See you later.
That's right. What do you think of it?
Is this your first time?

- A ²³ _____
- B Yes, of course. ²⁴ _____
- A Thanks. I hear you work for United Care Insurance.
- B ²⁵ _____ Do you know someone there?
- A I worked for them about five years ago.
- B How interesting.
- A Then I left and became a sales manager at Cover Shield. ²⁶ _____
- B No, thanks. I'm fine.
- A ²⁷ _____ at this conference?
- B Yes, it is.
- A ²⁸ _____
- B It's good. Today was interesting. I'm sorry but I have to go now. ²⁹ _____
- A Sure. Nice talking to you.
- B Yes, and you. ³⁰ _____