LISTENING

1 Listen to the conversation. Choose the correct answer.

1 If James isn't telling the truth, he'll have to take the college course again.

A True B False

2 If Fabio speaks to their teacher, everything will be all right.

A True B False

3 If Fabio meets James, it'll make things better.

A True B False

4 If Fabio doesn't find James at the park, he'll leave him a voicemail.

A True B False

5 If James isn't really ill, he'll explain.

A True B False

2 Listen to five people asking for advice. Choose the best advice for each speaker.

Speaker 1	A You should call a taxi immediately.
Speaker 2	B You should speak to your boss another day.
Speaker 3	C You shouldn't see the film.
Speaker 4	D You shouldn't call the police.
Speaker 5	E You should visit a pharmacy.

READING

1 Read the article and tick (✓) A, B, or C.

The long journey home

Last month a computer problem at London's Heathrow airport caused problems with air travel around the world. We interviewed three people about their journeys.

Fumi Watanabe, 37

'It was very stressful. There was no information at the airport. I wanted to know: 'Will there be flights tomorrow? Will the airline give us our money back?' The information desk didn't have any answers, which was really annoying. They should have a plan for this sort of thing. There were thousands of people, all trying to change their journeys at the same time. Some people got angry with the airline workers, which was mean – they were only trying to do their job. I decided to stay at the airport. I thought, 'If a plane arrives, I'll be first in the queue.' I lived in the airport for the next 16 hours. The food was OK, and I even found some showers. It was all very expensive but I kept my receipts. When I finally arrived home, nearly two days late, I was exhausted.'

Charles Henley, 54

'People ought not to panic in these situations. But we do. It's normal human psychology. If we feel trapped, we try to run away or we get angry. That's why people sometimes get angry in traffic jams – they just want to escape. This happens even if we're not physically trapped – so although we are

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not in danger, we still feel that running is a good idea. The best thing to do, usually, is to stay where you are. I was in Madrid on business when the computers at Heathrow broke down. I didn't go to the airport, I phoned my hotel straight away and booked three extra nights. With my laptop and good wi-fi I could still work easily.'

Rocco Martinez, 25

'When the computer problem began, I was already at the airport. I'd been on holiday in Istanbul for a week but I'd travelled by ferry from Turkey to Greece especially so I could see Athens. Everyone was very upset. You could hear people asking, 'What should we do?' I had to get home to Romania because I had a job interview that Tuesday. Well, if you don't help yourself, you won't get anywhere in this life. I stood on my chair and shouted, 'Is anyone trying to travel to Bucharest?' Lots of people put their hands in the air. We stood together and made a new plan. In the end, I rented a car with a business woman and a student from Bucharest University. We divided the cost equally between the three of us. Although the journey was a little bit stressful, I found it exciting. It was a great story to tell at my interview – and my new boss is pleased that I'm good at solving problems.

1 Fumi thought the information desk _____ the situation.

A wasn't prepared for B didn't understand C should fix

2 Fumi's plan was to _____.

A return to her hotel travel by train C stay at the airport

3 Fumi was delayed at the airport for _____.

A two days B 16 hours C one night

4 According to Charles, it's _____ to get angry in these situations.

A unusual B normal C difficult

5 Charles compares the situation at the airport with _____.

A being stuck in traffic B a computer problem at his office C exercising

6 When the computer problem started, Charles _____.

A called his hotel B called his office C called his family

7 Rocco had been in Athens _____.

A for a week B on holiday C at an interview

8 Rocco wanted other people to _____ him.

A make a decision for B pay for C make a new plan with

9 At his job interview, Rocco's story _____.

A made a good impression B had no effect C made his boss smile

2 Write *F* for Fumi, *C* for Charles, or *R* for Rocco.

1 'You shouldn't panic.' _____

2 'You shouldn't get angry with the airline workers.' _____

3 'I was worried about the cost.' _____

4 'You should try to finish your journey a different way.' _____

5 'How we behave is the result of our psychology.' _____

6 'I solved the problem with some other passengers.' _____

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