

# Real

## Listening & Speaking 1

with answers

**Miles Craven**

Cambridge University Press  
978-0-521-70198-3 - Real Listening and Speaking 1 with Answers  
Miles Craven  
Frontmatter  
[More information](#)

---

CAMBRIDGE UNIVERSITY PRESS

Cambridge, New York, Melbourne, Madrid, Cape Town, Singapore, São Paulo, Delhi

Cambridge University Press  
The Edinburgh Building, Cambridge CB2 8RU, UK

[www.cambridge.org](http://www.cambridge.org)  
Information on this title: [www.cambridge.org/9780521701983](http://www.cambridge.org/9780521701983)

© Cambridge University Press 2008

This publication is in copyright. Subject to statutory exception and to the provisions of relevant collective licensing agreements, no reproduction of any part may take place without the written permission of Cambridge University Press.

First published 2008

Printed in the United Kingdom at the University Press, Cambridge

*A catalogue record for this publication is available from the British Library*

ISBN-13 978-0-521-70198-3

Cambridge University Press has no responsibility for the persistence or accuracy of URLs for external or third-party internet websites referred to in this publication, and does not guarantee that any content on such websites is, or will remain, accurate or appropriate.

# Contents

<b>Map of the book</b>	4
<b>Acknowledgements</b>	6
<b>Introduction</b>	7
<b> Social and Travel</b>	
<b>Unit 1</b> Where are you from?	10
<b>Unit 2</b> Do you need any help?	14
<b>Unit 3</b> I'll have pizza, please	18
<b>Unit 4</b> This is your room	22
<b>Unit 5</b> One first class stamp	26
<b>Unit 6</b> I don't feel very well	30
<b>Unit 7</b> Your passport, please	34
<b>Unit 8</b> A single room, please	38
<b>Unit 9</b> When is the next train?	42
<b>Unit 10</b> There's so much to see!	46
<b>Review 1</b>	50
<b> Work and Study</b>	
<b>Unit 11</b> I'll do it straight away	52
<b>Unit 12</b> When can you deliver?	56
<b>Unit 13</b> I'll put you through	60
<b>Unit 14</b> Are there any questions?	64
<b>Unit 15</b> What's your opinion?	68
<b>Unit 16</b> I'll hand it in tomorrow	72
<b>Review 2</b>	76
<b>Appendix 1</b> Useful language	78
<b>Appendix 2</b> Pronunciation features	84
<b>Appendix 3</b> Speaking strategies	85
<b>Appendix 4</b> Learning tips	86
<b>Appendix 5</b> Presentation evaluation	88
<b>Audioscript</b>	89
<b>Answer key</b>	101

# Map of the book

	Unit number	Title	Topic	How to ...
Social and Travel	1	Where are you from?	Meeting people	<ul style="list-style-type: none"> <li>introduce yourself in formal and informal situations</li> <li>ask and answer questions about basic personal information</li> <li>begin a social conversation and respond appropriately</li> <li>greet people and say goodbye in a variety of ways</li> </ul>
	2	Do you need any help?	Shopping	<ul style="list-style-type: none"> <li>ask an assistant for help in a shop or market</li> <li>ask questions in a clothes shop (size, price, etc.)</li> <li>show you understand</li> <li>understand numbers and prices</li> </ul>
	3	I'll have pizza, please	Food and eating out	<ul style="list-style-type: none"> <li>order a meal in a restaurant</li> <li>ask about dishes on the menu</li> <li>talk about food and express your opinion</li> <li>ask about food and describe different dishes</li> </ul>
	4	This is your room	Staying with a family	<ul style="list-style-type: none"> <li>greet people and make introductions</li> <li>understand directions</li> <li>understand rules</li> <li>ask for permission</li> <li>talk about a study abroad experience and give your opinion</li> </ul>
	5	One first class stamp	Banks, post offices, and bureaux de change	<ul style="list-style-type: none"> <li>ask about and understand services in a bank</li> <li>ask about services and send different types of mail in a post office</li> <li>accept or decline services</li> <li>change money, ask about exchange rates and commission</li> </ul>
	6	I don't feel very well	Health	<ul style="list-style-type: none"> <li>explain common health problems</li> <li>ask for medication and understand basic instructions at a chemist's</li> <li>express sympathy and give advice on health problems</li> <li>make an appointment and confirm important details</li> </ul>
	7	Your passport, please	At an airport	<ul style="list-style-type: none"> <li>check in at an airport and go through immigration</li> <li>provide information and give clear answers</li> <li>ask for information about transport, facilities, etc.</li> <li>greet friends and people you don't know</li> </ul>
	8	A single room, please	Hotels	<ul style="list-style-type: none"> <li>ask about services and facilities in a hotel</li> <li>check into a hotel and talk about your room</li> <li>make a complaint in a hotel</li> </ul>

## Map of the book

	Unit number	Title	Topic	How to ...
Social and Travel	9	When is the next train?	Travelling by train or bus	<ul style="list-style-type: none"> <li>ask about travel details</li> <li>understand the time</li> <li>ask for and give directions</li> <li>check information to make sure you understand</li> </ul>
	10	There's so much to see!	Tourism	<ul style="list-style-type: none"> <li>ask for information at a Tourist Information Office</li> <li>make and respond to suggestions</li> <li>follow a guided tour</li> <li>talk about places you visit on holiday</li> </ul>
Work and Study	11	I'll do it straight away	Helping customers and colleagues	<ul style="list-style-type: none"> <li>offer to help customers</li> <li>take messages and pass messages on</li> <li>understand and follow instructions</li> <li>politely ask people not to do something</li> <li>say goodbye to visitors</li> </ul>
	12	When can you deliver?	Goods and services	<ul style="list-style-type: none"> <li>ask about products and services</li> <li>make and respond to requests</li> <li>place an order for a product</li> <li>compare products and choose between alternatives</li> </ul>
	13	I'll put you through	Phone calls	<ul style="list-style-type: none"> <li>make and receive telephone calls</li> <li>take and leave messages</li> <li>spell names and addresses, and say telephone numbers</li> <li>leave voicemail messages</li> </ul>
	14	Are there any questions?	Talks and presentations	<ul style="list-style-type: none"> <li>understand the organization of a presentation or talk</li> <li>recognize signposts that speakers use</li> <li>listen for stress on important words to help you understand</li> <li>talk about a presentation</li> </ul>
	15	What's your opinion?	Seminars and expressing opinions	<ul style="list-style-type: none"> <li>ask for clarification, and explain what you mean</li> <li>agree and disagree with others</li> <li>give your opinion and ask other people's opinions</li> <li>interrupt someone to make a point</li> </ul>
	16	I'll hand it in tomorrow	Class schedules	<ul style="list-style-type: none"> <li>ask about and understand schedules</li> <li>understand announcements about lectures</li> <li>understand instructions for homework</li> <li>apologize for delays</li> </ul>

# Acknowledgements

The author would like to thank all the Cambridge University Press team involved in the development of *Real Listening & Speaking* for their commitment, enthusiasm and outstanding support; especially Nóirín Burke, Roslyn Henderson, Caroline Thiriau, Linda Matthews and Martine Walsh. Very special thanks also to Sheila Dignen, Hilary Ratcliffe and Claire Thacker for their excellent editing, and to Bell International for the use of their wonderful facilities. Finally, I would like to thank Jessica for her love, patience and support, which make all things possible.

## The author and publishers are grateful to the following reviewers for their valuable insights and suggestions:

Kathryn Alevizos, UK  
 Steve Banfield, United Arab Emirates  
 Vanessa Boutefeu, Portugal  
 Nigel Daly, Taiwan  
 Rui da Silva, London  
 Rosie Ganne, UK  
 Barbara Gardner, UK  
 Peter Gray, Japan  
 Jean Greenwood, UK  
 Hebe Gomez, Spain  
 Philip Lodge, United Arab Emirates  
 Dr Zbigniew Mozejko, Poland  
 Paul Seligson, UK  
 Raymond Sheehan, United Arab Emirates

## The publishers are grateful to the following for permission to reproduce copyright photographs and material:

Key: l = left, c = centre, r = right, t = top, b = bottom

Alamy/©Janine Wiedel Photolibrary for p. 32 /©Krzysztof Gapys for p. 38 (c) /©Ian Dagnall for p. 48 (tl) /©World Pictures for p. 48 (bl) /©Up The Resolution for p. 64; Corbis Images/©Jose Fuste Raga for p. 38 (l) /©Theo Allofs/Zefa for p. 38 (r) /©Tom Grill for p. 47 /©MediImages for p. 54; DHL for p. 56 (c); Dinodia@LinkIndia for p. 56 (l); Getty Images/©Dorling Kindersley for p. 48 (r); Panos/©Marie Dorigny/Editing for p. 69; Photolibrary/©Tony Robins for p. 18 (t) /©PhotoDisc for p. 34; Punchstock/©Bananastock for p. 10 (tl) /©Blend Images for p. 10 (tc) /©Image 100 for p. 25 /©Somos for p. 60 /©Bananastock for p. 72; Rex for p. 48 (br), p. 56 (r); Shutterstock/©Kharidehal Abhirama Ashwin for p. 10 (tr) /©David Burrows for p. 16, /©Kevin Wang for p. 48 (tr).

## Illustrations:

Kathy Baxendale pp. 28, 43b, 44, 46, 49; Mark Duffin pp. 15, 17, 18, 20, 24, 34, 42, 43t, 57, 59, 73; Stuart Holmes pp. 11, 29, 40, 52; Kamae Design pp. 23, 36, 39; Katie Mac pp. 14, 21, 30, 37; Laura Martinez pp. 12, 22, 26, 38, 55, 68; Julian Mosedale pp. 19, 35, 41, 66, 71; Valeryia Steadman pp. 10, 27, 31, 62, 74

**Text design and page make-up:** Kamae Design, Oxford

**Cover design:** Kamae Design, Oxford

**Cover photo:** © Getty Images

**Picture research:** Hilary Luckcock

# Introduction

## To the student

### Who is *Real Listening & Speaking 1* for?

You can use this book if you are a student at elementary level and you want to improve your English listening and speaking. You can use the book alone without a teacher or you can use it in a classroom with a teacher.

### How will *Real Listening & Speaking 1* help me with my listening and speaking?

*Real Listening & Speaking 1* contains practical tasks to help you in everyday listening and speaking situations, e.g. at the shops, in a restaurant or travelling away from home. It also gives practice of listening and speaking in a range of work and study situations. It is designed to help you with listening and speaking tasks you will need to do when communicating in English, at home or abroad.

The exercises in each unit help you to develop useful listening skills such as listening for opinions, listening for details, and listening for the main idea. There are also lots of practical speaking strategies and tasks to help you improve your ability to communicate, and pronunciation activities too.

### How is *Real Listening & Speaking 1* organized?

The book has 16 units and is divided into two sections:

- Units 1–10 – social and travel situations
- Units 11–16 – work and study situations

Every unit has:

- *Get ready to listen and speak*: introduces you to the topic of the unit
- *Learning tip*: help you improve your learning
- *Class bonus*: is an exercise you can do with other students or friends
- *Speaking strategy*: gives you useful language and strategies for communicating
- *Speak up!*: gives you practice of speaking in real situations
- *Extra practice*: gives an extra exercise for more practice
- *Can-do checklist*: helps you think about what you learnt in the unit

Most units also have:

- *Focus on*: helps you study useful grammar or vocabulary
- *Did you know?*: gives you extra information about vocabulary, different cultures, or the topic of the unit
- *Sound smart*: helps you with pronunciation

After each main section there is a review unit. The reviews help you practise the skills you learn in each section.

At the back of the book you can find:

- *Appendices*: contain lists of *Useful language* for every unit and more ideas about how to improve your listening and speaking.
- *Audioscript*: includes everything that you can hear on the audio CDs and gives information about the nationalities of the speakers.
- *Answer key*: gives correct answers and possible answers for exercises that have more than one answer.

### How can I use *Real Listening & Speaking 1*?

The book is in two sections; *Social and Travel*, and *Work and Study*. The units at the end of each section of the book are more difficult than the units at the beginning of each section. However, you do not need to do the units in order. It is better to choose the units that are most interesting for you and to do them in the order you prefer.

There are many different ways you can use this book. We suggest you work in this way:

- Look in the *Contents* list and find a unit that is useful for you.
- Go to *Appendix 1* and look at the *Useful language* for the unit you want to do. You can use a dictionary to help you understand the words and expressions.
- Do the *Get ready to listen and speak* section at the start of the unit. This will introduce you to the topic of the unit.
- Do the other exercises in the unit. At the end of each exercise check your answers in the *Answer key* (only in self-study edition).
- Try to do the listening exercises without looking at the audioscript. You can read the audioscript after you finish the exercises. Some exercises ask you to respond to what you hear. You can pause the CD to give you time to say your answer.
- If your answers are wrong, study the section again to see where you made mistakes.
- If you want to do more work on this topic, do the *Extra practice* activity.
- At the end of the unit, think about what you learnt and complete the *Can do checklist*.
- Go to *Appendix 1* and look at the *Useful Language* for the unit again.

# Introduction

## To the teacher

### What is Cambridge English Skills?

*Real Listening & Speaking 1* is one of 12 books in the *Cambridge English Skills* series. The series also contains *Real Reading* and *Real Writing* books and offers skills training to students from elementary to advanced level. All the books are available in with-answers and without-answers editions.

Level	Book	Author
Elementary CEF: A2 Cambridge ESOL: KET NQF Skills for life: Entry 2	Real Reading 1 with answers	Liz Driscoll
	Real Reading 1 without answers	Liz Driscoll
	Real Writing 1 with answers and audio CD	Graham Palmer
	Real Writing 1 without answers	Graham Palmer
	<b>Real Listening &amp; Speaking 1 with answers and audio CDs (2)</b>	<b>Miles Craven</b>
	Real Listening & Speaking 1 without answers	Miles Craven
Pre-intermediate CEF: B1 Cambridge ESOL: PET NQF Skills for life: Entry 3	Real Reading 2 with answers	Liz Driscoll
	Real Reading 2 without answers	Liz Driscoll
	Real Writing 2 with answers and audio CD	Graham Palmer
	Real Writing 2 without answers	Graham Palmer
	Real Listening & Speaking 2 with answers and audio CDs (2)	Sally Logan & Craig Thaine
	Real Listening & Speaking 2 without answers	Sally Logan & Craig Thaine
Intermediate to upper-intermediate CEF: B2 Cambridge ESOL: FCE NQF Skills for life: Level 1	Real Reading 3 with answers	Liz Driscoll
	Real Reading 3 without answers	Liz Driscoll
	Real Writing 3 with answers and audio CD	Roger Gower
	Real Writing 3 without answers	Roger Gower
	Real Listening & Speaking 3 with answers and audio CDs (2)	Miles Craven
	Real Listening & Speaking 3 without answers	Miles Craven
Advanced CEF: C1 Cambridge ESOL: CAE NQF Skills for life: Level 2	Real Reading 4 with answers	Liz Driscoll
	Real Reading 4 without answers	Liz Driscoll
	Real Writing 4 with answers and audio CD	Simon Haines
	Real Writing 4 without answers	Simon Haines
	Real Listening & Speaking 4 with answers and audio CDs (2)	Miles Craven
	Real Listening & Speaking 4 without answers	Miles Craven

### Where are the teacher's notes?

The series is accompanied by a dedicated website containing detailed teaching notes and extension ideas for every unit of every book. Please visit [www.cambridge.org/englishskills](http://www.cambridge.org/englishskills) to access the *Cambridge English Skills* teacher's notes.

### What are the main aims of *Real Listening & Speaking 1*?

- To encourage autonomous learning by focusing on learner training.
- To help students develop listening and speaking skills in accordance with the ALTE (Association of Language Testers in Europe) Can-do statements. These statements describe what language users can typically do at different levels and in different contexts. Visit [www.alte.org](http://www.alte.org) for further information.

### What are the key features of *Real Listening & Speaking 1*?

- It is aimed at elementary learners of English at level A2 of the Council of Europe's CEFR (Common European Framework of Reference for Languages).
- It contains 16 four-page units, divided into two sections: Social and Travel, and Work and Study.
- *Real Listening and Speaking 1* units contain:
  - *Get ready to listen and speak* warm-up tasks to get students thinking about the topic
  - *Learning tip* boxes which give students advice on how to improve their listening and speaking, and their learning
  - *Focus on* activities which provide contextualized
  - *Sound smart* activities which focus on pronunciation practice in particular language or vocabulary areas
  - *Class bonus* communication activities for pairwork and group work so you can adapt the material to suit your classes
  - *Did you know?* boxes which provide notes on cultural or linguistic differences between English-speaking countries, or factual information on the topic of the unit
  - *Can-do checklists* at the end of every unit to encourage students to think about what they have learnt
- It covers a wide range of highly practical activities that give students the skills they need to communicate effectively in everyday situations.
- There are two review units to practise skills that have been introduced in the units.
- It has an international feel and contains a range of native and non-native English accents.
- It can be used as self-study material, in class, or as supplementary homework material.

### What is the best way to use *Real Listening & Speaking 1* in the classroom?

The book is designed so that there is no set way to work through the units. The units may be used in any order, although the more difficult units naturally appear near the end of the book, in the *Work and Study* section.

You can consult the unit-by-unit teachers' notes at [www.cambridge.org/englishskills](http://www.cambridge.org/englishskills) for detailed teaching ideas. However, as a general guide, different parts of the book can be approached in the following ways:

- *Useful language*: Use the *Useful language* lists in the *Appendices* to preteach or revise the vocabulary from the unit you are working on.
- *Get ready to listen and speak*: It is a good idea to use this section as an introduction to the topic. Students can work on these exercises in pairs or groups. Many of the exercises require students to answer questions about their personal experience. These questions can be used as prompts for discussion. Some exercises contain a problem-solving element that students can work on together. Other exercises aim to clarify key vocabulary in the unit. You can present these vocabulary items directly to students.
- *Learning tips*: Focus on these and draw attention to them in an open class situation. An alternative approach is for you to create a series of discussion questions associated with the *Learning tip*. Students can discuss their ideas in pairs or small groups followed by open class feedback. The *Learning tip* acts as a reflective learning tool to help promote learner autonomy.
- *Class bonuses*: The material in these activities aims to provide freer practice. You can set these up carefully, then take the role of observer during the activity so that students carry out the task freely. You can make yourself available to help students or analyze the language they produce during the activity.
- *Extra practice*: These can be set as homework or out-of-class projects for your students. Students can do some tasks in pairs during class time.
- *Can-do checklists*: Refer to these at the beginning of a lesson to explain to students what the lesson will cover, and again at the end so that students can evaluate their learning for themselves.
- *Appendices*: You may find it useful to refer your students to these.
- *Audioscripts*: Occasionally non-native speaker spoken errors are included in the audio material. They are labelled *Did you notice?* in the audioscript and can be used in the classroom to focus on common errors.