

Listening

1A))

Interviewer Hello, Mr Bridges?

Applicant Yes, hello. I'm Stephen Bridges.

Interviewer Good morning. My name's Jenny Howarth.

Applicant Nice to meet you, Ms Howarth.

Interviewer Would you like to get a coffee from the machine before we start?

Applicant Oh, no thank you.

Interviewer All right, please come in and take a seat.

Applicant Thank you.

Interviewer You found us all right this morning, then?

Applicant Yes, it was easy. I got the bus to Leicester Square, and then I walked. It's a lovely morning.

Interviewer Yes, it is. So you've come about the position of hotel receptionist, is that right?

Applicant Yes, that's right. I saw your advert on the Complete Jobs website and I decided to apply.

Interviewer You know that this is only a temporary position, don't you Mr Bridges?

Applicant Yes, I do. And that's ideal for me. I'm going abroad in three months' time, so it fits in perfectly with my plans.

Interviewer Really? Where are you going to go?

Applicant Well, I've just finished my degree in Modern Languages, and I'm taking up a place on a Master's course in Paris in September to study Applied Linguistics. My cousin lives there so I'm going to stay with him, which I'm really looking forward to. We get on really well and he knows all the best restaurants to visit. He's been living in Paris for a couple of years now, and I've been to see him a few times...

Interviewer Yes, well, back to you, Mr Bridges, have you had any experience of working in a hotel reception?

Applicant Yes, I have. Last summer, I spent a month at the Berg Hotel in Vienna. My German improved a lot while I was there, and I also learned a lot about customer care. Some of my colleagues were a bit difficult sometimes, but in general, we worked well as a team.

Interviewer I see. You've mentioned German, Mr Bridges. Which other languages do you speak?

Applicant I speak German, French, and a little Spanish. From my research, I believe most of your guests are from Europe and North America, is that right?

Interviewer Yes, but we also have some customers from Asia, mainly Japan. Do you think this would cause you any difficulties?

Applicant Not at all, I'm a good communicator, so we would be able to understand each other.

Interviewer Tell me how you would deal with a difficult guest, for example someone who thinks there is a mistake with the bill.

Applicant I don't think I would have much of a problem. I would speak English with them – very slowly if necessary – and I would use a lot of actions to explain what I wanted to say. If there was a problem with a room number or a price, I would write it down for them. I'm sure I'd be able to make myself understood. I'm very friendly and professional, so I'd have no problem making customers happy.

Interviewer Right. Can you tell me a little more about your experience in Vienna? What were your duties there?

Applicant Well, I was Assistant Receptionist there, which meant that I had to deal with the guests who were checking into and checking out of the hotel. I didn't have to make phone reservations – the Head Receptionist dealt with that. I read on your website that you only have one receptionist on the desk at any one time. Is that right?

Interviewer Yes, we're only a small hotel, so you would have to deal with guests in person and on the phone. Would that be a problem for you?

Applicant No, not at all. I mean, I haven't used a reservations programme before, but I'm sure I'd pick it up really quickly. I'm quite good with computers.

Interviewer Yes, the programme is very easy. So, Mr Bridges. Why do you think I should employ you and not somebody else?

Applicant Well, I think I have the right skills for the job. I'm a very reliable and efficient person, and I've had some experience in the field. I can also use my language skills to communicate with the foreign guests. The position is for a limited amount of time, which suits us

both. Basically, I think that I'm perfect for the job and the job is perfect for me.

Interviewer That's fine, Mr Bridges. One last question: When can you start?

1B))

Presenter On today's programme we're going to talk about superstitions. Harriet, where do superstitions come from?

Harriet Well, the definition of a superstition is 'an irrational belief' and we have to go back hundreds of years to find an explanation of their existence. Sometimes the reason behind a superstition is even more bizarre than the superstition it tries to explain. Take the case of the black cat for example. Most people know that it's supposed to be a sign of bad luck if a black cat walks in front of you, but they probably can't tell you why. Well, the reason is that in the Middle Ages black cats became associated with witches and they were said to possess evil spirits, so obviously people thought that if a black cat crossed your path that this was not very good news at all.

Presenter So the black cat superstition has been with us for a long time?

Harriet Yes, but not as long as the idea that we shouldn't walk under ladders. Apart from the practical reasons for not doing this – obviously somebody might drop some paint on your head while you are walking underneath – there is a more mysterious explanation which goes right back to Ancient Egypt. The shape of a triangle was sacred to the Egyptians and it was considered very bad luck to, as it were, break the 'power' of this shape. People believed that if you walked under a ladder, the power of the triangle would break and you would lose your protection against bad luck.

Presenter Are there any superstitions about good luck?

Harriet Yes, there are. You know how people often touch wood or knock on wood when they're talking about something they hope will or won't happen in the future?

Presenter Yes, in fact I quite often do it myself.

Harriet Well, in the Middle Ages people used to knock on trees to call the good spirits to protect them against

misfortune. So that's where that superstition comes from.

Presenter We've just got time for one more.

Harriet Well, in fact I'd say that the most common superstition concerning good luck is the habit we have of saying 'Bless you' when someone sneezes. Again, this dates back to the Middle Ages when the Great Plague – which was a terrible infectious illness – was sweeping through Europe. Most people who caught the plague died and one of the first symptoms was sneezing. When sufferers began sneezing violently, it was considered a sign that they might be going to die and so the Pope passed a law in Rome requiring people to bless the person who was sneezing.

Presenter I never knew that. Harriet, thank you so much for coming on the show. Coming up next time we have ...

2.A))

Speaker 1 Last summer, I was sitting in my garden enjoying the sun, when I heard my next door neighbour suddenly cry out. Mrs Thomas is 93 years old and she lives alone, so I raced round to her house to see what was wrong. The kitchen door was open, so I went in and found her on her knees with her head resting on the table. She'd fallen and cut her head and there was blood everywhere. I grabbed a towel, folded it up and pressed it onto the wound to stop the bleeding. Then I called an ambulance. She had to have stitches when she got to hospital and they kept her in hospital that night for observation, but she went home the next day.

Speaker 2 The only time I've ever had to use first aid was on a skiing trip to Switzerland. I'd gone with a few friends, and we were having a great time until disaster struck. One of my more adventurous friends was skiing down one of those slopes which is really only for experts and he suddenly lost control and crashed into a tree. By the time we reached him, he was in a lot of pain and his leg was at a really strange angle. The only thing we could do was to put snow around his leg to stop the pain and call the emergency services to take him to hospital for an x-ray. In fact, his leg was broken in three places.

Speaker 3 I had a bit of a shock once when I was out with a friend walking our dogs. My friend, Rosie, suddenly fell and hit her head on the ground. She lost consciousness almost immediately. We were in the middle of nowhere, and I knew the emergency services would

take quite a long time to find us. Anyway, after calling for an ambulance, I lay Rosie on her side to make sure she was able to breathe. Then I lay down next to her and put our coats over us to keep us warm. When the paramedics arrived, they took Rosie straight to hospital. She was fine in the end, but I found the whole thing really scary.

Speaker 4 A few years ago I remember I was playing football in the park with some friends and I suddenly had a terrible nosebleed. The blood was just pouring from my nose. I tried stuffing my nose with tissues, but it didn't make any difference. One of my friends told me to press ice on my face, but of course we didn't have any ice there. Then another friend told me to pinch the soft part of my nose just under the bridge and eventually it would stop. I didn't really believe him, but I tried it and it worked!

Speaker 5 My friends and I were having a barbecue at my house when it happened. My friend Diane suddenly started coughing and excused herself from the table. Her boyfriend, Martin went after her and we didn't think anything more of it until we heard Martin shouting for help, because Diane couldn't breathe. By this time, she was turning blue, and she was clutching at her throat. I told Martin to call an ambulance and then I hit Diane hard on the back several times. Suddenly an enormous piece of sausage shot out of her mouth, and she could breathe again. We were all quite shocked when it was over, especially Diane.

2.B))

Presenter Hello, and welcome to the programme. Today, we're talking about old age and we've asked our listeners to send in their questions. As ever, we have our expert, Laura, here in the studio with me to answer those questions. Hello Laura.

Laura Good morning.

Presenter Are you ready for the first question, Laura?

Laura Yes, Bob.

Presenter OK then. It's from Maggie in Durham. Maggie says: why are old people always so miserable?

Laura Well, I'm glad Maggie asked that question, Bob. The elderly have got a terrible reputation for being miserable, but we've found out that it isn't actually true. According to our research, older people tend to be happier than young people. This is because they don't have so many things to worry about. Their children have left home and so they can

enjoy the freedom this brings with it. So, Maggie, just to put the record straight, old people aren't miserable!

Presenter Thanks for clearing that up for us, Laura. Onto the next question – it's from John in Bridport. John asks: Is there a typical age when people start getting ill?

Laura That's an interesting one. Many people think that people are programmed to get ill when they get old because of something in their genes, but this isn't true. People get ill if they have an unhealthy lifestyle. If you've looked after yourself over the years, doing enough exercise and eating the right food for example, then the chances are that you'll be healthy in your old age. So, no John, there isn't a typical age when you start getting ill. It depends, really, on how well you cared for yourself when you were younger.

Presenter Right. Here's another question for you, Laura. This one is from Heather in Norwich. She says: Old age must be really boring. People have been working hard all their lives and then suddenly they're expected to sit back and do nothing. How do they cope?

Laura That's another good question, Bob. And now that people are living for longer, retirement can last for thirty years or more. But there are plenty of things you can do to fill up your time. You can do part-time work or voluntary work – you can even take up a completely different career if you want to. And then, of course, there might be grandchildren to lend a hand with. So, Heather, old age doesn't have to be boring – in fact, some elderly people find that they are almost as busy when they retire as they were when they were working full-time!

Presenter I hope that answers your question, Heather. Let's look at another one. Richard from Portsmouth is concerned about the issue of overpopulation. He asks: Will there be enough resources on the planet if everybody lives until they are a hundred?

Laura First of all, Richard, it isn't 'everybody' who lives until they're a hundred; it's only people in the developed world. And the elderly in the developed world are a relatively small percentage of the global population. The increase in population is caused by the high birth rate in developing countries. And, sadly, many of these children never reach old age. So the question of having enough resources relates more to the population explosion in those countries, really, and not on the longer life expectancy in the West.

Presenter Right. Now we've just got time for one more question. Jessie from Belfast

asks: Do the elderly have a problem with loneliness?

Laura The thing you have to bear in mind here is that a lot of people today are living longer. This means that there will be a whole group of people just like you when you get old. The important thing is for you to accept your age, and other people will accept you. There really is no reason to be lonely.

Presenter And that's very good news for all of us. Laura, thank you for joining us today.

Laura My pleasure.

3 A))

Interviewer Debbie, can you tell us about an exciting trip you've made?

Debbie Sure. This happened a long time ago when I was working in Paris. I had a friend who was living in Palau at the time and I decided I'd like to go and visit him. Do you know where Palau is?

Interviewer Um, no. Sorry, I don't. Where is it?

Debbie Well, it's actually the Republic of Palau and it's made up of about 250 islands in the western Pacific Ocean. It's about a thousand kilometres east of the Philippines, if that helps.

Interviewer Right, I've got it now. So how did you get there?

Debbie Well, that was the problem. I went to a travel agent's in Paris and the woman I spoke to told me that the journey wasn't going to be easy. First, I would have to fly to Hong Kong, then to Manila in the Philippines, and from there on to Palau.

Interviewer So, what was the problem?

Debbie Well, this was before the age of flight reservation systems. The travel agent could sell me the ticket for the Paris-Hong Kong flight, but she couldn't book any of the other flights because she had no contact with the airlines.

Interviewer So, what did you do?

Debbie I bought the ticket for Hong Kong and then the travel agent gave me the address of the airline that would take me on to Manila. The idea was that I'd fly to Hong Kong, find the offices of the airline, buy my ticket to Manila and ask about the flights to Palau.

Interviewer Wow! What an adventure! So, is that what you did?

Debbie Yes. I didn't think anything of it at the time, you know, I was young, and it was the kind of thing that people did in the past. If you wanted to go somewhere a little bit different, you had to find your own way there.

Interviewer What happened when you got to Hong Kong?

Debbie It didn't take me long to find the offices of the airline, because they were in the airport. When they opened, I bought my ticket to Manila and asked them about the flight to Palau. And that was when the fun started.

Interviewer What do you mean?

Debbie Well, they told me that the flight from Manila to Palau only stopped in Manila to pick up cargo. The plane wasn't authorized to pick up passengers.

Interviewer Oh. That wasn't good news.

Debbie No, it wasn't. Apparently, passengers could get on the plane at all of the other stops except in Manila. I have no idea why.

Interviewer So what did you do?

Debbie Well, they said that the only thing I could do was to fly to Manila, find the plane and have a chat with the pilot. If the pilot agreed to take me, then I could fly to Palau.

Interviewer Don't tell me that's what you did!

Debbie Well, actually, it is. I took my flight to Manila and hung around for a while waiting for the plane to Palau. When it came in, I asked the flight attendant if I could speak to the pilot. It was a tiny plane, and there were only about 13 passengers on it, but they had their very own flight attendant.

Interviewer And what did she say?

Debbie Actually, she seemed pretty excited about me speaking English. I found out why when she introduced me to the pilot – he was Australian! He was quite amused by my adventure and agreed immediately to take me on to Palau.

Interviewer You were so lucky!

Debbie Yes, I know. But the best thing was that my friend was at the airport to meet me when I landed. I hadn't told him when I'd be getting there – nobody had a mobile phone then either – but he'd just dropped by on his way home from work to see if I was there.

Interviewer That's amazing!

Debbie Absolutely. I don't think I'll ever forget that trip.

Interviewer I'm not surprised!

3 B))

Speaker 1 I only ever have time to read when I'm on holiday, but it's something that I really look forward to. I always make a point of picking up two or three of the latest bestsellers from my local book shop. When I'm away, I take my

book with me to the beach or down to the pool, and then I spend all day lying in the sun, reading. What better way to relax and completely disconnect from life back home?

Speaker 2 I spend a lot of time reading when I'm commuting to and from my job. The journey takes about an hour and a half each way, first on the train and then on the underground. I usually manage to get a seat on the train because it's one of the first stops. As soon as I sit down, I take out my e-reader, and get stuck into the latest novel I'm reading. I'm a big fan of historical novels, and I get through at least one book a week.

Speaker 3 I'm studying civil engineering at university, so I have to do a lot of reading, though none of it is for pleasure. At the start of my course, they gave us a booklist as long as my arm, but I haven't read all the books on it yet. Apart from academic books, I read a lot on the internet. There are a lot of web pages related to my studies, some of them better than others. I do most of my reading in my room, although I sometimes go to the library.

Speaker 4 This may sound strange, but I do most of my reading when I'm at the gym! Actually, for me it's more a case of listening than reading, as I always take an audio book with me. I download the book onto my MP3 player so that I can listen to it on the spinning bike. I do a workout that is 50 minutes to an hour long, so my audio book helps me pass the time. I'm really into crime fiction, so I usually listen to detective stories.

Speaker 5 I used to read a lot, but now I can't, because I've got two small children who take up all my time. The only reading I do these days are children's stories. My sons are three and five, and neither of them will go to sleep without their bedtime story. Every night, it's the same routine – bath, dinner, story – the only thing that changes is whose bed we lie on! Their favourite is *The Hungry Caterpillar*, but I quite like the *Doctor Seuss* stories.

4 A))

And our next story takes us to Australia, where an extreme sports enthusiast had a lucky escape today. 35-year-old Ewa Wisnierska from Germany was preparing for the World Paragliding Championships when she saw a massive thunderstorm coming towards her. The storm appeared out of nowhere while she was paragliding over Manilla, in New South Wales, Australia. She tried to avoid it, but, because paragliders have no

engine, she could not go fast enough to get away from it. When the storm caught up with her, it lifted her up into the air. She told Australian radio that the strong winds blew her up in the air 'like a leaf from a tree'.

The storm took just under 15 minutes to carry the paraglider from a height of 750 metres to an estimated height of 9,500 metres. During the ascent, the temperature dropped to around minus fifty degrees centigrade and Ms Wisnierska witnessed hailstones the size of oranges. Here's how Ewa describes her experience: 'I was shaking all the time. The last thing I remember it was dark. I could hear lightning all around me.' She was sucked up so high that eventually she lost consciousness, but her paraglider continued flying. The whole ordeal was recorded by the GPS system and radio that was attached to her equipment.

Luckily for Ms Wisnierska, she was only unconscious for about half an hour. When she came to, she had descended to around 6,900 metres and she was covered in ice. She managed to take control of her paraglider and succeeded in descending by herself. She told reporters later that she felt like an astronaut as she was returning to the ground. 'I could see the Earth coming, like Apollo 13'. She eventually landed about 65 kilometres from the site where she had taken off. She had ice in her flying suit and frost bite to her face from the extremely low temperatures she had experienced. As soon as she reached the ground, she was taken to hospital for observation, but she was released an hour later.

The competition organizers stressed how lucky Ms Wisnierska had been to regain consciousness while she was up in the air. The body of another Chinese paraglider was found later in the day, about 80 km from where he had taken off. 42-year-old He Zhongpin from China had been caught up in the same storm as the German woman, but he had not survived the ordeal. Apparently, he had died from extreme cold and a lack of oxygen.

4 B))

Presenter And I'd like to welcome Andy Evans, the Director of Extreme Sports United to the programme today. Andy, your speciality is bungee jumping, isn't it?

Andy Yes, it is.

Presenter Can you tell us something about bungee jumping? Whose idea was it?

Andy Well, bungee jumping has been

around for centuries, but it wasn't discovered in the West until relatively recently. It originated on the South Pacific island of Vanuatu, where young men known as 'land divers' used to perform the ritual of jumping from tall wooden platforms with vines tied to their ankles.

Presenter And when did 'land diving' actually become a sport?

Andy Well, the first modern bungee jump happened about 20 years later in Bristol in the UK. A man called Chris Baker used a kind of elastic rope to make a *bungee* – that's the name of the rope – and four members of the Dangerous Sports Club made a jump from the Clifton Suspension Bridge on 1st April 1979. They were arrested almost immediately afterwards, but people continued jumping off bridges, especially in the US. For example people did bungee jumps from the Golden Gate Bridge in San Francisco. In fact, some of these jumps were sponsored by American television and so this brought the concept of bungee jumping to the public eye and then of course lots of people wanted to try it themselves.

Presenter How dangerous is bungee jumping? I mean, have people been killed while they were bungee jumping?

Andy Actually, there have been relatively few fatalities considering the number of successful jumps that have taken place. By far the most important thing is to make sure the bungee is the right length. The most common cause of death is using a bungee which is too long, but in most cases the calculations and fittings are double-checked before each jump.

Presenter How does it actually feel doing a bungee jump?

Andy Well, many people say they love the feeling of falling so fast, but personally the bit I really like best is when the bungee reaches its full extent and then you fly upwards again. You just can't beat the feeling of flying back up after you've nearly hit the ground.

5 A))

OK, if I can have your attention, please. Good morning, everybody. My name's Sam, I'm a fire fighter, and I'm here today to give you some tips on how to prevent house fires. I'll also be telling you the best way of getting out of a fire, if you ever happen to be trapped in one.

Most fires in the home happen while people are sleeping. One of the most important steps you can take to protect your family is to install a smoke alarm on each floor of your house. Once you've got your smoke alarm installed and working,

you should make an escape plan with your family to make sure everyone knows how to get out. Of course, there are other precautions you can take. The most common causes of fatal fires in the home are tobacco and smoking products, so it's best to avoid smoking in the bedroom. It's also important to keep matches and lighters out of reach of children, preferably in a locked cupboard. Never leave food that's cooking unattended, especially hot oil if you're frying.

As well as preventing fires in the home, you also need to know what to do if a fire does break out. If you get trapped in your home by smoke or flames, close all doors, and stuff towels or clothing under the doors to keep smoke out. Cover your nose and mouth with a damp cloth to protect your lungs. If you have to escape through a smoky area, remember that cleaner air is always nearer the floor, so you'll need to crawl out on all fours. Finally, and very importantly, if a fire breaks out, do not try to rescue pets or possessions. There isn't time to do this – you must get out as soon as possible. Once you have got out, do not go back in for any reason. Fire fighters have a better chance of rescuing people who are trapped than you do.

OK, any questions?

5 B))

Max So what annoys you about my family then?

Ella Are you really sure you want to talk about this?

Max Yes, why not? What's the problem? They're not that bad, are they?

Ella No, of course not, but I've got a different perspective, haven't I?

Max Oh, come on! I'd really like to know what you think.

Ella Well, all right then.

Max What about my mum?

Ella Well, I think she's really nice...

Max But...

Ella But she drives me mad when I'm cooking. I mean, if she wants to help, that's great, but I wish she wouldn't keep complaining that I haven't got any sharp knives or anything. I'm quite happy with my house and the way it looks so I wish she wouldn't criticize all the time!

Max Well, I don't think she's that bad, I mean, I think she just wants to help...

Ella Yes, and I'm grateful for her help, but not for her comments, OK? That's just how I feel, all right.

Max Right. OK. What about Dad?

Ella Well, he's not really interested in

anyone else, is he? I mean, if he's happy then that's fine, and if he's not, well, everyone else has to make sure that he's all right.

Max I don't think that's very fair. He's not well, is he? And he gets tired quickly and...

Ella You asked me to tell you what I think, so I'm telling you, OK? I just don't think it's right that we all have to go running around after your dad when there are other people to think about. I mean there are the kids to worry about, too. OK, it's your turn now.

Max What?

Ella To tell me about my family.

Max Well, after what you've said I don't know where to start! Well, really, your mum can be quite unbearable. In fact, I've been meaning to...

6A))

Presenter ... and continuing our overview of what's on and where this week, we're going to move on to films. Judith is here to tell us about a documentary that is showing at the independent cinema next week. Judith?

Judith Yes, Robert. The documentary is called *Alive Inside* and it was made by Michael Rossalto Bennett, an alternative filmmaker from the United States. The documentary explores the positive effect that music can have on patients suffering from Alzheimer's disease. It follows the progress of a social worker called Dan Cohen and his plan to introduce music in care homes in New York where people with Alzheimer's are being looked after.

Presenter How interesting. Tell us more.

Judith In the documentary, we see how he visits the homes and meets some of the patients. What he does is to create a personalized playlist for the patients, which they can listen to on an MP3 player or an iPod. He finds out which songs to include by interviewing each patient's family. By creating the playlist, he hopes that the patients will be able to travel back to the time to when they heard the songs and perhaps it will even help them remember important events in their past.

Presenter And does it work?

Judith Well, I'm giving away some of the story here, but yes, yes it does work. Cohen's biggest success story is a man called Henry. Perhaps you've seen the clip about Henry on YouTube?

Presenter No, I haven't. What is it?

Judith Oh, OK. Well, Henry is special because of the astonishing transformation that happens to him when

he listens to his playlist for the first time. When we first see him, he is sitting in his chair with his head down and he's barely capable of answering questions, except with a monosyllabic 'yes' or 'no'. But when he's given his headphones, he turns into a completely different person. His eyes open wide, his face lights up, and he starts moving to the music. He can even answer questions about the song he's listening to. It's actually quite emotional watching his reaction, which is probably why millions of people have seen that video clip I mentioned.

Presenter It sounds like an amazing story, Judith. But do the playlists work for everybody?

Judith They seem to work for most people, yes. And they have had a much wider effect than helping only individuals. At first, Cohen was worried that the iPods might isolate the patients as each one would be listening to his or her own set. But, in fact, the playlists are encouraging them to socialize. The staff in all four of the homes he worked with in New York reported that the music was helping the residents to talk to each other more. The patients would ask each other questions about the music, and in some cases, they wanted to share the different songs.

Presenter What effect has Cohen's work had on other care homes in the USA?

Judith It's too early to say what will happen in care homes in the whole country, but in New York, there have definitely been some changes. One of the greatest obstacles to the plan is the cost. MP3 players aren't cheap, and providing one for every patient in each nursing home would just be too expensive. But Cohen is trying to get around this problem by asking people to donate any old MP3 players or iPods which they may have lying at home at the back of a drawer.

Presenter Well, this sounds like a really worthwhile project, Judith. But what about the film? Would you recommend it?

Judith Yes, definitely – especially if someone in your family suffers from Alzheimer's. You'll find it a great comfort.

Presenter Thanks, Judith, for your recommendation. And just to remind you of the name of that documentary, it's *Alive Inside*, and it's showing in the Independent cinema from Monday to Saturday next week. And now it's time to look at what's on at the theatre...

6B))

Presenter Hello and welcome to the programme. Now, we all know that the amount of sleep you get each night can

affect your work and your ability to interact with others. Health specialists say that the amount of sleep the average person needs is between seven and nine hours per night. Some new research suggests that diet plays an important role in whether we get a good night's sleep or not. Dietician Richard Vickers is here with us in the studio to tell us more. Good morning, Richard, and welcome to the programme.

Richard Hello, Holly.

Presenter So, Richard, we all know that coffee tends to keep us awake at night. What else should we avoid at dinner time?

Richard Well, actually, Holly, it isn't only coffee that can disturb sleep; it is any food or beverage that contains caffeine, for example chocolate, or tea, or many soft drinks. Of course, caffeine doesn't affect everybody in the same way, but if you are sensitive to it, you should avoid it in the afternoon and in the evening. That way, it won't keep you awake at night.

Presenter Is there anything else that can potentially stop us sleeping?

Richard Yes, there is. Your sleep can be disturbed if your dinner has a high fat content. The body takes a long time to digest fat, which can make you feel very uncomfortable when you go to bed. People who have extra butter on their bread or cream with their dessert often complain of heartburn or indigestion when they go to bed.

Presenter That makes sense. So, does it make a difference what time you have dinner compared to the time you go to bed?

Richard Yes, it does. People who suffer from heartburn or indigestion should avoid eating late at all costs. Lying down with a full stomach makes it much more difficult for the body to digest food, causing discomfort and sometimes pain. In fact, eating late can affect all kinds of people, so, in general, I wouldn't recommend it. The same can be said of the quantity you have. Heavy meals should be consumed at lunch time, and you should aim to be eating a light snack in the evening. This will fill a gap, so that you aren't hungry when you go to bed, but it won't make you feel so full that you can't sleep.

Presenter Richard, we've talked about the amount of food we should and shouldn't eat. What about liquids?

Richard Well, for a good night's sleep, you're obviously better off drinking water with your dinner. But you shouldn't drink too much of that, either. Don't drink too much at dinner time or after dinner, or your sleep will be disrupted because you

will have to go to the bathroom during the night.

Presenter Right. So much for what we shouldn't do. Is there anything that will actually help us go to sleep at night?

Richard Yes, there is – milk. Milk contains a special substance that affects the way that certain hormones in the brain work. One of these hormones is serotonin, which helps us fall asleep. This is why members of the older generation often have a hot, milky drink before they go to bed.

Presenter Is there anything else that can help?

Richard Yes, there's a herb called valerian, which seems to work quite well. Research has shown that substances in the root of the valerian plant relax the central nervous system and the muscles. You can take it in liquid or tablet form or you can make a tea out of it. People who have used valerian have said that it has helped them fall asleep quicker and it has given them a deep and satisfying rest.

Presenter It sounds like valerian might be the answer, then. I'm afraid that's all we've got time for today, Richard. Thank you so much for joining us.

Richard My pleasure.

7.A))

Speaker 1 My husband and I had just been food shopping, and we were having an argument about something – how much money we'd spent, or why we'd bought one particular item of food – I don't know. Anyway, the argument continued into the kitchen and while we were putting all the food away, my husband kept on banging his hand on the table every time he made a point, but he didn't realize that, without thinking about it, he had picked up one of those little plastic yoghurt pots. Suddenly, he hit the table and there was yoghurt everywhere – on the table, on the floor, on the ceiling, on the walls ... and on him. We both just burst out laughing ... and that was the end of the argument.

Speaker 2 I had an argument with my dad once over a pair of trainers. We were walking down the high street when I saw a really nice pair of DC trainers in a shop window. I pointed them out to my dad, but he'd never heard of the brand DC, and so he said that they must have been made by another designer brand called Dolce and Gabbana – DG. No matter how hard I tried, I couldn't convince him that the trainers were DC and not DG. In the end, he said he'd buy them for me if I was right. So we went into the shop to ask about the trainers. The shop assistant said, 'You

mean the DC ones?' proving that I had been right all along. You should have seen my dad's face!

Speaker 3 I was with my girlfriend one night and we'd decided to go to a fast food restaurant to get some takeaway burgers. Anyway, we started arguing about something in the car on the way – I don't know what started it, but I remember getting pretty angry. The argument continued while we parked, while we were queuing, while we were ordering, while we were paying, and while we were going home. We were concentrating so much on the argument that we didn't realize that we hadn't picked up the food. We were still arguing in the car, when suddenly my girlfriend said, 'Where are the hamburgers?' Then, of course, we had to drive back to the restaurant to get the food!

Speaker 4 This happened when I was little. I was in the kitchen with my sister when my parents started having an argument. My dad was starting to shout when my older brother came in – he must have been about sixteen at the time, but he was already taller than my dad. My brother tried to get my dad to calm down, but my dad wasn't listening. In the end, my brother said to him, 'Right. You're going to your room'. He picked him up, put him over his shoulder, and started taking him upstairs. This broke the tension immediately, and everyone started laughing – including my dad. Honestly, if you could have seen him, holding onto the stair rail, trying to stop my brother getting him upstairs! It's one of the funniest things I've ever seen!

Speaker 5 This happened a couple of years ago while I was at work – I work at one of those helpline call centres where people call if they have a problem with their internet connections. Well, anyway, this woman called and she was absolutely furious because she couldn't get her internet to work. She was so angry, that she was just screaming down the phone at me. Suddenly, there was a gap in the conversation, and I said to her, 'So, what's the weather like up there where you live?' I don't know what came over me, but those were the words that came out of my mouth. And it worked! The woman was so gobsmacked that she stopped shouting and answered my question. After that, we were able to have a reasonably civil conversation, and I managed to solve her problem for her.

7.B))

Presenter Hello and welcome to the programme. Today, we're trying to answer the question: *What makes a good actor?* Our next guest is drama teacher Nicholas Whitby. He's going to tell us a bit about method acting. Hello Nicholas, and welcome to the show.

Nicholas Hello, Lily.

Presenter So, Nicholas, what exactly is method acting?

Nicholas Well, method acting is the technique that actors use to create in themselves the thoughts and feelings of their characters. Different actors use different techniques to do this, but the original technique involves doing a series of sense memory exercises.

Presenter Sense memory? What's that?

Nicholas Well, a memory is a situation that you have a recollection of, right? Well a sense memory is the recollection of the sensations you experienced during that situation. Method actors use this sense memory to help them recreate a particular emotion in front of the camera. They have to do exercises to make this work effectively.

Presenter What kind of exercises?

Nicholas Well, what most of them do is to focus on the particular situation in the past until the sensations they experienced come back to them. They do this in sessions of fifteen minutes or so, until they can reproduce their feelings automatically. For example, if a film is set in the North Pole, the actor needs to show that he is really cold. So he does his sense memory exercise to help him remember a time when he experienced intense cold. Then he can convince the audience that he is really cold.

Presenter Do all actors do these sense memory exercises?

Nicholas No, they don't, Lily. Method acting can mean the difference between an Oscar-winning actor and an ordinary actor. Going back to our scene in the North Pole, an ordinary actor would indicate the cold by shivering, wrapping his arms around himself and blowing into his freezing hands. He wouldn't actually be feeling the cold, which would mean that the audience probably wouldn't feel it either.

Presenter Talking of Oscar winners, Nicholas, tell us about some of the best method actors.

Nicholas Well, let's look at the men first. One actor who goes even further than the use of sense memory is three-time Oscar winner Daniel Day-Lewis. Day-Lewis is known for immersing himself in every

role he plays. In *My Left Foot*, he played the severely disabled Irish writer, Christy Brown. During filming, the crew had to feed him in his wheelchair, and he learnt to put a record onto a record player with his foot. A couple of years later, he spent several months living in the wild in preparation for another film, *Last of the Mohicans*. And in 2012's *Lincoln*, he walked and talked like Abraham Lincoln the whole of the time that the film was being shot.

Presenter What about female actors, Nicholas?

Nicholas Probably the best example of a female actor who made a superhuman effort to enter her part is Charlize Theron in the film *Monster*. Before *Monster* came out, we were used to seeing Ms Theron playing superficial female parts requiring a woman with a pretty face. Which is what made her transformation into the serial killer in *Monster* so shocking. Ms Theron put on nearly 14 kg in order to play the role, and anybody who has seen the film will tell you, she is one of the scariest murderers who has ever hit the big screen. Not surprisingly, she won the Oscar for Best Actress that year.

Presenter Yes, I remember that one. And I remember Charlize Theron being terribly convincing. Thank you for joining us, Nicholas, and explaining method acting to us. Next on the programme we're going to talk about ...

8.A))

Speaker 1 This was something that happened to a friend of mine. It was quite late, about half past eleven, and he was walking home from work. While he was going through the park, this guy came up to him and told him to give him all his money, which he did. Then the guy asked him for his mobile phone, but my friend refused to give it to him, so the guy got out a knife and stabbed him with it. By the time my friend got to hospital he was bleeding very heavily, and later the doctors told him he'd been really lucky. It just shows it's better not to try to be brave if something like that happens to you.

Speaker 2 I don't know why, but I always seem to have my wallet stolen when I'm abroad. I guess it's because I'm speaking English and I probably look like a tourist, or something. The last time, I was in a very touristy street in the centre of town, but luckily I wasn't carrying much in my wallet, just a few coins. I've got so used to it now that I always take my personal documents out of my wallet and leave them in the hotel. That way, if I'm robbed, I only lose a bit of money.

Speaker 3 I did something really stupid once. I was travelling home by train and I was really tired, so I fell asleep. Unfortunately, I left my bag with all my things in it on the floor, and I didn't notice when someone took it. I realized what had happened when I woke up and as soon as the train arrived in the station I went straight to the police. Amazingly, the police found my bag, but of course my purse, my phone, and my MP3 player were all missing. I can't believe I was so stupid!

Speaker 4 My mum was on holiday once with a group of friends. They were walking back to their villa when a thief tried to grab one of the women's bags. But she didn't let go and started screaming. The other women started screaming too and all of them started hitting him. He ran away without the bag and the group went into a café where the people had seen what had happened and all cheered them. After that, they decided to get a taxi back to the villa.

Speaker 5 I was sitting in a coffee shop once when I saw someone take one of the other customer's bags. The thief was with a friend on a motorbike. The two of them drew up outside the café together and then one of them jumped off and ran inside. He grabbed the first bag he came across and then ran back out of the door again. He jumped onto the back of the motorbike and the two of them rode off. It all happened so fast that nobody had a chance to react.

8.B))

Presenter Hello and welcome to the show. On today's programme we're looking at famous media mistakes. Journalist Simon Bennett is here in the studio with me and he's going to tell us about a rather memorable weather forecast. Good morning, Simon.

Simon Hello, Silvia.

Presenter Simon, tell us what happened.

Simon Well, this happened back in October 1987. The presenter of that particular weather broadcast was Michael Fish – a familiar face in most British households as he'd been presenting the weather for over thirty years. During the programme, Michael referred to a phone call a woman had made to the BBC. Apparently, the woman had asked if there was going to be a hurricane. Michael laughed and said, 'If the lady is watching, don't worry, there isn't going to be a hurricane.' And nobody thought anything more about it until later on that night.

Presenter That's right, there was a terrible storm, wasn't there?

Simon Yes, there was. That night, a huge storm hit the south of England. To be absolutely accurate, it wasn't actually a hurricane, because hurricanes have to form in tropical areas to be called by that name. But there certainly was a terrible storm that night with winds of up to 190 kilometres per hour. These wind speeds are typical of hurricanes, which is why there is some confusion about what to call the storm.

Presenter So, what kind of damage did it cause?

Simon The storm killed 18 people and many more were injured – mainly by falling trees. And it caused billions of pounds worth of damage. Millions of homes were left without power, because trees had fallen on power lines. Transport in the south of the country was severely disrupted because fallen trees had blocked the roads and railways. In total, about 15 million trees fell down that night and the scene the next morning was complete chaos. It was the worst storm to hit the UK in living memory.

Presenter What happened to Michael Fish after that?

Simon A lot of people blamed him for all the damage because he hadn't warned them about the storm. Worse still, he had said that there wasn't going to be a storm at all. Since then, he has tried several times to make excuses for his words, but deep down, nobody believes him. Michael Fish has gone down in history as the forecaster who failed to predict a hurricane. In fact, twenty-five years after the event, he appeared in the opening ceremony of the 2012 London Olympic Games giving a repeat performance of his famous broadcast.

Presenter You can see a video of the original broadcast on YouTube as well, can't you, Simon?

Simon Yes, that's right.

Presenter And now it's time for our weather broadcast – let's hope we don't make the same mistake as Michael Fish! Simon Bennett, thank you so much for joining us.

Simon My pleasure.

Weatherman Thanks, Anita. So a pretty bright start for most of us this morning, temperatures already around the 20 degree mark...

9 A))

Presenter And now it's time for the part of the programme when we ask our listeners to give us their opinion about a story that has been in the news recently. And today, we're looking at the story of the Swindon couple who found a lottery ticket last October and cashed it. Just in case you haven't heard, Michael and Amanda Stacey found the ticket on the floor of their local supermarket, where it had been dropped by 61-year-old Dorothy McDonagh. When the Staceys discovered the ticket had won a prize, they took it to the post office and cashed it for the prize money, which was £30,000. Meanwhile, Mrs McDonagh had contacted the lottery company about her lost ticket. The company traced the ticket to the Staceys, they were arrested, and they have both been sentenced to 11 months in prison if they do not pay all the money back to Mrs McDonagh. We want to know what you think about all this. Who do you think should get the prize money – the woman who mislaid the ticket or the couple who found it? The number to call is 01 898 5362, and the lines have just opened. I'll say that number again for you, it's 01 898 5362. And here's our first caller. Andrew from Middleton, what do you think?

Caller 1 Well, I think it's all terribly unfair. The lady should have put her ticket in a safe place, then she wouldn't have lost it. It was her mistake and she should have been more careful. The couple used the prize money to pay off their debts, it isn't like they wasted it on luxuries that they didn't need. Now, they've got even more problems than they had in the first place.

Presenter Thank you for calling, Andrew. And now we've got Moira from Belfast on the line. Moira, do you agree with Andrew?

Caller 2 No, I don't. Not at all. That poor woman bought the lottery ticket with her own money – therefore it belongs to her, in the same way that a car belongs to the person that buys it. Saying that the prize money belongs to the people that found the ticket is like saying that a car belongs to the person who finds the car keys. In my opinion, lottery tickets belong to the original owner, whether they win a prize or not.

Presenter Thanks for that, Moira. And our next caller is ... hold on a moment ... yes, it's Roger from Birmingham. What do you think, Roger?

Caller 3 Well, I was brought up to understand that if I kept an object or money I found without trying to find the owner, I would be stealing. I can't understand why there's so much

confusion here. Morally, the couple should have given the ticket they found to the manager of the supermarket. Because they didn't do that, they should be made to pay all the money back – it wasn't theirs to claim in the first place.

Presenter Thank you for calling Roger. And now it's Beth's turn. Beth's from Swansea. Tell us what you think, Beth.

Caller 4 Yes, the last caller said the couple had a moral obligation to give back the lottery ticket, but in fact, they had a *legal* obligation to do so, too. The law says that a person's possessions belong to him or her even when they are lost. It also says that a person who finds something that has been lost must take reasonable steps to track down the person who has lost it.

Presenter Thanks for explaining the legal aspects of the case to us, Beth. And we've just got time for one more caller. It's Harry from the Isle of Wight. Harry, what's your opinion?

Caller 5 Well, I've got some sympathy for the couple, you know. They found the ticket by chance and when they discovered that it had won a prize, they simply went and cashed it. The point is that they didn't actually realize that they were stealing. Personally, I don't think the couple did anything wrong. They're certainly not criminals, that's for sure!

Presenter Thank you for calling, Harry. We'll be back with some more views in a moment, but first it's time for the news ...

9 B))

Speaker 1 My favourite city is in central Europe on the banks of the Vltava River. It's one of the three Imperial Cities together with Vienna and Budapest, and it's well known for its architecture and historical importance. The Hradčany Castle in the district of the same name overlooks the city centre, and the main square is called Wenceslaus Square. Culturally, it's famous as the birthplace of Kafka, Dvorak, and Smetana.

Speaker 2 The most beautiful city I've ever visited is on the Pacific coast of Canada. It's surrounded by water on three sides, and has the Coast Mountain Range on the other. There's a large island opposite the city where Canadians often go on holiday. It also has the largest urban park in North America, called Stanley Park, which has a zoo, a marine science centre, and famous gardens containing native trees. It's known as one of the cities with the highest quality of life in the world.

Speaker 3 My favourite city is the capital of a South American country. It's on

the banks of the Rio de la Plata and is famous for being the birthplace of *tango*. It's one of the world's busiest ports and the residents often refer to themselves as Porteños. The main square is called the Plaza de Mayo, and one of this city's streets, the Avenida nueve de Julio is said to be the widest boulevard in the world. Although it's not in Europe, it actually feels quite European – bits of it remind me of Paris and other bits of Italy. In fact, one of the districts is called Palermo Viejo, like the capital of Sicily.

Speaker 4 I took a gap year between leaving school and starting university and I went travelling. I visited a lot of wonderful places, but the one I liked best was a city on the southeast coast of Australia. It's a very cosmopolitan city, full of many different cultures and it's got the best Chinatown that I've ever seen! One of the most fascinating things about it is the architecture: beautiful old buildings from the Victorian era contrast with the latest design in skyscrapers – the difference is quite striking. It's a fairly big city, with lots of parks and gardens, and there are some amazing beaches nearby.

Speaker 5 I'm lucky, because my job allows me to spend one month every year working in my favourite big city. It's on the south coast of China, and I think it's amazing. It's pretty crowded, but that makes it even more exciting as far as I'm concerned. It's a real mixture of East and West; on the one hand it's an international financial centre, and on the other you can find traditional old markets selling all kinds of different food. There are green parks full of people doing Tai Chi first thing in the morning, and the city has a really modern and efficient tram and metro system, so it's very easy to get around.

10 A))

Presenter Hello and welcome to the programme. Now most people associate NASA with astronauts and rocket ships. What they don't know is that NASA research extends far beyond space flight and into our daily lives. Our special guest today is freelance science journalist, Hank Webb. He's going to tell us about some of the products invented by NASA that we use every day. Good morning, Hank.

Hank Hi there.

Presenter So, Hank, where are you going to start?

Hank Well, I'm going to start with something that has saved lives in many homes all over the world: the smoke detector. In the 1970s, when NASA

engineers were designing the first U.S. space station, called Skylab, they realized that the astronauts would need to know if a fire had started or if there were poisonous gases in the air. The engineers teamed up with a company called the Honeywell Corporation and together they invented a special kind of smoke detector. The new model was adjustable. Astronauts could change the level of sensitivity on it so that there was never a false alarm.

Presenter That's fascinating. What's next?

Hank Well, the next one has changed the lives of people who need glasses. As you know, the two lenses in a pair of glasses used to be made of, well, glass. Glass lenses often broke when the glasses were dropped, so opticians started using plastic instead. Plastic doesn't break, but it does scratch easily, and scratched lenses can damage your sight. NASA solved this problem when they developed a new substance to protect the helmets worn by astronauts. The substance stops the plastic from scratching so easily. Manufacturers of glasses soon started using this new technology in their products, which is why the lenses in today's glasses are less likely to scratch than they were in the past.

Presenter And that's great news for all of us who wear glasses. We've just got time for one more, Hank.

Hank Right, I'll tell you about the ear thermometer, then. This was developed from the infrared technology that NASA uses to measure the temperature of stars. A company called Diatek saw a need to reduce the amount of time nurses spent taking temperatures. Together with NASA, the company invented an infrared sensor that serves as the thermometer. The sensor takes your temperature by measuring the amount of heat produced inside your ear. The ear thermometers used in hospitals can take your temperature in less than two seconds.

Presenter Yes, and those thermometers are a vast improvement on the ones with mercury inside – I can never seem to read them. Hank Webb, thank you so much for joining us.

Hank My pleasure.

10B))

Presenter Hello and welcome to the programme. Now, public speaking can be a harrowing experience at the best of times, but imagine how difficult it must be for an important person with a stammer. This is exactly the problem faced by George VI, King of England from 1936 to 1952. Now we're going to find out a bit more about the King's condition. Good morning, Sarah.

Sarah Hello.

Presenter So, Sarah, do we know what caused the King's stammer?

Sarah Well, according to the leading speech therapy expert, Rosemarie Hayhow, the King's stammer developed when he was a child – everybody called him Bertie then, so I will too. Bertie's problem was a psychological one. His father, George V, was a demanding man who would not tolerate weakness. When he saw that his second son was left-handed, he forced Bertie to write with his right hand. This is something that is often associated with stammering today.

Presenter Did Bertie have any other problems with his family?

Sarah Yes, with his elder brother, Edward. Edward used to laugh at Bertie when he stammered, which made his problem even worse.

Presenter Did Bertie ever have to speak in public?

Sarah Not usually, no. But in 1925, his father asked him to give the closing address at the British Empire Exhibition at Wembley. The speech was broadcast live to the nation, and it was a complete disaster. Bertie stammered out a few words and then the broadcast ended in silence. It was then that he realized he had to get help.

Presenter Who did he turn to?

Sarah Well, first of all he tried his father's doctors, whose methods were very old-fashioned. They used to make him fill his mouth with marbles and on one occasion, he nearly choked! Fortunately, his wife, Elizabeth, was able to find a different therapist for him. It was an Australian called Lionel Logue, who was actually an actor. Mr Logue had been working as a speech therapist with soldiers who had lost their ability to speak because of the traumas of war.

Presenter How did Mr Logue treat Bertie?

Sarah Well, to start with, Mr Logue insisted on seeing Bertie in his Harley Street office. And he refused to use Bertie's official title, which was the 'Duke of York'. Instead, he called him 'Bertie'.

Mr Logue used techniques which gave Bertie more confidence. He made him sing instead of speaking; he played music to him through headphones while he was reading, so that he couldn't hear himself and become self-conscious; he even got Bertie to swear. After about ten months, the treatment seemed to be working.

Presenter Which was a good job, wasn't it? Because soon after that, Bertie became King of England.

Sarah That's right, Jeremy. When George V died, Bertie's brother, Edward, became King Edward VIII. But Edward wanted to marry an American woman who was divorced, which he was forbidden from doing as King. In the end, Edward abdicated and Bertie became King George VI. Which meant that he had to start speaking in public again.

Presenter So, what happened?

Sarah At first, the King avoided making live speeches, but by 1939 he could do this no longer. On September 3rd of that year, Britain declared war on Germany and the King had to deliver the most important speech of his life.

Presenter So what did he do?

Sarah He asked Mr Logue to help him. The two men went into a small room with the recording equipment and closed the door. Mr Logue opened a window and told the King to take off his jacket. Then, he advised the King to forget everybody else and say the speech to him, as a friend.

Presenter Did it work?

Sarah Yes, it did. The King's delivery was calm, dignified, and measured. And at the end of the broadcast, Mr Logue finally called him 'Your Majesty'.

Presenter What a great story! Well, coming up next on...