

Unit 1, Lesson 1 WATCH

Eva: Morning, Matt.
Matt: Hi, Eva.
Eva: How was your weekend?
Matt: It was a lot of fun. I went fishing with my son, and he caught a big barracuda!
Eva: Wow! I'll bet he was really excited!
Matt: I was, too! . . . How about you? What did you do last weekend?
Eva: Well, on Saturday, I went to the beach with my daughters. We went swimming, and I took some photos.
Matt: Sounds like fun. You're really into photography, aren't you?
Eva: Yes, I am. I take my camera with me wherever I go. I got an interesting shot of the sunset on Saturday . . . Here, you want to see it?
Matt: Wow! What an amazing picture! I love it!
Eva: Thanks. . . . Uh-oh, look what time it is. I guess I'd better get back to work. I'm really busy these days.
Matt: Oh, yeah? What's going on?
Eva: Well, you know, Janet is on family leave. So I'm handling her accounts until she gets back.
Matt: Oh, right.
Eva: And right now, I'm trying to land a big new account . . . Hotel Elypso in South Beach.
Matt: Hotel Elypso! That place is huge. Good luck!
Eva: Thanks. I'll see you later.
Matt: Hey, why don't you stop by the warehouse later today? You can taste the new "Mountain Mist" blend. It just came in.
Eva: Thanks, Matt. I'll try.
Matt: OK, Eva. See you later.

Unit 1, Lesson 1 CONVERSATION

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Matt: It was a lot of fun. I went fishing with my son, and he caught a big barracuda!
Eva: Wow! I'll bet he was really excited!
Matt: I was, too! . . . How about you? What did you do last weekend?
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Matt: Wow! What an amazing picture! I love it!

Unit 1, Lesson 4 WATCH

Eva: . . . So hey, I read your bio on the company website. It was fascinating!
Walt: Oh, yeah? In what way?
Eva: Well, I was surprised by something you said. If you were rich, would you really climb all the highest mountains in the world?
Walt: Yes, I would. I climb mountains every chance I get!
Eva: Really? Which ones have you climbed?
Walt: Well, so far, the highest one I've climbed is Mount Whitney in California. It was an awesome experience! . . .
Eva: Wow!
Walt: So what would you do if you had a lot of time and money?
Eva: I would visit some of the coffee producing countries . . . Guatemala, Kenya
Walt: Oh, interesting!
Eva: I would spend time at a couple of coffee farms. And maybe I'd take language classes . . . really try to immerse myself in the local culture.
Walt: And I'm sure you'd take plenty of photos of everything!
Eva: Of course I would! And I'd post them all on my blog!
Walt: I can definitely see you doing that.
Eva: Oh, and one more thing! I wish I could spend a few months at my grandfather's farm in Peru. I love that place.
Walt: I can understand why. Peru is a beautiful country. When's the last time you were able to visit the farm?
Eva: I haven't been back there since I was a teenager.
Walt: That's too bad.
Eva: I know . . . I hope I can make it back there sometime soon. Whoa, is it one o'clock already? I'd better get back to my desk.
Walt: Me, too. I'll see you later.
Eva: Oh, Walt, before you go . . . I emailed you earlier today about the Sweet Canopy marketing materials . . .
Walt: Oh, right, for Hotel Elypso. Thanks for reminding me! . . . I'll go try to locate them for you right now.

Unit 1, Lesson 4 CONVERSATION

Eva: If you were rich, would you really climb all the highest mountains in the world?
Walt: Yes, I would. I climb mountains every chance I get!
Eva: Really? Which ones have you climbed?
Walt: Well, so far, the highest one I've climbed is Mount Whitney in California. It was an awesome experience! . . .
Eva: Wow!
Walt: So what would you do if you had a lot of time and money?
Eva: I would visit some of the coffee producing countries . . . Guatemala, Kenya
Walt: Oh, interesting!

Unit 1, Lesson 8 WATCH

Eva: Walt, this Sweet Canopy brochure looks fantastic! I can't wait to show it to Rob Fisher.

Walt: The guy at Hotel Elypso?

Eva: Yes. I think he'll really like this. It would look great next to the coffee urns at their conventions.

Walt: Thousands of people go to those conventions! I really hope you can land that account. It's a big one.

Eva: Believe me, I know!

Walt: So what's your next step?

Eva: Well, Rob is waiting for these marketing materials. So I'm going to head over there right after this.

Walt: And you already sent him a price quote, right?

Eva: Yes, but I know he's going to want to negotiate the price.

Walt: Why? What did he say?

Eva: He mentioned that he's looking for a "reasonably priced" blend. So I'm pretty sure I'm going to have to offer him a big discount.

Walt: Yeah, you're probably right. You should bring a gift basket with you, too. That always makes a good impression.

Eva: Uh-huh. I'm going to pick one up in the warehouse. Do you think the "Rain Forest Collection" would be appropriate?

Walt: Yes, perfect.

Eva: So I'm going to offer him a high-quality coffee blend, beautiful marketing materials, a nice gift basket . . . and a great price.

Walt: How can he say no? Sounds like a brilliant plan to me!

Eva: Thanks! So I'd better get going . . . Can I take this brochure with me?

Walt: Sure, help yourself. Good luck, and let me know how it goes!

Eva: Walt, it's Eva. Guess what?!

Walt: You landed the Hotel Elypso account.

Eva: You got it! Thanks for all your help!

Walt: You're welcome . . . and congratulations!

Unit 1, Lesson 8 CONVERSATION

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Walt: And you already sent him a price quote, right?

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Walt: Yeah, you're probably right. You should bring a gift basket with you, too. That always makes a good impression.

Eva: Uh-huh. I'm going to pick one up in the warehouse.

Unit 2, Lesson 1 WATCH

Gary: Hey, Matt. Thanks for stopping by.
Matt: It's a good thing you called when you did. I was just about to walk out the door.
Gary: Yeah, I know you wanted to leave early today. A fishing trip, right? Sorry to hold you up.
Matt: That's OK. So . . . what's going on?
Gary: I just got some news I think you should hear. Lucas Santos, our buyer in Brazil, just called. He said there's a huge crop of high quality Brazilian beans this year.
Matt: . . . Which means that prices are low.
Gary: Really low. Lucas thinks we should buy now or we'll miss out. So do I. This could be a great opportunity for us.
Matt: It could be, but . . .
Gary: But, what?
Matt: I'm worried that we don't have enough warehouse space for a lot more inventory.
Gary: Hmm. That could be a problem. The warehouse is already pretty full.
Matt: I have another concern, too. What if we can't sell all this new inventory?
Gary: Another good point. Obviously, we have to make sure we don't get stuck with a whole lot of unsold coffee beans!
Matt: Exactly.
Gary: OK. We don't have to make a move on this right this minute. Let's do a little more research first.
Matt: I think that would be a good idea.
Gary: Why don't you go over the sales and inventory charts with Eva? Then we'll have a better idea of where we stand.
Matt: All right. But what about the warehouse space issue?
Gary: I'll find out how much it would cost to rent more space.
Matt: Great.
Gary: Let's meet again after you talk with Eva.
Matt: OK, see you later.

Unit 2, Lesson 1 CONVERSATION

Gary: Lucas thinks we should buy now or we'll miss out. So do I. This could be a great opportunity for us.
Matt: It could be, but . . .
Gary: But, what?
Matt: I'm worried that we don't have enough warehouse space for a lot more inventory.
Gary: Hmm. That could be a problem. The warehouse is already pretty full.
Matt: I have another concern, too. What if we can't sell all this new inventory?
Gary: Another good point. Obviously, we have to make sure we don't get stuck with a whole lot of unsold coffee beans!

Unit 2, Lesson 4 WATCH

Eva: Take a look at these sales figures for the next quarter. If everything goes well, we're going to sell a lot of coffee.

Matt: Wow! You told me I had to pick up the pace in the warehouse . . . but I didn't realize you were landing so many new accounts! Nice work!

Eva: Thanks. Now compare this to the inventory chart. I think one thing is very clear. If we don't stock up on inventory, we aren't going to have enough coffee to supply our accounts.

Matt: OK. You've convinced me that we can sell the beans, but . . .

Eva: But what?

Matt: . . . We still don't have enough room in the warehouse to store them all.

Eva: Well, the obvious solution is to just rent more space somewhere.

Matt: Well, that's one of our options. Gary said he would look into the cost of doing that. But I have a feeling it might be expensive.

Eva: And there's no way you can fit more product into the warehouse somehow?

Matt: Actually, that is another possibility. We could move some counters around. We could also redo the shelving to stack everything higher.

Eva: So would that give us enough extra space?

Matt: Maybe. . . . You know, Greg actually put together a business plan for reorganizing the warehouse last year.

Eva: Oh, yeah?

Matt: Yes. He calculated how much extra space we'd gain. He also made some cost estimates.

Eva: Why didn't you pursue it at the time?

Matt: The cost estimates were kind of high. But the situation has changed since then. I think I need to go back to my office, dig up that plan, and check the estimates he made.

Eva: That sounds like a good idea.

Matt: OK. As soon as I figure this out, I'll report back to Gary.

Eva: OK. I'm sure you guys will come up with a good solution to this problem.

Matt: I hope so. But don't be surprised if you walk into your office one day and it's full of sixty-pound bags of Brazilian coffee beans!

Eva: Very funny!

Unit 2, Lesson 4 CONVERSATION

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Eva: So would that give us enough extra space?

Matt: Maybe.

Unit 2, Lesson 8 WATCH

Gary: Well, based on the research we've done, I think we all agree that we want to go ahead with buying the Brazilian beans.

Matt: Yes. It's clear we can sell them. We just need to figure out where to store them.

Gary: I looked into renting more warehouse space. Here are the figures I came up with.

Matt: Hmm. Those figures are pretty high. I'd like to make another suggestion.

Gary: OK . . .

Matt: We should consider reorganizing the warehouse instead of renting more space. Greg and I figured out how much it would cost. Look, we put together this business plan. .

Gary: OK . . . So walk me through this. How much would it cost?

Matt: Well, we'd have to pay for new shelving materials and equipment. I've estimated the costs in this column.

Gary: Hmm. You're right. It would definitely be cheaper than renting more space . . . And how long would it take you and your staff to make these changes?

Matt: A few weeks.

Gary: OK . . . yeah, that seems doable.

Matt: If we reorganize, we'll benefit in the long run because the warehouse will become more efficient. So, I really think this is a better solution than renting more space.

Gary: I agree. ..OK, that settles it for me. Let's buy the Brazilian beans—and reorganize the warehouse.

Matt: Great! I'll get to work on this as soon as possible. But first I have to do something else. Something very important.

Gary: Really? What's that?

Matt: Catch a bigger barracuda than my son did the last time we went fishing!

Gary: Oh, right, your fishing trip! Well, I won't keep you here any longer. Go have some fun with your son!

Matt: Thanks! I will!

Unit 2, Lesson 8 CONVERSATION

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Unit 3, Lesson 1 WATCH

Gary: Matt! You look like you're working hard.
Matt: Hmm. You can say that again.
Gary: So how's it going with the new software?
Matt: Well . . . it took me a while to figure out how to use it. But I think I've got the hang of it now.
Gary: OK, good. What about the online ordering system? It's working out pretty well, isn't it?
Matt: For the most part, yes, it is. But some of the guys in the warehouse are having trouble getting used to it.
Gary: Why, exactly?
Matt: The screen is a little difficult to use. It's easy to make a mistake. Take a look.
Gary: It does look kind of confusing
Matt: It is.
Gary: But the software company reps promised us plenty of training support. Your people have completed the online training, haven't they?
Matt: Yes, they have.
Gary: And the software company offers phone support, doesn't it?
Matt: Yes, but . . . I still think we're missing something.
Gary: What's that?
Matt: We need more hands-on training. You know . . . someone to come in and train the workers individually.
Gary: OK. Let me see what I can set up. Maybe we can do our own training in-house.
Matt: That would be great!
Gary: I'll talk to Kelly about the training. But before I do that, could you show me how the ordering system works?
Matt: Oh, sure. First, you press F5, and then. . . wait a minute. . . Maybe it's F6 . . . hold on a second . . . Oh, no! I can't believe this! Now I've lost the whole screen!
Gary: Wow! You weren't kidding about needing the hands-on training!

Unit 3, Lesson 1 CONVERSATION

Gary: So how's it going with the new software?
Matt: Well . . . it took me a while to figure out how to use it. But I think I've got the hang of it now.
Gary: OK, good. What about the online ordering system? It's working out pretty well, isn't it?
Matt: For the most part, yes, it is. But some of the guys in the warehouse are having trouble getting used to it.
Gary: Why, exactly?
Matt: The screen is a little difficult to use. It's easy to make a mistake. Take a look.

Unit 3, Lesson 4 WATCH

Gary: Hi, Eva. What's that you've got there?
Eva: This? It's the class schedule for my MBA program.
Gary: Oh, right. How's that going?
Eva: Well . . . not so great. . . . Gary, could I ask your advice about something?
Gary: Sure! What's going on?
Eva: I'm considering dropping out of the program. Last quarter, I had to drop one of my classes.
Gary: You did? What happened?
Eva: Well, I've been working, caring for two kids, and taking two classes. Before last quarter, I had never tried to do all those things at the same time. I guess it was just too much for me.
Gary: I see. It is hard to balance all those commitments.
Eva: So what do you think I should do?
Gary: Well, if I were you, I would stay in school.
Eva: You would?
Gary: Absolutely. Back when we first met, you talked about how long you had been planning to get a master's degree.
Eva: Yeah . . . I remember that.
Gary: And now you're finally getting close to achieving your goal. Don't give up now!
Eva: But how am I going to take classes with everything else going on in my life? I've got Janet's work on top of my own.
Gary: Well...it's not going to be easybut maybe there's something we can do to help you.
Eva: Really?
Gary: Let's see if we can adjust your schedule so you can have more time with your family and school.
Eva: That would be awesome. Do you really think that's possible?
Gary: I can't promise anything . . . but I'll see what I can do.
Eva: Thanks, Gary. I really appreciate it. You're the best!
Gary: Well, I certainly try to be!

Unit 3, Lesson 4 CONVERSATION

Eva: Gary, could I ask your advice about something?
Gary: Sure! What's going on?
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Gary: You did? What happened?
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Gary: I see. It is hard to balance all those commitments.
Eva: So what do you think I should do?
Gary: Well, if I were you, I would stay in school.

Unit 3, Lesson 8 WATCH

Gary: Kelly! Just the person I wanted to see.
Kelly: Hi, Gary. What can I do for you?
Gary: I need your help with an issue in the warehouse. The guys are having some trouble with the new software.
Kelly: Oh, yeah. I've heard that software is a little difficult to use.
Gary: They've all gone through the online training, but it hasn't done the trick. They asked for some more hands-on training—preferably in-house.
Kelly: I see.
Gary: So do you think you could set that up?
Kelly: Yes, but it'll probably take me a couple of weeks. Is that OK?
Gary: Sure, that's fine.
Kelly: Let me just make sure we're on the same page about what the guys need. I have a couple of questions.
Gary: OK, shoot.
Kelly: First of all, can you give me an idea of what exactly they're having trouble with?
Gary: They're having problems with processing the customer orders. Someone needs to show them how to do it in a step-by-step way.
Kelly: OK, processing the customer orders. We can work on that. Is that it?
Gary: Sometimes the invoices are wrong, too. Those need to be checked before they're processed.
Kelly: All right. We can go over how to handle the invoices. Anything else?
Gary: Not that I'm aware of.
Kelly: OK. The next step is to identify someone who knows the system well enough to lead the training. What about Matt?
Gary: Matt? I was just watching him use the software. I'm not so sure he's the person for the job.
Kelly: O-OK. We'll see that everyone gets lots of hands-on practice . . . including Matt!

Unit 3, Lesson 8 CONVERSATION

Kelly: Let me just make sure we're on the same page about what the guys need. I have a couple of questions.
Gary: OK, shoot.
Kelly: First of all, can you give me an idea of what exactly they're having trouble with?
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Kelly: OK, processing the customer orders. We can work on that. Is that it?
Gary: Sometimes the invoices are wrong, too. Those need to be checked before they're processed.
Kelly: All right. We can go over how to handle the invoices. Anything else?
Gary: Not that I'm aware of.

Unit 4, Lesson 1 WATCH

Walt: Kelly?
Kelly: Yes?
Walt: Sorry to disturb you . . . Did I wake you up?
Kelly: No, no. I was just thinking.
Walt: I see. . . . I just have a quick question.
Kelly: Sure, Walt. Come in. What's on your mind?
Walt: Have you given the new interns their assignments yet?
Kelly: No, not yet.
Walt: OK, good. Can I ask you to keep the marketing department in mind when you do that? We could really use some help.
Kelly: OK. Thanks for letting me know.
Walt: We need someone with good computer skills. Ever since the new company website went live, we've been getting lots of comments from users. It would be great if the intern could help us keep track of them all.
Kelly: I'll make a note of that.
Walt: Also, could you give us someone who knows something about marketing? I need help with my market research.
Kelly: Sure.
Walt: Great. Thank you.
Kelly: Actually, I have an appointment with one of the new interns later today.
Walt: Oh, good.
Kelly: If she has the skills you're looking for, I'll tell her to drop by your office in the afternoon.
Walt: I'd appreciate that.
Kelly: OK. I'll be in touch later today.
Walt: . . . Oh, one more thing.
Kelly: Yes?
Walt: . . . You can tell me the truth. I won't tell anyone else. You were asleep when I came in, weren't you?
Kelly: No, I wasn't! I really was thinking! You should try it sometime!

Unit 4, Lesson 1 CONVERSATION

Walt: Have you given the new interns their assignments yet?
Kelly: No, not yet.
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Kelly: I'll make a note of that.
Walt: Also, could you give us someone who knows something about marketing? I need help with my market research.
Kelly: Sure.

Unit 4, Lesson 4 WATCH

Kelly: Hi . . . You must be our new intern!
Marie: Yes. I'm Marie Sylvain. Are you Ms. Chen?
Kelly: Yes . . . but call me Kelly. Nice to meet you!
Marie: Thanks! Nice to meet you, too.
Kelly: Come in, and have a seat.
Marie: Thank you.
Kelly: So, before we start, would you like a cup of coffee? That's one of the perks of being an intern at Traven Global . . . you can have as much as you want of the best coffee around!
Marie: Um . . . well, actually, no, thank you. I don't really like coffee.
Kelly: You don't like coffee?
Marie: Um, no . . . Is that OK?
Kelly: Of course it is! We're really happy to have you and the other interns here with us. Several of our departments desperately need help.
Marie: I'm looking forward to helping out in any way I can.
Kelly: I just need to figure out where we should place you. Can you tell me a little more about your interests and skills?
Marie: Well, I'm very interested in marketing.
Kelly: Oh, really?
Marie: Yes. I've taken a lot of marketing classes, and I'm eager to get some practical experience. My goal is to work in marketing after I graduate.
Kelly: I see.
Marie: And I'm very good with computers.
Kelly: Tell me more.
Marie: I'm proficient in a lot of different programs. I can design web sites. I maintain the site for the student union at my college and . . .
Kelly: OK, I've heard enough. I think you'll be perfect for the marketing department. How does that sound to you?
Marie: Awesome! Can you tell me what they need my help with?
Kelly: Our marketing director, Walt Soares, can give you the details. Please give him a call to set up a meeting this afternoon . . .

Unit 4, Lesson 4 CONVERSATION

Kelly: Can you tell me a little more about your interests and skills?
Marie: Well, I'm very interested in marketing.
Kelly: Oh, really?
Marie: Yes. I've taken a lot of marketing classes, and I'm eager to get some practical experience. My goal is to work in marketing after I graduate.
Kelly: I see.
Marie: And I'm very good with computers.
Kelly: Tell me more.
Marie: I'm proficient in a lot of different programs. I can design web sites. I maintain the site for the student union at my college and . . .

Unit 4, Lesson 8 WATCH

Marie: Hi, Kelly.
Kelly: Hi again, Marie. Did you get a chance to talk with Walt?
Marie: Not yet. He's in a meeting right now, so we're going to get together at three this afternoon.
Kelly: OK, good. . . . Oh, we still need to take care of a few administrative issues. Please come in and have a seat.
Marie: Sure.
Kelly: Let me give you a couple of forms to fill out. Let's start with this one.
Marie: OK.
Kelly: First, please read this paragraph. Then sign and date the line at the bottom. That confirms that you've read and understood the paragraph.
Marie: All right. . . . Here you go.
Kelly: You need to write the date here.
Marie: Oh, right. I forgot. Sorry.
Kelly: Thanks. Next, you need to fill out this form about your work schedule. Circle the days you're available on this line.
Marie: What should I write if I can only work in the afternoons? I have classes in the mornings.
Kelly: Just write the hours you're available underneath each day. We'll work around your school schedule.
Marie: Thanks. Here you go.
Kelly: Thanks, Marie. I think that's all I need for now.
Marie: All right.
Kelly: So . . . you're almost ready to begin your internship here at Traven Global Coffee. How does it feel?
Marie: It feels great . . . I'm so excited! Thanks so much for this opportunity.
Kelly: You're welcome. And who knows? Maybe after a few months with us, you might even start liking coffee!
Marie: Maybe I will!

Unit 4, Lesson 8 CONVERSATION

Kelly: First, please read this paragraph. Then sign and date the line at the bottom. That confirms that you've read and understood the paragraph.
Marie: All right. . . . Here you go.
Kelly: You need to write the date here.
Marie: Oh, right. I forgot. Sorry.
Kelly: Thanks. Next, you need to fill out this form about your work schedule. Circle the days you're available on this line.
Marie: What should I write if I can only work in the afternoons? I have classes in the mornings.
Kelly: Just write the hours you're available underneath each day. We'll work around your school schedule.

Unit 5, Lesson 1 WATCH

Walt: Hi, Eva. What's going on? Is there a problem with the printer?

Eva: Yeah. It must be out of order. I've been trying to print out information for my sales presentation, and nothing is coming out.

Walt: Well, the first question I always ask in these situations is: Is the machine plugged in?

Eva: Yes, it is. I did check that!

Walt: Actually, the power light is on . . . so that can't be the problem. It could be out of paper, though.

Eva: I already checked all the paper trays. They're full.

Walt: Let's see, what else? . . . There might be a paper jam. . . . No, it doesn't look like that's the issue either.

Eva: I don't think it is. I checked to see if there was any paper stuck in any of the trays when I opened them. There wasn't.

Walt: And it isn't waiting for another job to complete, is it?

Eva: I've been standing here for about five minutes. The printer hasn't done any jobs at all.

Walt: Maybe it needs a new cartridge . . . ?

Eva: Usually, when that's the case, it prints out, but the print is faint or streaked.

Walt: You're right. Well, I can only think of one other possibility . . . the problem might be with your computer. Are you sure you have this printer installed?

Eva: I think so . . . I mean . . . what's this printer called, anyway?

Kelly: Hi, guys. Hey, Eva, I found all these printouts at the printer downstairs. They have your name on them. Are they yours?

Eva: Yes, they are! Oh, no! I've been sending the files to the wrong printer!...Thanks, Kelly.

Kelly: You're welcome.

Walt: Well, problem solved!

Eva: Yup! How embarrassing. Anyway, now I have an extra 20 copies of the handout for my sales presentation if the client wants them!...Speaking of which, I'd better get going.

Walt: Hey, wait a minute, Eva. . . . It looks like you got some black stuff on your sweater.

Eva: Oh, no! It must be toner from the printer. That's just great! I don't have time to go home and change before the presentation!

Unit 5, Lesson 1 CONVERSATION

Walt: What's going on? Is there a problem with the printer?

Eva: Yeah. It must be out of order. I've been trying to print out information for my sales presentation, and nothing is coming out.

Walt: Well, the first question I always ask in these situations is: Is the machine plugged in?

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Walt: Let's see, what else? . . . There might be a paper jam. . . . No, it doesn't look like that's the issue either.

Unit 5, Lesson 4 WATCH

Gary: Eva, thanks for stopping by. Have a seat.
Eva: Thanks.
Gary: So how are you doing these days? Are things going better for you?
Eva: Yes, they are. I think my new schedule is working out very well.
Gary: It certainly seems like it. You've been landing some great new accounts even though you've had to cover for Janet recently.
Eva: Thank you.
Gary: OK, so there is something I need to talk to you about.
Eva: Oh. What's going on?
Gary: Over the last month or so, your team has been offering customers a lot of discounts on our products.
Eva: Is that a problem? Discounts are a great sales incentive.
Gary: Well, even though customers love discounts, we have to be careful about how we handle them.
Eva: I understand. Every time we offer a discount, we have to make up for the money lost somehow. But I thought we would be OK because we've been selling such large quantities.
Gary: Well, that's not the case. The discounts have definitely been impacting our bottom line recently. . . . Have the sales reps been checking with you before they offer discounts?
Eva: No, I've been leaving those decisions up to them.
Gary: I think you need to ask them to get your approval before they offer discounts in the future.
Eva: OK, I will. I'm very sorry about this. I'll pass this information on to my team as soon as possible.
Gary: Great. One more thing: The reps shouldn't offer a discount every time a customer balks at a price. Make sure they understand that, too.
Eva: Right. We need to try a little harder to convince customers that our coffee is worth the price we're asking for.
Gary: Exactly.
Eva: Well, thanks for the feedback. I promise there won't be any more problems with discounts.
Gary: Thanks, Eva. I know you'll get this sorted out . . . Uh, by the way . . . did you get something on your sweater?
Eva: Ugh. Thanks for reminding me.

Unit 5, Lesson 4 CONVERSATION

Gary: Over the last month or so, your team has been offering customers a lot of discounts on our products.
Eva: Is that a problem? Discounts are a great sales incentive.

Gary: Well, even though customers love discounts, we have to be careful about how we handle them.

Eva: I understand. Every time we offer a discount, we have to make up for the money lost somehow. But I thought we would be OK because we've been selling such large quantities.

Gary: Well, that's not the case. The discounts have definitely been impacting our bottom line recently. . . . Have the sales reps been checking with you before they offer discounts?

Eva: No, I've been leaving those decisions up to them.

Gary: I think you need to ask them to get your approval before they offer discounts in the future.

Eva: OK, I will. I'm very sorry about this. I'll pass this information on to my team as soon as possible.

Unit 5, Lesson 8 WATCH

Kelly: So how was your day, Eva?

Eva: It was . . . challenging.

Kelly: Oh, no. What happened?

Eva: Well, first I couldn't get the printer to work. Then I had to do a sales presentation right after I badly stained my sweater. And then there was a problem with the discounts we've been offering . . .

Kelly: Oh, that's too bad.

Eva: Anyway, I'm glad it's almost over! . . . What about you, Kelly? Are you looking forward to the weekend?

Kelly: Not at all.

Eva: Why not?

Kelly: We're moving . . . and my husband suddenly has to go out of town!

Eva: Oh, no!

Kelly: Well, he's an only child, and his mother has to have an operation. So he has to take care of some stuff for her.

Eva: I'm sorry to hear that.

Kelly: She's going to be OK. But the timing couldn't be worse!

Eva: Is anyone going to help you move?

Kelly: A friend is going to help me with the heavy stuff. But I still have to pack up all the small things.

Eva: Hey, would you like me to help you?

Kelly: Oh, no, Eva . . . I don't want to bother you.

Eva: It's no bother. I'd be happy to give you a hand. I'm super-organized and a really good packer.

Kelly: But don't you have your hands full with work? And your kids? And school?

Eva: The girls are staying with my parents this weekend, and classes start next week. I could come over first thing in the morning.

Kelly: If you're sure you don't mind, that would be great.

Eva: I insist. It'll be fun. Besides, I'd like to see your new place.

Kelly: Wait 'til you see it. It's small, but there's a nice balcony . . . and it has a phenomenal view. You can almost see the ocean.

Eva: "Almost" see the ocean? That's great, Kelly . . .

Unit 5, Lesson 8 CONVERSATION

Eva: Is anyone going to help you move?

Kelly: A friend is going to help me with the heavy stuff. But I still have to pack up all the small things.

Eva: Hey, would you like me to help you?

Kelly: Oh, no, Eva . . . I don't want to bother you.

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Eva: The girls are staying with my parents this weekend, and classes start next week. I could come over first thing in the morning.

Kelly: If you're sure you don't mind, that would be great.

Unit 6, Lesson 1 WATCH

Walt: Hi, Gary. I have an idea that I'd like to propose. Are you free?
Gary: Yes . . . if you can make it quick. My next meeting starts in a couple of minutes.
Walt: OK, I will. Thanks. ..So, as you know, our website is getting a lot of hits. But not many customers are ordering our products online. I have an idea that I think will help us change that.
Gary: I'm all ears.
Walt: What if we had a contest for customers who place online orders?
Gary: How would it work?
Walt: Well, this is what I'm thinking. Every time a customer places an order, a series of photos pops up on the screen.
Gary: Photos of what?
Walt: Nature photos from coffee-producing countries like Costa Rica, Ethiopia, Brazil . . . The customer has to identify the country where each photo was taken.
Gary: And what happens then?
Walt: The people who identify the photos correctly will be finalists in the contest. One of them will win an all-expenses-paid trip to a coffee-producing country.
Gary: Hmm. That sounds expensive.
Walt: Actually, we could do it pretty cheaply. I've got the figures worked out if you want to take a look . . .
Gary: Sorry, Walt. This sounds exciting, but I really need to get going now.
Walt: Oh. OK.
Gary: But I definitely want to hear more about this. I'd like some other people to give their feedback on your ideas, too.
Walt: Great!
Gary: Why don't you prepare a short presentation for us? I'd like to see some examples of the photos you want to include . . . and, of course, the budget.
Walt: Absolutely. I could do that by the end of the week.
Gary: Could you do it by 2:00 P.M. this afternoon? Lydia is going out of town tomorrow. She'll be gone for a couple of weeks. I'd like her to be in on this discussion.
Walt: 2:00 P.M.? Today?. . . Well, OK, then. We'll be ready to go!
Gary: Great! See you at two!

Unit 6, Lesson 1 CONVERSATION

Walt: What if we had a contest for customers who place online orders?
Gary: How would it work?
Walt: Well, this is what I'm thinking. Every time a customer places an order, a series of photos pops up on the screen.
Gary: Photos of what?
Walt: Nature photos from coffee-producing countries like Costa Rica, Ethiopia, Brazil . . . The customer has to identify the country where each photo was taken.
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Walt: The people who identify the photos correctly will be finalists in the contest. One of them will win an all-expenses-paid trip to a coffee-producing country.

Unit 6, Lesson 4 WATCH

Walt: Hey, Marie. The presentation starts in five minutes. Do we have everything we need?

Marie: I think so. The projector is on the table, and here's the cable. Do you have your laptop?

Walt: Yes. Here you go.

Marie: Thanks. This cable has to be hooked up to the video port on your laptop. Where is it?

Walt: Here, I've got it . . . Uh oh. It's not going in!

Marie: Actually, I think it's just upside down.

Walt: Oh, OK . . . There we go.

Marie: OK, I think we're all set!

Walt: Great. Let's give the presentation a quick test run. I just want to check that everything is working right.

Marie: OK, but . . . do you have a power cord for your laptop? I think it should be plugged in before we start.

Walt: Good point! Here it is.

Marie: Great.

Walt: So do you think you can run the presentation while I talk?

Marie: Sure!

Walt: I'll give you a signal when I want you to go to the next slide.

Marie: OK, I'll start it up. . . .Wow. I didn't know they could grow coffee in snowy places like this!

Walt: Huh? Ahhhhh!!!! That photo is from one of my climbing trips! I copied the wrong file from my computer!

Marie: Oh, no!

Walt: I have to go back to my office and get the right file . . .

Marie: Here, you'll need this flash drive!

Walt: Oh, right . . .thanks! I'll be right back!

Marie: But . . . what do I say when people start coming in?

Walt: Just talk about the weather . . . Thank you, Marie!

Unit 6, Lesson 4 CONVERSATION

Walt: Hey, Marie. The presentation starts in five minutes. Do we have everything we need?

Marie: I think so. The projector is on the table, and here's the cable. Do you have your laptop?

Walt: Yes. Here you go.

Marie: Thanks. This cable has to be hooked up to the video port on your laptop. Where is it?

Walt: Here, I've got it . . . Uh oh. It's not going in!

Marie: Actually, I think it's just upside down.

Walt: Oh, OK . . . There we go.

Marie: OK, I think we're all set!

Unit 6, Lesson 8 WATCH

Gary: Hey, Walt.
Walt: Oh, hi, Gary!
Gary: I just wanted to let you know that I liked your presentation. I think we should go ahead with this online contest of yours.
Walt: Thanks! I'm really glad to hear that.
Gary: I had a suggestion about the prize, though.
Walt: Actually, I had a couple more thoughts that I wanted to share with you, too.
Gary: OK. Why don't I go first?
Walt: Sure.
Gary: The grand prize should be a trip to Brazil. We have our own reps there, and it would be a lot easier to organize everything.
Walt: I like that idea . . . but I think I might have an even better one.
Gary: Oh, yeah?
Walt: I realized we have a golden opportunity here. We can use this contest to spread the word about Traven Global's commitment to the environment.
Gary: How, exactly?
Walt: Well, we're involved in a couple of small-scale environmental projects right now . . .
Gary: Right . . . like the fair trade café in Brazil, and the organic coffee farm cooperative in Peru.
Walt: So the grand prize could be an opportunity to take part in one of those projects for a week or so.
Gary: Hmm . . . that could work . . . as long as we send the winner to the café in Brazil!
Walt: OK, sure. . . . And then we would document the whole thing and put it up on our website . . .
Gary: . . . Letting our customers know about everything we do to help local communities in coffee-producing countries.
Walt: Exactly.
Gary: That would be great publicity for us! Brilliant, Walt!
Walt: Thanks. And I can go along and take photos and write a blog about the whole experience!
Gary: Actually, don't you think Eva should do that? She's a really good photographer.
Walt: Oh, man. Well, I guess I'll just have to enter and win the contest myself!
Gary: Walt! You can't win your own contest!

Unit 6, Lesson 8 CONVERSATION

Gary: The grand prize should be a trip to Brazil. We have our own reps there, and it would be a lot easier to organize everything.

Walt: I like that idea . . . but I think I might have an even better one.
Gary: Oh, yeah?
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Walt: So the grand prize could be an opportunity to take part in one of those projects for a week or so.
Gary: Hmm . . . that could work . . . as long as we send the winner to the café in Brazil!

Unit 7, Lesson 1 WATCH

Matt: Hi, Gary . . . I need to tell you something.
Gary: What's up?
Matt: We had an accident in the warehouse this morning.
Gary: Oh, no. What happened?
Matt: Steve Warren injured his foot while he was loading a pallet.
Gary: That's too bad. Is he OK?
Matt: Well, it could have been worse. We called 911, and an ambulance came and took him to the ER. They X-rayed his foot there. It's broken, so he needs to stay home for a while.
Gary: How exactly did he hurt himself?
Matt: I don't know all the details yet, but he was loading 60-pound bags of coffee. Apparently, he tripped and then fell over backwards.
Gary: He's lucky that the bags didn't fall on him!
Matt: I know.
Gary: Was anyone else involved in the accident?
Matt: No. He was loading the pallet by himself.
Gary: And there were no witnesses, either?
Matt: No. There were other people around, but no one was paying attention.
Gary: When did this happen?
Matt: Around 8:30 this morning.
Gary: OK. Have you filled out an accident report?
Matt: I will when I get back to my desk.
Gary: OK. . . . Correct me if I'm wrong, but didn't we have a couple of accidents in the warehouse last month, too?
Matt: Yes, we did. Nothing serious, though.
Gary: Still, this concerns me a little bit. We want to make sure the warehouse is a safe place to work. Maybe you should look into this.
Matt: I plan to. I'm concerned about this, too.
Gary: Maybe you should talk to Kelly.
Matt: I've already scheduled a meeting with her later today. We're going to do a complete review of our safety procedures.
Gary: OK. Let me know how it goes . . . preferably by the end of the day today.
Matt: Sure, will do.

Unit 7, Lesson 1 CONVERSATION

Matt: We had an accident in the warehouse this morning.
Gary: Oh, no. What happened?
Matt: Steve Warren injured his foot while he was loading a pallet.
Gary: That's too bad. Is he OK?
Matt: Well, it could have been worse. We called 911, and an ambulance came and took him to the ER. They X-rayed his foot there. It's broken, so he needs to stay home for a while.
Gary: How exactly did he hurt himself?

Matt: I don't know all the details yet, but he was loading 60-pound bags of coffee. Apparently, he tripped and then fell over backwards.

Unit 7, Lesson 4 WATCH

Kelly: Sorry to hear about Steve's accident.
Matt: Thanks. Luckily he's going to be fine... . . . But I still feel terrible about it.
Kelly: I understand.
Matt: I've always done my best to stay on top of all the OSHA regulations. That's why this is so upsetting.
Kelly: Well, it does seem like the warehouse has become a little more unsafe recently. I see that the accident rate in the warehouse started going up a month or two ago.
Matt: Yes, I know. That's why we really need to figure out what's going on here.
Kelly: So what do you think? Why are these accidents happening?
Matt: Well, one thought occurred to me. We've been asking the workers to pick up the pace lately. When people rush, they're less careful than they should be . . .
Kelly: . . . and they make mistakes, and have accidents. When did you start asking the staff to work faster?
Matt: A couple of months ago. That's when we started getting all those big new orders.
Kelly: The connection seems pretty clear to me. If we hadn't asked the guys to work faster, the accident rate wouldn't have gone up.
Matt: I agree. But I don't think that's the whole story. The warehouse reorganization may also be an issue.
Kelly: Really? I thought the reorganization had made the warehouse more efficient.
Matt: It has, but we're using the space differently. We also bought some new equipment. The guys aren't really used to everything yet.
Kelly: Did you check out the place where Steve fell? Was there new equipment in the area?
Matt: Yes. There was a new platform ladder nearby. The platform is retractable, and it sticks out quite a bit when it's being used.
Kelly: Ah ha.
Matt: I think someone used the platform, and he or she forgot—or didn't know how—to push it back into place. Then Steve tripped over it.
Kelly: So if your staff had understood how to use the ladder correctly, Steve probably wouldn't have hurt himself.
Matt: That's what I think.
Kelly: Well, it sounds like two things need to happen. First, we need to find a way to slow things down in the warehouse.
Matt: I agree.
Kelly: And second, the workers need to completely familiarize themselves with all the new equipment . . . as soon as possible.
Matt: Right. This is what I think we should do . . .

Unit 7, Lesson 4 CONVERSATION

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Matt: Well, one thought occurred to me. We've been asking the workers to pick up the pace lately. When people rush, they're less careful than they should be
Kelly: . . . and they make mistakes, and have accidents. When did you start asking the staff to work faster?
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Matt: It has, but we're using the space differently. We also bought some new equipment. The guys aren't really used to everything yet.

Unit 7, Lesson 8 WATCH

Matt: . . . Kelly and I think there are a couple of reasons the accident rate in the warehouse has gone up. The first reason is that the employees are working too fast.
Gary: I see.
Matt: So I'd like to hire more people to reduce staff workload. I think that will make the warehouse much safer. . . . If you approve, of course.
Gary: Hmm. We can definitely bring in some temps. Let me get back to you on hiring more full-time employees.
Matt: OK. The other reason is that some of the workers haven't mastered all the new equipment.
Gary: The equipment you brought in when you reorganized the warehouse?
Matt: Right. So, we think we need to do some retraining.
Gary: How bad is the situation? Do you think we're going to have to completely retrain the entire warehouse staff?
Matt: I don't think that will be necessary.
Gary: How can you know for sure?
Matt: My plan is to supervise them closely over the next few days. If I notice several people making the same mistake, I'll retrain the whole team in that skill.
Gary: Fine. What else can we do to improve safety?
Matt: I'm going to post more signs promoting safety in the warehouse.
Gary: You mean like on the bulletin board?
Matt: Yes, but smaller signs and stickers, too. For example, we'll put yellow "caution" stickers on equipment that could injure people.
Gary: OK. It's always a good idea to remind people to pay attention and be safe.
Matt: Last but not least, I'd like to form a safety committee. It would meet once a month to review safety awareness in all the different departments.
Gary: Who would be on this committee?
Matt: Kelly and I, for starters. We should probably have someone from each department.

Gary: I think I should be involved as well.
Matt: Definitely.
Gary: Good. Thanks for updating me on all thisBy the way, how's Steve doing now?
Matt: Fine. He said his wife is already asking when he can come back to work. Apparently, he's quite a demanding patient!

Unit 7, Lesson 8 CONVERSATION

Matt: . . . Kelly and I think there are a couple of reasons the accident rate in the warehouse has gone up. The first reason is that the employees are working too fast.
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Gary: The equipment you brought in when you reorganized the warehouse?
Matt: Right. So, we think we need to do some retraining.

Unit 8, Lesson 1 WATCH

Marie: Excuse me . . . Walt?
Walt: Yes? . . . Oh, hi, Marie.
Marie: Hi. I just wanted to apologize for the delay in getting those spreadsheets to you earlier today. I know I made you miss your deadline.
Walt: Oh, don't worry about it. You'll do better next time.
Marie: Well, about that . . . do you have a minute to talk?
Walt: Sure. What's on your mind?
Marie: It's just that . . . I feel like I'm always behind in my work.
Walt: Well, personally, I think you're doing a great job. You certainly saved the day when we made that online contest presentation!
Marie: Thanks, but . . . The truth is, I feel a little overwhelmed. Basically, I don't know how to manage my time here.
Walt: Well, I'm not exactly an expert. But I can give you some tips on how to get things done more efficiently.
Marie: I'd really appreciate that.
Walt: First, save the most difficult tasks for when you're feeling most productive. For me, that's in the morning.
Marie: I'm more of a night owl. Can I come into the office at midnight?
Walt: OK, maybe that tip won't work for you... Here's another one. Every morning, plan your day. Jot down a to-do list of the things you need to accomplish.
Marie: Well, I do type notes on my computer screen to remind myself to do things.
Walt: An organized list is better. Then you can prioritize the tasks. Always make sure you work on the most important things first.
Marie: That makes sense.
Walt: You also have to watch out for distractions.
Marie: Distractions?
Walt: Yeah. You can really waste a lot of time emailing, surfing the Internet, and chatting with coworkers.
Marie: I know, but . . . it's sometimes hard to cut off a chat. I don't want to seem unfriendly.
Walt: Well, you have to be tactful! . . . By the way, if I ever start chatting, feel free to just tell me you're busy. I promise I'll go away!
Marie: OK, I will!

Unit 8, Lesson 1 CONVERSATION

Marie: The truth is, I feel a little overwhelmed. Basically, I don't know how to manage my time here.
Walt: Well, I'm not exactly an expert. But I can give you some tips on how to get things done more efficiently.
Marie: I'd really appreciate that.
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Walt: An organized list is better. Then you can prioritize the tasks. Always make sure you work on the most important things first.

Unit 8, Lesson 4 WATCH

Walt: Oh, Gary, can I talk to you for a minute?
Gary: Sure, what's up?
Walt: There's something I'd like to ask you.
Gary: Yes?
Walt: I probably should have brought this up earlier, but I wasn't sure if it was going to work out or not . . .
Gary: What is it?
Walt: It's really a fantastic opportunity for me. My brother is organizing an expedition to climb Mount Denali in Alaska. I'd love to join him.
Gary: Oh, I see where this is going . . . you want some time off.
Walt: Yes, if it's at all possible . . .
Gary: How much time?
Walt: A month.
Gary: A month?! And when will you need this time off?
Walt: July. It's the best time to climb.
Gary: Hmm. You could have asked me about this sooner. You aren't giving me much time to make alternate arrangements here.
Walt: I know. I'm sorry. I just got final confirmation yesterday that the trip was going to happen.
Gary: I guess you might be able to take a leave of absence . . . without pay, of course. We could probably bring someone in to cover for you while you're gone.
Walt: I have two weeks of vacation coming to me, too.
Gary: OK. I'll look into it and get back to you.
Walt: Thanks, I appreciate it.
Gary: So, Mount Denali! Alaska!
Walt: Yup! Pretty cool, huh?
Gary: Well, pretty cold, anyway! You really want to do this?
Walt: Oh, yes. I've been waiting for this chance for a long time.
Gary: Well, I'm sure it'll be an experience you'll never forget!
Walt: You know, we could probably squeeze in an extra team member. How'd you like to try some ice climbing?
Gary: Not in a thousand years. Lying on the beach is more my style!

Unit 8, Lesson 4 CONVERSATION

Walt: There's something I'd like to ask you.
Gary: Yes?
Walt: I probably should have brought this up earlier, but I wasn't sure if it was going to work out or not . . .
Gary: What is it?
Walt: It's really a fantastic opportunity for me. My brother is organizing an expedition to climb Mount Denali in Alaska. I'd love to join him.
Gary: Oh, I see where this is going . . . you want some time off.
Walt: Yes, if it's at all possible . . .
Gary: How much time?
Walt: A month.

Unit 8, Lesson 8 WATCH

Eva: Hey, Walt, why are you looking at that map?
Walt: Well, I'm waiting for final confirmation from Gary that I'll be able to do this, but . . . I'm checking out the route I'm going to take to climb Mount Denali in Alaska!
Eva: Mount Denali! That's awesome!
Walt: I know. I can hardly believe it myself.
Eva: I know you climbed Mount Whitney a few years ago. But Mount Denali is a lot higher, isn't it?
Walt: Yes, it's about 6,000 feet higher. In general, it's going to be a much more challenging climb than Whitney was.
Eva: Now you're making me a little worried. You aren't going alone, are you?
Walt: No. My brother is a mountaineering guide. We're going with a small group of experienced climbers.
Eva: Still, it must take a lot of courage to go out in the wilderness like that.
Walt: Not really. As long as you're well prepared, there isn't much risk involved.
Eva: So how are you going to get there?
Walt: I was just talking to my brother about that. The first step is to fly to Anchorage, obviously. That's the closest commercial airport.
Eva: Are there any direct flights from Miami to Anchorage?
Walt: Nope. We're going to have a stopover in Seattle.
Eva: I see. Then what? How far is Anchorage from Mount Denali?
Walt: It's a two-hour drive to Talkeetna, the nearest town. Most climbers take a shuttle bus to get there from Anchorage. But you can also take the train, or even a small bush plane!
Eva: A bush plane . . . that would be so cool! I've always wanted to ride in one of those.
Walt: I know . . . but we're probably going to take the shuttle bus. It's the cheapest alternative.
Eva: So what happens when you get to Talkeetna? Do you just start hiking up the mountain?
Walt: Not quite. First we have to buy permits at the Talkeetna Ranger Station. They only let people with climbing experience have permits. They don't want complete novices to attempt the climb.

Eva: I can see why. If you didn't know what you were doing, they'd just have to come rescue you!

Walt: Yes . . . and then we'd have to pay the cost of the rescue!

Eva: Well, it sounds like quite an adventure. So what does it feel like when you finally reach the top of a mountain?

Walt: It's really . . . indescribable. I just can't put it into words.

Eva: Well, promise to text me when you get to the top of Mount Denali! Then you'll have to put it into words!

Walt: OK, will do!

Unit 8, Lesson 8 CONVERSATION

Eva: So how are you going to get there?

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Eva: A bush plane . . . that would be so cool! I've always wanted to ride in one of those.

Walt: I know . . . but we're probably going to take the shuttle bus. It's the cheapest alternative.

Unit 9, Lesson 1 WATCH

Kelly: Hey, Matt . . . I need to ask you something.
Matt: Oh, hi, Kelly. What's up?
Kelly: I'm sorry to bother you with this. . . . You've heard about the beach cleanup, right? It's happening tomorrow.
Matt: Right. Sorry I couldn't sign up for that.
Kelly: Oh, don't worry about that. I do have a problem I hope you can help me with, though.
Matt: Oh, yeah?
Kelly: Henry said he would help me transport all the cleaning supplies to the beach, but he can't make it after all. Could you pick up the supplies at my place at 8 A.M. tomorrow, and then drive them to the beach?
Matt: Um . . . can't you take them there yourself?
Kelly: No, because my car isn't big enough. You have a pickup truck, right?
Matt: Yes . . . I'd like to help, but I'm supposed to take my son Adam to a soccer game tomorrow morning.
Kelly: Can your wife take him? I'm sorry, but this is really important.
Matt: Well, she wouldn't mind taking him. But Adam really wants me to watch him play . . .
Kelly: Come on, Matt. Please? I really need this favor. I've already asked three other people.
Matt: Oh, all right, Kelly. I can help you out. I guess it's for a good cause, and I can take him to the next game.
Kelly: Great! Thanks so much. I owe you big time.
Matt: Adam won't be happy, though. He started playing a new position on the team recently. He was going to show me some of his new moves, but now he won't be able to.
Kelly: I'm sorry. I'll make it up to you guys. I'll take him out for ice cream next weekend or something like that.
Matt: That sounds nice.
Kelly: Hey, better yet, why don't I treat everyone to a late lunch tomorrow, after the soccer game?
Matt: But won't you be at the beach?
Kelly: Yes, but your wife and the kids can join us there for the cleanup! It's going to be a lot of fun, and there will be food for the volunteers, too!
Matt: That's a sight I'd like to see. My kids, cleaning!

Unit 9, Lesson 1 CONVERSATION

Kelly: Henry said he would help me transport all the cleaning supplies to the beach, but he can't make it after all. Could you pick up the supplies at my place at 8 A.M. tomorrow, and then drive them to the beach?
Matt: Um . . . can't you take them there yourself?
Kelly: No, because my car isn't big enough. You have a pickup truck, right?
Matt: Yes . . . I'd like to help, but I'm supposed to take my son Adam to a soccer game tomorrow morning.

Kelly: Can your wife take him? I'm sorry, but this is really important.
Matt: Well, she wouldn't mind taking him. But Adam really wants me to watch him play . . .
Kelly: Come on, Matt. Please? I really need this favor. I've already asked three other people.
Matt: Oh, all right, Kelly. I can help you out. I guess it's for a good cause, and I can take him to the next game.

Unit 9, Lesson 4 WATCH

Eva: I've been seeing a lot of trash on the beach recently. I'm really glad our company is going to help pick it all up.
Kelly: I am, too. And thanks for helping me organize everything.
Eva: You're welcome.
Kelly: So I told everyone to meet up at the beach tomorrow at 9 A.M.
Eva: OK. And Henry is going to drop off the cleaning supplies at the beach at around 8:30, right?
Kelly: Actually, he can't do it, but I got Matt to do it instead. He's picking them up at my place at eight.
Eva: OK, good. So we'd better talk about who's doing what on the beach. What do you want Nancy's team to do?
Kelly: They're in charge of recyclables. They're going to pick up plastic bottles, beach toys, and anything else that can be reused.
Eva: And they're supposed to use the blue buckets, right?
Kelly: Right.
Eva: OK. What about Walt's team?
Kelly: They're collecting the disposable trash.
Eva: So they're using the black trash bags. What are they supposed to do with them when they're full? Throw them in a pile somewhere?
Kelly: Actually, I had Linda call the sanitation department. It turns out there are a couple of dumpsters in the parking lot that we can use.
Eva: Awesome! I'll tell Walt that the bags can go straight in the dumpsters, then.
Kelly: Good. Can you also make sure he knows that everyone has to wear work gloves?
Eva: Sure. . . . OK, what about the refreshments? Who's responsible for them?
Kelly: Gary is! He's buying a bunch of sandwiches and drinks for everyone.
Eva: Good old Gary. Does he need any help with that?
Kelly: He said he could take care of it himself.
Eva: OK. And I'm handling the photos. We want to document this event from start to finish.
Kelly: I hope you're planning on picking up some trash, too—and not just taking pictures of it!

Unit 9, Lesson 4 CONVERSATION

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Eva: OK. What about Walt's team?

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Kelly: Actually, I had Linda call the sanitation department. It turns out there are a couple of dumpsters in the parking lot that we can use.

Unit 9, Lesson 8 WATCH

Walt: Hey, Kelly. Aren't you going to Ying's birthday party?

Kelly: Oh, I plan to go. I just have to finish up some work first. Why aren't you at the party?

Walt: I just wanted to ask you a quick question about the cleanup. Do you mind if I interrupt you for a minute?

Kelly: Not at all . . . come in.

Walt: Thanks. . . . So I talked to Eva about the cleanup plans earlier today . . . and I was wondering about something.

Kelly: Yes?

Walt: Why are we using disposable trash bags? I helped out with another beach cleanup last year, and we used buckets to pick up the trash.

Kelly: Walt, you're so "green"! . . . Well, the main reason is that I thought trash bags would be easier to manage.

Walt: Really? Why?

Kelly: If we used buckets to pick up all the trash, we'd have to buy a lot more of them. It would be hard to transport them all to the beach.

Walt: Well, people could bring their own buckets from home.

Kelly: Not everyone has a bucket at home.

Walt: You don't even really need a bucket. You can cut the top off a plastic milk jug and use that.

Kelly: I guess so . . . but there's another problem. The buckets would get really dirty and unsanitary. They might make someone sick.

Walt: Well, maybe people could rinse off the buckets, then wash them thoroughly at home...

Kelly: I still think it's a health concern. We have to be careful about that kind of thing . . . especially at company-sponsored events.

Walt: I see. OK.

Kelly: But you're right that we should try to minimize waste. I'll keep that in mind for our next community service event!

Walt: Thanks. . . . I hope you don't mind me bringing it up. Just trying to save the planet!

Kelly: I know. You're a true environmentalist. . . . In fact, next time, I'm going to ask you to help me organize the event.

Walt: Please do. I'd be happy to help!

Kelly: Anyway, I'm just about finished here. Want to head over to the party with me?
Walt: You bet! Let's go!

Unit 9, Lesson 8 CONVERSATION

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Unit 10, Lesson 1 WATCH

- Gary: . . . So I took a look at your self-evaluation. I've made some notes on things I'd like to discuss with you.
- Matt: OK.
- Gary: First, let's talk about some of your achievements this year. You oversaw the reorganization of the warehouse . . . that was a big one.
- Matt: Yes, that was quite an undertaking!
- Gary: I think in general, the reorganization went very well. It was completed on schedule, and it's really increased the capacity of the warehouse.
- Matt: Thanks.
- Gary: There were a couple of things that could have been handled a little better, though. For example, I wish you'd noticed that the workers were having problems before the accident rate went up.
- Matt: Yes, I kind of dropped the ball on that. I was just too busy to monitor the staff closely. There were so many orders we had to fill.
- Gary: It was really hectic in the warehouse at that time. Nevertheless, for a brief period, the warehouse was not as safe as it should be.
- Matt: I know. That's not acceptable, and I've been doing my best to make sure it doesn't happen again.
- Gary: I know you have, and I think you've been very successful. We haven't had a warehouse accident in months, have we?
- Matt: No, we haven't.
- Gary: Another issue is that we went over budget on the reorganization.
- Matt: Well, I didn't foresee that we'd have to retrain the workers. So costs were higher than we expected. I'm not happy about that, but we didn't have a choice.
- Gary: I know . . . you had to do that retraining. But the next time we plan a major change like the reorganization, let's factor possible costs like this into the budget.
- Matt: Yes, I agree. It will be easy enough to make that change when I put budgets together in the future.
- Gary: Great. . . . Anyway, aside from those two issues, I'm very pleased with the way the reorganization turned out.
- Matt: Oh, good.
- Gary: Everything is running very smoothly in the warehouse now. I know we're getting great feedback from our suppliers and customers, too.
- Matt: I'm glad to hear that.
- Gary: OK, let's move on to another of your achievements . . . implementing the new online ordering system.
- Matt: Argh . . . don't remind me. The reorganization was a piece of cake compared with that!
- Gary: Yeah, I remember watching you struggle with it! Well, maybe we should put mastering that system at the top of your list of achievements this year!

Unit 10, Lesson 1 CONVERSATION

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Gary: I know you have, and I think you've been very successful.

Unit 10, Lesson 4 WATCH

Gary: . . . There's one other thing I want to mention. You played a big part in the success of Walt's online contest. You did a great job documenting the contest winner's trip to Brazil.

Eva: Thanks. That was a wonderful experience for me. I think the fair trade cafe is really making a difference in that community.

Gary: I think so, too. Hopefully we can make this contest an annual event. But I suggest that you not make plans to take part in the next one.

Eva: Really? Why?

Gary: Well, let me start by summarizing what we've discussed so far. You've shown some impressive leadership skills, and you've taken the initiative to solve problems and get things done on numerous occasions.

Eva: Thanks.

Gary: You also had to cover for Janet while she was on family leave. You've handled an enormous workload this year.

Eva: I have to admit . . . It was quite a relief when she came back to work!

Gary: Finally, you've landed some great new accounts for us. You really contributed to our bottom line.

Eva: Aside from that little problem with the discounts . . .

Gary: That was only a minor setback, and you corrected the problem immediately. All in all, your performance has been stellar this year.

Eva: Thank you. You know I really love what I do here.

Gary: That's why I want to offer you a promotion. I'd like you to be our new regional sales manager for the southern states.

Eva: Regional sales manager! You're kidding, a promotion! Wow, I'm stunned.

Gary: Well, you deserve it.

Eva: Thank you so much! Can you tell me a little more about the position?

Gary: Sure. You'll continue to do a lot of things you're doing now. You'll manage a team of sales reps and identify sales goals. The main difference will be that you'll manage more people, and cover a larger territory.

Eva: I understand. Will I need to relocate?

Gary: No, you'll still be based here in Miami. But there'll be quite a lot of travel involved. It's important that you and your family be aware of that.
Eva: I think that will be fine. The girls are getting older now, and my parents live nearby.
Gary: Great. Now I'm sure you're wondering about your new salary . . .

Unit 10, Lesson 4 CONVERSATION

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Unit 10, Lesson 8 WATCH

Gary: Hey, Walt.
Walt: Hi, Gary. Did you finish up all your performance reviews?
Gary: Just about . . .and I had to sign off on all the other managers' reviews, too! I'm pretty exhausted.
Walt: I can imagine!
Gary: I remember way back when we first started this company. We only had ten employees. Things sure are different now!
Walt: That's right . . .you've been here since the very beginning. You must feel good about helping to build up a successful business like this one.
Gary: I do. We've done a lot of hard work, and it's paying off. We're going to post some impressive profits this year.
Walt: That's great. But success isn't only about dollars and cents, is it?
Gary: Well, in my position, the dollars and cents are always part of the picture. I can't forget about them even for a second.
Walt: I know, I know.
Gary: OK, I'm not completely obsessed with money. I'm also very proud of the quality of the products we make. I think we launched some truly delicious new blends this year.
Walt: Oh, I agree . . . Sweet Canopy, Mountain Mist . . . Mmm. This Mountain Mist has got to be one of the best coffees in the world.
Gary: You got that right. . . .So what about you? How do you define success?
Walt: Well, in my opinion, this company is successful because of the relationships we've built.

Gary: Relationships? What do you mean?
Walt: Well, we've developed some great relationships with both customers and coffee growers over the years.
Gary: That's true. You've been a big part of that, with all your work on the website.
Walt: Thanks. But I think the things we do as a company are more important. I'm really glad that we started buying organic beans directly from the growers, and supporting local communities with our environmental projects.
Gary: That is something to be proud of. We're making things better in the countries we work with . . .
Walt: . . . and here in the United States, for that matter.
Gary: I also like to think we're benefiting the people in this very building . . . our staff. We have a lot of good people working here.
Walt: Well, I'm sure most of those people would agree that Traven Global is a great place to work.
Gary: Most?
Walt: OK, OK . . . all!

Unit 10, Lesson 8 CONVERSATION

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