

## 6 Grammar, Vocabulary, and Pronunciation **A**

### GRAMMAR

1 Complete the sentences with the correct form of *can*, *could*, *be able to*, or *managed to*.

Example: I hope I'll be able to find some good bargains in the sales.

- 1 Stefan \_\_\_\_\_ play chess brilliantly when he was eight.
- 2 After a long wait, the journalist \_\_\_\_\_ speak to the director.
- 3 I'm afraid you \_\_\_\_\_ see the doctor today. She's fully booked.
- 4 Don't you think \_\_\_\_\_ to buy everything online these days is brilliant?
- 5 \_\_\_\_\_ I borrow your phone to make a quick call? I've left mine at home.
- 6 Elena's credit card was out of date, so she \_\_\_\_\_ use it on holiday.
- 7 I'm not sure I \_\_\_\_\_ finish my report today.
- 8 That \_\_\_\_\_ be the real price! It's usually much cheaper.
- 9 Ask at the information desk. They should \_\_\_\_\_ help you.
- 10 We \_\_\_\_\_ to get to the bank before it closed. It was too late.

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2 Complete the sentences with the correct word(s).

Example: You mustn't use bleach to whiten your teeth!  
It's a terrible idea.  
mustn't needn't

- 1 Great! We don't \_\_\_\_\_ to get up early tomorrow. It's a holiday.  
have must
- 2 \_\_\_\_\_ I buy a new drill? This one's very old now.  
Ought Should
- 3 You really \_\_\_\_\_ visit Denmark if you like good design.  
have must
- 4 There are lots of nails in the toolbox. We \_\_\_\_\_ get any more.  
haven't needn't
- 5 Did they really \_\_\_\_\_ cut down that beautiful tree? It was fine!  
must need to

- 6 We \_\_\_\_\_ leave late if we want to get the train.  
mustn't don't have to
- 7 She \_\_\_\_\_ to take the jumper back to the shop. The size was wrong.  
had must
- 8 Mark \_\_\_\_\_ to eat less fast food. It's very bad for him.  
should ought
- 9 I live on my own, so I often \_\_\_\_\_ do small repairs myself.  
have to need
- 10 Sue's just decorated her flat. She \_\_\_\_\_ to do it again for a long time.  
won't need mustn't

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Grammar total	20
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### VOCABULARY

3 Complete the sentences. Write one word in each gap. They are all related to restaurants.

Example: Hello. I'd like to **book** a table for six for this evening, please.

- 1 The food was great, but the **s** \_\_\_\_\_ wasn't good. The waiter was too slow.
- 2 You shouldn't take things out one at a time. Carry them on a **tr** \_\_\_\_\_.
- 3 **A** Which dish would you **r** \_\_\_\_\_?  
**B** The fish is particularly good today, sir.
- 4 You can put more soup in those **b** \_\_\_\_\_ – they're big enough.
- 5 Could we have a **j** \_\_\_\_\_ of water – enough for four people, please?
- 6 **A** I'd open the wine, but I can't find the **c** \_\_\_\_\_.  
**B** It's over there – next to the other bottle.
- 7 They brought us our coffee, but didn't give us **t** \_\_\_\_\_ spoons for the sugar.
- 8 I need a **n** \_\_\_\_\_ to wipe my hands. Waiter?

8
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## 6 Grammar, Vocabulary, and Pronunciation **A**

### 4 Match the words to make phrases.

Example: serve e

- 1 pour \_\_\_\_\_
  - 2 ask for \_\_\_\_\_
  - 3 needle \_\_\_\_\_
  - 4 put up \_\_\_\_\_
  - 5 send \_\_\_\_\_
- a the bill
  - b shelves
  - c a drink
  - d something back
  - e ~~a~~table
  - f and thread

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### 5 Complete the sentences. Write one word in each gap. They are all related to DIY and repairs.

Example: String won't be strong enough. I'll buy some nylon **rope**.

- 1 It took us ages to choose the new **t**\_\_\_\_\_ for the bathroom walls.
- 2 If you want shelves to stay up for a long time, use **scr**\_\_\_\_\_, not glue.
- 3 Don't use **b**\_\_\_\_\_ in digital radios as they don't last long.
- 4 The cold **t**\_\_\_\_\_ is dripping. I think it needs a new washer.
- 5 What's happened to the door **h**\_\_\_\_\_? It keeps sticking.
- 6 I've hated going up **l**\_\_\_\_\_ ever since I fell off one last year.
- 7 **A** I bought some nails so we can hang the pictures now.  
**B** Yes, but where's the **h**\_\_\_\_\_? It isn't with the other tools.

7

Vocabulary total  20

### PRONUNCIATION

### 6 Underline the stressed syllable.

Example: bu|cket

- 1 paint|brush
- 2 e|lec|tri|cian
- 3 screw|dri|ver
- 4 de|scribe
- 5 a|ssem|ble

5

### 7 Write the words.

Example: bred ən 'bʌtə *bread and butter*

- 1 sɒlt ən 'pepə \_\_\_\_\_
- 2 fɪʃ ən 'tʃɪps \_\_\_\_\_
- 3 naɪf ən 'fɔ:k \_\_\_\_\_
- 4 kʌp ən 'sɔ:sə \_\_\_\_\_
- 5 ɔɪl ən 'vɪnɪŋə \_\_\_\_\_

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Pronunciation total  10

Grammar, Vocabulary, and Pronunciation total  50

## 6 Reading and Writing **A**

### READING

Read the article about doing DIY. Five sentences have been removed. Choose from the sentences A–G the one which fits each gap (1–5). There is one extra sentence which you do not need to use.

## Is 'Do It Yourself' worth it?

Why pay an electrician for a five-minute task when you can do it yourself? **0** **G** Well, that's how I used to think about DIY, but not anymore.

Last year, I bought a new light fitting for one of our bedrooms. I knew that it wasn't going to be easy to put up, so I called my friend Paul. **1** Then, with my screwdriver in my hand, I would fix it to the ceiling. And all that would take the same length of time that a professional would need to do the job alone.

Paul waited upstairs while I switched off the electrical power in the box downstairs. If I'm honest, I can't remember when I first realized that something was wrong. It might have been his scream. Or perhaps the bang and flash of light coming from the box in front of me. It could even have been the smell of smoke. Whatever it was, I quickly turned off the power in the whole house. That alone meant that I would have to reset every timer on every piece of electrical equipment in the house. It didn't matter, though. **2** What had I done to him? I went upstairs to inspect the damage.

The light fitting was completely destroyed. There was a huge black mark on the ceiling where it had been burned, and the smell in the room was awful. Paul was standing there

brushing hundreds of small pieces of glass out of his hair. Luckily, he hadn't been hurt. **3** And it was at that point, as I stood watching him, that I realized the dangers involved when someone doesn't really know what they're doing.

As so often in DIY, the problem turned out to be not that we had made a complete mess of the job – although my wife would not agree – but that we had missed a tiny detail. A piece of metal in the part that connects the light fitting to the ceiling should have been covered with a special kind of tape. **4** With the tape, the light fitting would have been an attractive addition to the room. Without it, however, it was like a bomb.

My wife was used to my making a mess of things and paying twice as much to get them fixed as it would have cost to get a professional to do it in the first place. That day taught us all a lesson, though. I was not prepared to injure my friends just to save some money. **5** In just two years, the number of people aged 45 to 54 doing DIY has fallen by half, according to a report published this week.

- A** And it seems I'm not the only one who's had enough of DIY.
- B** The only thing I could think about at that time was my poor friend.
- C** In fact, I've never really liked DIY or been very interested in it.
- D** His job would be to hold it in position.
- E** At least that's what the electrician who came to sort out the problem told me.
- F** But he had come very close to it.
- G** It's a shame to waste money on getting such a simple job done.

Reading total **15**

### WRITING

Write an email to the manager of a shop / restaurant you have recently visited, telling him / her about the bad service you received (140–180 words). Include the following information:

- say when you visited the shop / restaurant
- describe what happened while you were in the shop / restaurant
- explain what you would like the manager to do now

Writing total **10**

Reading and Writing total **25**

## 6 Listening and Speaking **A**

### LISTENING

- 1 Listen to a woman interviewing a man who has won a prize for the customer service he provided in his local area. Choose the correct answer.
- Paul says the Postman of the Year competition started \_\_\_\_  
**A** less than 20 years ago.  
**B** exactly 22 years ago.  
**C** at least 23 years ago.
  - People need to \_\_\_\_ to choose their winner.  
**A** go to the post office  
**B** use the internet  
**C** put something in a postbox
  - Paul feels \_\_\_\_ when he talks about winning the award.  
**A** proud  
**B** happy  
**C** embarrassed
  - Paul thinks he got the prize mainly because \_\_\_\_  
**A** he's always on time.  
**B** he smiles a lot.  
**C** he spends ages talking to people.
  - According to Paul, the most important thing is for a postman is that they \_\_\_\_  
**A** enjoy what they do.  
**B** enjoy getting up early.  
**C** enjoy working with others.

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- 2 Listen to five people giving some useful household tips. Why does each person say their tip is useful?
- It can make something look like new again.
  - It's a good way of recycling something.
  - It does a good job of cleaning something.
  - The effects last for a long time.
  - It makes something last longer.
  - It can make the colour of something lighter.

Speaker 1 Speaker 2 Speaker 3 Speaker 4 Speaker 5 

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Listening total	10
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### SPEAKING

- 1 Make questions and ask your partner.
- Who / fix things / your house when something / break?
  - / you / enjoy / do / jobs / house? Why / Why not?
  - What / you think about / service / shops / your country?
  - Which companies / your country provide good service / customers?
  - / you leave / tip / waiters / restaurant? Why / Why not?
- Now answer your partner's questions.
- 2 Talk about the statement below, saying if you agree or disagree. Give reasons.  
 'The quality of service nowadays in many places is getting worse and worse.'
- 3 Listen to your partner talking about good service. Do you agree with him / her?

Speaking total	15
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Listening and Speaking total	25
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## 6 Grammar, Vocabulary, and Pronunciation **B**

### GRAMMAR

#### 1 Complete the sentences with the correct word(s).

Example: You *mustn't* use bleach to whiten your teeth!  
It's a terrible idea.  
mustn't needn't

- I live on my own, so I often \_\_\_\_\_ do small repairs myself.  
have to need
- We've just painted our house. We \_\_\_\_\_ to do it again for a long time.  
mustn't won't need
- George \_\_\_\_\_ to eat healthier food like fruit and vegetables.  
should ought
- Did they really \_\_\_\_\_ cut down that beautiful tree? It was fine!  
need to must
- There are enough screws in the toolbox. We \_\_\_\_\_ get any more.  
haven't needn't
- It's a holiday tomorrow, so we don't \_\_\_\_\_ to get up early.  
must have
- \_\_\_\_\_ I buy a new drill? This one's very old now.  
Should Ought
- You \_\_\_\_\_ leave late if you want to get the train.  
mustn't don't have to
- Carmen \_\_\_\_\_ to take the jacket back to the shop. The size was wrong.  
should had
- If you like good design, you really \_\_\_\_\_ visit Sweden.  
need must

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#### 2 Complete the sentences with the correct form of *can*, *could*, *be able to*, or *managed to*.

Example: I hope I'll *be able to* find some good bargains in the sales.

- Don't you think \_\_\_\_\_ to buy everything on the internet these days is great?
- That \_\_\_\_\_ be the real price! It usually costs a lot more.
- \_\_\_\_\_ I borrow your phone to make a quick call? I've left mine at home.
- Kristen \_\_\_\_\_ use her credit card on holiday. It was out of date.

- After a long wait, the journalist \_\_\_\_\_ speak to the director.
- We \_\_\_\_\_ to get to the bank before it closed. It was too late.
- I'm afraid you \_\_\_\_\_ see the doctor today. He's fully booked.
- Ask at the information desk. They should \_\_\_\_\_ help you.
- Stefan \_\_\_\_\_ play football brilliantly when he was six.
- I'm not sure I \_\_\_\_\_ finish the report today.

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Grammar total		20
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### VOCABULARY

#### 3 Complete the sentences. Write one word in each gap. They are all related to DIY and repairs.

Example: String won't be strong enough. I'll buy some nylon *rope*.

- A** I bought some nails so we can hang the pictures now.  
**B** Yes, but where's the **h** \_\_\_\_\_? It isn't with the other tools.
- The hot **t** \_\_\_\_\_ is dripping. I think it needs a new washer.
- I never go up **l** \_\_\_\_\_ any more. I fell off one last year.
- Don't use **b** \_\_\_\_\_ in digital radios as they don't last long.
- If you want shelves to stay up for a long time, use **scr** \_\_\_\_\_, not glue.
- I've found some beautiful **t** \_\_\_\_\_ to go on the walls of my new bathroom.
- What's happened to the door **h** \_\_\_\_\_? It keeps sticking.

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## 6 Grammar, Vocabulary, and Pronunciation **B**

4 Complete the sentences. Write one word in each gap. They are all related to restaurants.

Example: Hello. I'd like to **book** a table for six for this evening, please.

- 1 **A** I'd open the wine, but I can't find the **c**\_\_\_\_\_.
- B** It's over there – next to the other bottle.
- 2 They brought us our coffee, but didn't give us **t**\_\_\_\_\_ spoons for the sugar.
- 3 I need a **n**\_\_\_\_\_ to wipe my hands. Waiter?
- 4 Could we have a **j**\_\_\_\_\_ of water – enough for four people, please?
- 5 **A** Which dish would you **r**\_\_\_\_\_?
- B** The *spaghetti alle vongole* is particularly good today, madam.
- 6 The meal was excellent, but the **s**\_\_\_\_\_ wasn't good. The waiter was too slow.
- 7 You can put more soup in those **b**\_\_\_\_\_ – they're big enough.
- 8 Don't take things out one at a time. Carry them on a **tr**\_\_\_\_\_.

8

5 Match the words to make phrases.

Example: serve *f*

- 1 send \_\_\_\_\_
  - 2 pour \_\_\_\_\_
  - 3 needle \_\_\_\_\_
  - 4 put up \_\_\_\_\_
  - 5 ask for \_\_\_\_\_
- a shelves  
b and thread  
c the bill  
d a drink  
e something back  
f a table

5

Vocabulary total  20

### PRONUNCIATION

6 Write the words.

Example: bred ən 'bʌtə *bread and butter*

- 1 naɪf ən 'fəʊk \_\_\_\_\_
- 2 kʌp ən 'sɔːsə \_\_\_\_\_
- 3 ɔɪl ən 'vɪnɪgə \_\_\_\_\_
- 4 fɪʃ ən 'tʃɪps \_\_\_\_\_
- 5 sɒlt ən 'pepə \_\_\_\_\_

5

7 Underline the stressed syllable.

Example: bucket

- 1 a|ssem|ble
- 2 paint|brush
- 3 screw|dri|ver
- 4 de|scribe
- 5 e|lec|tri|cian

5

Pronunciation total  10

Grammar, Vocabulary, and Pronunciation total  50

## 6 Reading and Writing **B**

### READING

Read the article about doing DIY. Five sentences have been removed. Choose from the sentences A–G the one which fits each gap (1–5). There is one extra sentence which you do not need to use.

## 'Do It Yourself'? Why bother?

Why pay an electrician for a five-minute task when you can do it yourself? **0** **G** Well, that's how I used to think about DIY, but not anymore.

Last year, I bought a new light fitting for one of our bedrooms. I knew that it wasn't going to be easy to put up, so I called my friend Paul. **1**  Then, with my screwdriver in my hand, I would fix it to the ceiling. And all that would take the same length of time that a professional would need to do the job alone.

Paul waited upstairs while I switched off the electrical power in the box downstairs. If I'm honest, I can't remember when I first realized that something was wrong. It might have been his scream. Or perhaps the bang and flash of light coming from the box in front of me. It could even have been the smell of smoke. Whatever it was, I quickly turned off the power in the whole house. That alone meant that I would have to reset every timer on every piece of electrical equipment in the house. It didn't matter, though. **2**  What had I done to him? I went upstairs to inspect the damage.

The light fitting was completely destroyed. There was a huge black mark on the ceiling where it had been burned, and the smell in the room was awful. Paul was standing there

brushing hundreds of small pieces of glass out of his hair. Luckily, he hadn't been hurt. **3**  And it was at that point, as I stood watching him, that I realized the dangers involved when someone doesn't really know what they're doing.

As so often in DIY, the problem turned out to be not that we had made a complete mess of the job – although my wife would not agree – but that we had missed a tiny detail. A piece of metal in the part that connects the light fitting to the ceiling should have been covered with a special kind of tape. **4**  With the tape, the light fitting would have been an attractive addition to the room. Without it, however, it was like a bomb.

My wife was used to my making a mess of things and paying twice as much to get them fixed as it would have cost to get a professional to do it in the first place. That day taught us all a lesson, though. I was not prepared to injure my friends just to save some money. **5**  In just two years, the number of people aged 45 to 54 doing DIY has fallen by half, according to a report published this week.

- A And it appears that I'm not alone in giving up DIY.
- B All that was on my mind just then was my poor friend.
- C In fact, I've never really liked DIY or been very interested in it.
- D All he had to do was hold it in place.
- E Well, that's what I was told by the electrician who sorted it all out.
- F He had been very near to it, however.
- G It's a shame to waste money on getting such a simple job done.

Reading total  15

### WRITING

Write an email to the manager of a shop / restaurant you have recently visited, telling him / her about the bad service you received (140–180 words). Include the following information:

- say when you visited the shop / restaurant
- describe what happened while you were in the shop / restaurant
- explain what you would like the manager to do now

Writing total  10

Reading and Writing total  25

## 6 Listening and Speaking **B**

### LISTENING

- 1 Listen to a woman interviewing a man who has won a prize for the customer service he provided in his local area. Choose the correct answer.
- The first Postman of the Year competition took place \_\_\_\_  
**A** before Paul began his job.  
**B** at the same time Paul began his job.  
**C** after Paul began his job.
  - To select a winner, people should \_\_\_\_  
**A** drop something in a postbox.  
**B** visit the post office.  
**C** go online.
  - Paul says his family are \_\_\_\_ he's won the award.  
**A** delighted  
**B** nervous  
**C** surprised
  - People voted for Paul mainly because \_\_\_\_  
**A** they enjoy chatting to him.  
**B** he always looks happy and relaxed.  
**C** he's never late with their mail.
  - Paul thinks the most important thing for a successful postman is \_\_\_\_  
**A** to like waking up early.  
**B** to like their job.  
**C** to like working with other people.

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- 2 Listen to five people giving some useful household tips. Why does each person say their tip is useful?
- Its colour will be brighter as a result.
  - It means that you can keep something for longer.
  - The effects can be seen for a long time.
  - It cleans something very well.
  - It's helpful for the environment.
  - It can make something look brand new.

- Speaker 1
- Speaker 2
- Speaker 3
- Speaker 4
- Speaker 5

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Listening total		10
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### SPEAKING

- 1 Make questions and ask your partner.
- When something / break / your house / you repair / yourself? Why / Why not?
  - / you like do / housework? Why / Why not?
  - What / you think about / service / restaurants / your country?
  - What kind / companies / your country provide bad service / customers?
  - In your country who / people tip? Why?
- Now answer your partner's questions.
- 2 Talk about the statement below, saying if you agree or disagree. Give reasons.  
 'People who do not provide good service should not get a tip.'
- 3 Listen to your partner talking about good service. Do you agree with him / her?

Speaking total		15
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Listening and Speaking total		25
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**Grammar, Vocabulary, and Pronunciation****GRAMMAR**

- 1**
- 1 could / was able to
  - 2 managed to / was able to
  - 3 can't / won't be able to
  - 4 being able
  - 5 Could / Can
  - 6 wasn't able to / couldn't
  - 7 can / 'll be able to
  - 8 can't
  - 9 be able to
  - 10 didn't manage / weren't able

- 2**
- 1 have
  - 2 Should
  - 3 must
  - 4 needn't
  - 5 need to
  - 6 mustn't
  - 7 had
  - 8 ought
  - 9 have to
  - 10 won't need

**VOCABULARY**

- 3**
- 1 service
  - 2 tray
  - 3 recommend
  - 4 bowls
  - 5 jug
  - 6 corkscrew
  - 7 tea
  - 8 napkins

- 4**
- 1 c
  - 2 a
  - 3 f
  - 4 b
  - 5 d

- 5**
- 1 tiles
  - 2 screws
  - 3 batteries
  - 4 tap
  - 5 handle
  - 6 ladders
  - 7 hammer

**PRONUNCIATION**

- 6**
- 1 paintbrush
  - 2 e|lec|trician
  - 3 screw|dri|ver
  - 4 de|scribe
  - 5 a|assemble
- 7**
- 1 salt and pepper
  - 2 fish and chips
  - 3 knife and fork
  - 4 cup and saucer
  - 5 oil and vinegar

**Reading and Writing****READING**

- 1 D
- 2 B
- 3 F
- 4 E
- 5 A

**WRITING**

Student's own answers.

**Task completion:** The task is fully completed and the answer easy to understand. (4 marks)

**Grammar:** The student uses appropriate structures to achieve the task. Minor errors do not obscure the meaning. (3 marks)

**Vocabulary:** The student uses a sufficient range of words and phrases to communicate the message clearly. (3 marks)

**Listening and Speaking****LISTENING**

- 1 1 C  
2 B  
3 C  
4 B  
5 A

- 2 1 C  
2 D  
3 F  
4 A  
5 E

**SPEAKING****Interactive communication and oral production:**

The student communicates effectively with his / her partner, asking and answering simple questions, and where necessary initiating conversation and responding. The student uses appropriate strategies to complete the task successfully. (5 marks)

**Grammar and Vocabulary:** The student uses a sufficient range of vocabulary and structure to communicate clearly. Minor occasional errors do not impede communication. (5 marks)

**Pronunciation:** The student's intonation, stress, and articulation of sounds make the message clear and comprehensible. (5 marks)

**Grammar, Vocabulary, and Pronunciation**

**GRAMMAR**

- 1** 1 have to  
2 won't need  
3 ought  
4 need to  
5 needn't  
6 have  
7 Should  
8 mustn't  
9 had  
10 must

- 2** 1 being able  
2 can't  
3 Can / Could  
4 couldn't / wasn't able to  
5 was able to / managed to  
6 didn't manage / weren't able  
7 can't / won't be able to  
8 be able to  
9 could / was able to  
10 can / 'll be able to

**VOCABULARY**

- 3** 1 hammer  
2 tap  
3 ladders  
4 batteries  
5 screws  
6 tiles  
7 handle

- 4** 1 corkscrew  
2 tea  
3 napkin  
4 jug  
5 recommend  
6 service  
7 bowls  
8 tray

- 5** 1 e  
2 d  
3 b  
4 a  
5 c

**PRONUNCIATION**

- 6** 1 knife and fork  
2 cup and saucer  
3 oil and vinegar  
4 fish and chips  
5 salt and pepper
- 7** 1 a|ssem|ble  
2 paint|brush  
3 screw|dri|ver  
4 de|scribe  
5 e|lec|tri|cian

**Reading and Writing**

**READING**

- 1 D  
2 B  
3 F  
4 E  
5 A

**WRITING**

Student's own answers.

**Task completion:** The task is fully completed and the answer easy to understand. (4 marks)

**Grammar:** The student uses appropriate structures to achieve the task. Minor errors do not obscure the meaning. (3 marks)

**Vocabulary:** The student uses a sufficient range of words and phrases to communicate the message clearly. (3 marks)

**Listening and Speaking****LISTENING**

- 1 1 A  
2 C  
3 A  
4 B  
5 B

- 2 1 D  
2 C  
3 A  
4 F  
5 B

**SPEAKING****Interactive communication and oral production:**

The student communicates effectively with his / her partner, asking and answering simple questions, and where necessary initiating conversation and responding. The student uses appropriate strategies to complete the task successfully. (5 marks)

**Grammar and Vocabulary:** The student uses a sufficient range of vocabulary and structure to communicate clearly. Minor occasional errors do not impede communication. (5 marks)

**Pronunciation:** The student's intonation, stress, and articulation of sounds make the message clear and comprehensible. (5 marks)

**Listening Scripts**

**FILE 6**

**Listening 1**

**Interviewer** ... and welcome back everyone. Joining us now in the studio is Paul Fields, who just won the Postman of the Year award. Paul, thanks for coming in today.

**Paul** Hi Anna, no problem.

**Interviewer** Now, I don't know much about the Postman of the Year competition. How long has it been around for?

**Paul** A long time actually. I'd say at least twenty years. Let's see, well, I've been a postman for 22 years now and it was taking place when I started out. I think it had started a couple of years before that, so probably about 24 years or more.

**Interviewer** Right, so a pretty long time then. So, what do people need to do to choose their winner?

**Paul** Every year the local papers have an article about the competition, telling people what qualities they should recognize in their postman, what they need to do to vote and so on. And nowadays that's done online. We drop off some leaflets in postboxes too, and there are usually posters on the wall in post offices showing past winners.

**Interviewer** How do you feel about winning this award, Paul?

**Paul** Well, a bit odd, actually. It's a lovely thing to win, it really is. But it's hard to talk about – it's a bit uncomfortable sitting here saying, 'Oh, I won a prize because I'm so great!' You know what I mean? To be honest, I think my wife and children are the ones who are really pleased!

**Interviewer** Why do you think you received so many votes, Paul? I read that you got six times as many votes as the other postmen in your area. That's impressive!

**Paul** Er, thanks. Well, I can only tell you what people said in the comments they wrote. It seems as if people enjoy having a chat when I drop their mail off, no matter how early or late that is. And actually, I love chatting – I just can't help myself! But more importantly than that, lots of people mentioned the fact that I always have a smile on my face. That's what did it apparently!

**Interviewer** Good for you! Now, what qualities do you think a good postman needs to have?

**Paul** There are lots of things actually. You have to like working with people for a start and you have to be able to do early mornings – *very* early. The main thing, though, is that you love the job. If you don't, people will know. They're not easily fooled!

**Interviewer** That makes sense. Paul, I'd love to be able to talk to you some more, but unfortunately we're out of time so we'll have to leave it there. It's been lovely having you here.

**Paul** Thanks very much for having me.

**FILE 6**

**Listening 2**

- 1 Instead of buying special cloths for doing the windows and mirrors at home, I use old newspapers. I never throw ours away – we just keep a pile in the garage. It really works and the glass ends up very shiny!
- 2 This is something my grandfather taught me. When you've eaten a banana, don't throw the skin away immediately. Use the inside of the skin to clean leather shoes. Try it – you'll be surprised! The great thing is that the leather looks smart for ages afterwards.
- 3 My top tip is for doing the laundry. Add some lemon juice to your whites to make them extra white. You know how sometimes things can start to look old and grey after they've had several washes? Well, if you do this, they won't look their age!
- 4 If you've got a mirror that's been damaged in some way, say like a scratch, or something, make sure the glass is clean first, then use a cloth to rub toothpaste all over it and wipe it off. It should end up looking like the day you bought it!
- 5 When I buy fresh flowers, I add two spoons of vinegar and one spoon of sugar to the water in the vase. And the result is that the blooms last a lot longer. Flowers aren't cheap, so you want to make sure you get value for money!