

3 A sense of wonder

Reading and Use of English Part 6

Cross-text multiple matching

- 1 You are going to read extracts from four reviews of *Crash Course*, a book on multicultural communication by T R Wilson. For questions 1–4, choose from the reviewers A–D. The reviewers may be chosen more than once.

Which reviewer shares reviewer B's opinion on the quality of the author's other work?	<input type="text"/>	1
agrees with reviewer D's view regarding the analysis of humour in the book?	<input type="text"/>	2
expresses a similar opinion to reviewer C that the book will appeal to more than just business people?	<input type="text"/>	3
takes a similar view to reviewer D on the validity of the generalisations in the book?	<input type="text"/>	4

- 2 Change words 1–6 from the reviews into nouns by adding a suitable suffix from the box and making any other spelling changes necessary. There are three suffixes which you do not need to use.

-hood -ation -ure -dom -ship -cy -age -ion -ness

- | | |
|--------------------|----------------|
| 1 effective _____ | 4 expect _____ |
| 2 inaccurate _____ | 5 mixed _____ |
| 3 packing _____ | 6 react _____ |

- 3 Complete each sentence with a noun from exercise 2. A plural form may be necessary.

- Some of the events presented in the film about Elizabeth I were completely made up. However, despite these historical _____, it was a box office success.
- Ben felt a _____ of fear and excitement as he prepared to do the parachute jump.
- The last time I ate seafood I had a pretty nasty allergic _____. My tongue swelled up and I was covered in a rash.
- Her new book really exceeded Joseph's _____. He really didn't expect it to be so enjoyable.
- Playing in an unfamiliar position really limited Paul Pogba's _____. He didn't have any impact on the game whatsoever.
- The ski _____ includes chalet accommodation, equipment rental and a seven-day lift pass. Flights must be paid for separately.



Crash Course

We asked four people to give their opinion on T R Wilson's new guide to multicultural communication.

A

Despite his previous work not being quite up to standard, the latest book by T R Wilson is hugely enjoyable. If you do not have the time to read in-depth educational essays on working in a multicultural environment, but nonetheless want to understand the crucial aspects of dealing with other cultures in a business setting, this book is for you. *Crash Course* is an easy and invaluable reference guide when preparing meetings, as the author manages to explain complex cultural patterns in relatively simple terms. Unlike some commentators who are all too happy to present stereotypes, Wilson focuses on narrow details and specific situations. So, for example, if you are ever asked to present at a conference in a foreign city, review the *Audience expectation* section. In this chapter, Wilson points out that in certain countries you should prioritise talking about the quality of the product and the price rather than trying to show off your wit.

B

A really practical, down-to-earth guide on how to deal with other cultures for anyone working in business. I must confess to being a big fan of T R Wilson, so I had little hesitation in buying *Crash Course*. In this, he has summarised the characteristics of all the major nationalities around the world and presented them with exceptional clarity. I appreciate that some readers may find some of the sweeping statements about other nations problematic, but I feel he can be forgiven for that as it is essentially what cross-cultural analysis is all about. In general, his arguments are very persuasive and are often illustrated with hilarious examples. Funnily enough, I came across his section on Austrian leadership style immediately after attending a meeting in Vienna, and his observations were spot on.

C

Crash Course is a useful tool when working in a multicultural business environment, as one might expect from Wilson, a first-rate author who has written extensively on this subject. Don't be put off by the fact that it is geared towards business and negotiations. His analysis of the way that cross-cultural communication works and of the behaviour patterns that people of different nations and cultures sometimes insist on following, would make this a great resource for anyone simply interested in seeing the world or working with groups of mixed nationalities. Wilson also deserves praise for packing this book with amusing little stories, which is a refreshing change from some other business gurus. His global overview of individual countries and their national characters, with tips on how to handle them, is interesting stuff – though at the moment I have too little information to judge whether his statements are inaccurate.

D

Living and working as we do in a multicultural society, we are increasingly involved in cross-border commerce. As more and more people are now travelling for business and working with people from other countries, it is imperative to understand how and why people react the way they do. *Crash Course*, the new book by T R Wilson, aims to help us avoid the common errors that make interaction between cultures a potential problem. There is a level of generalisation within these pages, but I would say that it is pretty accurate – for example, Wilson advises readers against joke telling, and I know from experience that a sense of humour rarely travels. I would suggest that for the sensible manager, this will provide valuable advice that they can use or not as the situation dictates, not to mention its relevance to the general traveller as well. Certainly I feel that the book will make communication with other people more effective, whatever walk of life they may come from.

Vocabulary

Travel

- 1 Complete each gap in the text below with the correct form of a phrase from the box.

take in the sights	on a shoestring
drive a hard bargain	the hustle and bustle
go with the flow	follow an itinerary
laid-back atmosphere	off the beaten track

If you want to escape from (1) _____ of Bangkok and its crowded streets, then check out Koh Kood, one of Thailand's most beautiful islands. Of course, if you're the kind of traveller who likes guided tours which (2) _____ and spending time (3) _____, and perhaps taking selfies beside them, then this isn't the place for you. But if you like beaches with a (4) _____, somewhere you can just relax and (5) _____, then I highly recommend it.

Because Koh Kood is (6) _____ and a bit difficult to get to, there's plenty of choice accommodation-wise for backpackers travelling (7) _____. There really is no need to (8) _____ in restaurants either – the food is very reasonable and tasty too! So if you fancy lazing around soaking up some rays, then this could be just the place for you.



The senses

- 2 Complete the adjectives in sentences 1–6.

- The soup was OK, but it was a bit **b** _____. It didn't really taste of anything.
- Take an early morning trip to the flower market, where the air is filled with the **f** _____ scent of roses and lilies.
- The stew looked disgusting and smelt pretty **v** _____ as well.
- Truffles have a rather strong taste; you only need to use a tiny amount or the effect can be **o** _____ rather than subtle.
- You must give me the recipe for this fabulous cheesecake – it's absolutely **d** _____.
- All that chocolate, cream and butter makes this dessert very **r** _____, so you only need to serve small portions.

Language focus

Gerunds and infinitives

- 1 Complete the sentences with the gerund or infinitive form of a verb from the box.

get	deal	hand	have
change	pass	inform	turn

- The other plane ticket was a lot cheaper but it would've meant _____ planes in Paris and Istanbul, and I prefer to fly direct.
- A:** I can't really see what your colleague was so offended about.
B: Well, the thing is, he's just not accustomed to _____ with people who speak quite so directly.
- David's university offer is dependent on him _____ his exams.
- It really isn't necessary _____ me anything for my birthday.
- If your laptop freezes, try _____ it off and then on again. That usually does the trick.
- Annie quit her job at the restaurant as she got a bit fed up with _____ to do all the menial jobs all the time.
- That was my tutor on the phone, reminding me _____ in my essay before tomorrow's deadline.
- The bank regrets _____ you that we will not be able to offer you a loan.

Reported speech

2 Rewrite the direct speech in dialogues 1–5. Use the correct form of the reporting verbs in brackets.

0 **Giacomo:** Are there any tickets left?
Tereza: No, they've all gone.
 a (ask) *Giacomo asked if there were any tickets left.*
 b (say) *Tereza said that they had all gone.*

1 **Peter:** Will the concert end before ten?
Anna: Yes, it will, as long as there isn't a long encore.
 a (enquire) _____
 b (reply) _____

2 **Zlatan:** It'll take hours to drive into Madrid in the rush hour.
Maria: Let's take the train.
 a (point out) _____
 b (suggest) _____

3 **John:** I've got too much work to do.
Liz: I'll give you a hand.
 a (complain) _____
 b (offer) _____

4 **Nicolas:** Remember to call me when you land.
Laure: I will.
 a (remind) _____
 b (assure) _____

5 **Lars:** This car isn't worth anything like £5,000.
Petra: No, you're right, it isn't.
 a (argue) _____
 b (concede) _____

3 Underline the correct word in *italics* to complete the sentences. Use the reporting verbs in **bold** to help you.

- The critics have **praised** Ryan Gosling *to/for/at* his performance in *La La Land*.
- In principle, the idea of setting up your own business is fine, but I would **advise** you *against/under/in* rushing into anything.
- I know I have a degree in English literature but I must **confess** *over/in/to* being a big fan of soppy, romantic novels.
- Jamie keeps trying to **dissuade** Claire *to/from/against* moving to New York.
- I don't know why my neighbour always **insists** *by/with/on* playing his music so loud – it's very annoying.

READING AND USE OF ENGLISH

Reading and Use of English Part 3

Word formation

For questions 1–8, read the text below. Use the word given in capitals at the end of some of the lines to form a word that fits in the gap in the same line. There is an example at the beginning (0).

Mexican Motor

Mexico's ambassador to India has not opted for the usual high-end vehicle you would (0) **ASSOCIATE** ASSOCIATION with a government official. Instead she has made headlines for riding around in an auto rickshaw. The only way to mark out Melba Pria's from the thousands teeming through Delhi's streets is her country's flag and a (1) number plate. DIPLOMACY

Rickshaws teeming through Delhi's streets are hugely popular not just for their efficiency and reliability – they are also more (2) AFFORD and far less polluting than conventional cars.

Pria's model was bought in India and spray-painted by Mexican street artist Senkoe. This, together with a few minor (3), has made the rickshaw not merely eye-catching but very (4) PRACTICE as well. While there has been some (5) APPROVE from traditionalists and other diplomats as to its (6) SUIT for an ambassador, Pria is not overly concerned. She feels that she is expressing a sense of (7) SOLID with ordinary people by using it, and she says that reactions from the citizens of Delhi have been (8) OVERWHELM positive.

Listening Part 3

Multiple choice  09

▶ You will hear part of a radio interview in which an art critic called William Birch is talking about a new extension to the Tate Modern art gallery. For questions 1–6, choose the answer (A, B, C or D) which fits best according to what you hear.

- 1 What does William find most remarkable about the new building?
 - A It has been built in materials that match the original gallery.
 - B It is less ambitious than expected.
 - C It has a very unique shape.
 - D It was allowed to be built in an expensive residential area.
- 2 William explains that the aim of the new extension is
 - A to appeal to a wider audience.
 - B to reduce overcrowding in the original gallery.
 - C to encourage new responses to art.
 - D to provide an opening for young artists.
- 3 What does William say about the inside of the building?
 - A Some aspects of the design are more successful than others.
 - B The lack of natural light is disappointing.
 - C The architecture is not very original.
 - D It blends modern and traditional features.
- 4 William says that the new extension will primarily showcase
 - A artists who have not had the opportunity to exhibit before.
 - B events and exhibitions that will last for a limited period of time.
 - C the role of women artists in society.
 - D exhibitions that have an educational aspect.
- 5 What does William say about the quality of the art that he has seen so far in the new gallery?
 - A He does not feel he is in a position to judge it.
 - B He feels much of it is unoriginal.
 - C He feels public response will be negative.
 - D He feels its most positive aspect is its variety.
- 6 What criticism of the project does William agree with?
 - A It is not as attractive as it could have been.
 - B The building costs were excessive.
 - C The exhibitions have not appealed to the public.
 - D The investment was needed more in other parts of the country.

Writing Part 2

Review

- 1 Read the exam task and underline the key information. Then read the model answer.

You have just returned from one of the cultural tours that your university regularly organises for former students. You have seen this announcement in the university magazine.

Reviews wanted!

If you've been on one of our guided study tours, we'd love to hear from you. Tell us what you enjoyed about the trip and who it might appeal to for next year.

Write your **review**.

St Petersburg study tour

When I left this university some years ago, I didn't think I would be in the company of eager learners and enthusiastic teachers again, but I have just returned from a trip to Russia doing just that, and it was a magical experience.

The tour, organised for graduates and led by art historian Professor Delia Eldon, focused on the art collections and cultural attractions of St Petersburg, Russia's most beautiful city. The elegant buildings of St Petersburg were breathtaking, but what made this tour unique was the fascinating contribution of Professor Eldon. Her analysis of the masterpieces in the Hermitage Museum gave us not only a greater appreciation of the art itself, but also a fascinating insight into the history of Russia.

On a personal level, it was also a nice experience. The big hotel we were staying in had nice rooms, nice staff and the dining room was located in nice surroundings. Last but not least, my travelling companions were nice, and as a result I made some nice friends.

I would say it is important to bear in mind who the tour is designed for. This particular one is aimed at graduates with a degree in Art History, so some people might find the academic nature of some of the discussions difficult to understand. On the other hand, if you do have a background in art, then this is an opportunity not to be missed.

- 2 What is the purpose of each of the four paragraphs in the model answer?
- 3 Answer the following questions and find examples in the model answer.

Content	Is the information given relevant? Is the target reader fully informed? Have all the required points been covered?
Communicative achievement	Is the register appropriate? Does the review communicate both straightforward and more complex ideas effectively? Are a variety of linking words/phrases used?
Organisation	Has the review been organised into logical paragraphs? Is the review clear?
Language	Is there consistently a good range of language?

- 4 In the model answer, the adjective *nice* has been overused. Find all instances and replace them with a more interesting adjective.

- 5 Underline the key information in the Part 2 task and complete the plan below.

You have received an email from a colleague who is also the editor of a local newspaper.

Hi, I gather that you were on Bob Jones' guided tour of the town and its history the other day. Could you write us a quick review of the tour? I'm sure our readers would like to know who it would or wouldn't appeal to and what they might learn from it.

Plan

Paragraph 1: Introduction – engage interest and give brief outline of what the tour is of.

Paragraph 2:

Paragraph 3:

Paragraph 4:

- 6 Write your review in 220–260 words.

Remember

It is important to demonstrate that you are capable of using a wide range of vocabulary. One very easy way of doing this is to add a few carefully chosen adjectives. But don't go overboard!

