POP QUIZ! ENGLISH

FREE!

FREE ENGLISH STARTER PACK

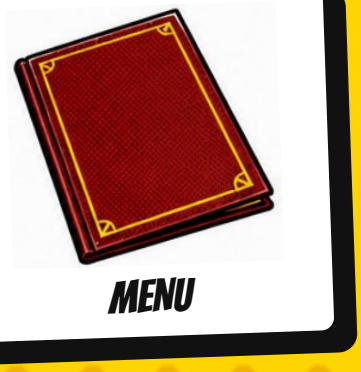
60 Everyday Words with Pictures and Audio



HAMBURGER



STETHOSCOPE



MENU



NURSE



SPAGHETTI



THERMOMETER

60 words · pictures + audio · free

WHAT'S INSIDE

60 everyday English words with pictures and audio, plus a 20-question listening test and 3 more lessons: PDF + MP3.

1 **FROM EVERYDAY ENGLISH PICTURE DICTIONARY**

Unit 23: At a Restaurant ..... **page 3**
Unit 41: At the Doctor's Office ..... **page 7**
Answer key ..... **page 11**
Get the full book ..... **page 12**

2 **FREE LISTENING TEST**

A2–C1 Listening test: 4 conversations, 20 questions ..... **page 13**

3 **FROM ENGLISH SHORT STORIES WITH AUDIO**

A2 Story 10: The Angry Customer ..... **page 21**
B2 Story 24: The Fifth Caregiver ..... **page 24**
Answer key ..... **page 28**
Get the full book ..... **page 29**

4 **FROM ENGLISH LISTENING WORKBOOK**

B1 Unit 11: A Job Interview ..... **page 30**
Answer key ..... **page 32**
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→ **YOUR NEXT STEP**

What to study next, by your test score ..... **page 34**

HOW TO USE IT

1. **Start with the 60 words** (page 3). Look at each picture, play the audio and say each word out loud.
2. **Take the listening test** (page 13). Play each conversation, answer the questions and check your score in the answer key. Your level is in the table on page 14.
3. **Try the other lessons at your level.** Score 0–8: Story 10. Score 9–14: the workbook unit. Score 15–20: Story 24.

🎧 **To hear the audio, tap ▶ Listen** (or scan the QR code) at the top of each lesson and test. It plays on your phone or computer, with no app. Downloaded the ZIP? The same MP3 files are in its **audio** folder, with the file names you see on the pages.

🎧 23-words.mp3 · 23-phrases.mp3 · 23-dialogue.mp3

▶ LISTEN
tap or scan

UNIT 23 · AT A RESTAURANT



USEFUL PHRASES

🎧 23-phrases.mp3

A table for two, please.
when you arrive at a restaurant

Are you ready to order?
when the server comes to your table

I'll have the chicken, please.
ordering your meal

Excuse me, this isn't what I ordered.
when you get the wrong dish

Can I get the check, please?
asking for the bill

Do you have a reservation?
when the host greets you

What's the special today?
asking about the dish of the day

Does this have nuts in it?
asking about a food allergy

Can I get this to go?
asking to take your food home

Is the tip included?
checking the bill

WORDS

23-words.mp3



waiter
NOUN
The **waiter** brought us more bread.



waitress
NOUN
Our **waitress** was really friendly and fast.



menu
NOUN
This restaurant changes its **menu** every season.



table
NOUN
We got a **table** by the window.



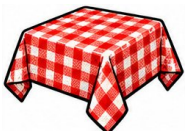
check
NOUN
The waiter left the **check** on our table.



tip
NOUN
In America, most people leave a **tip** of about twenty percent.



napkin
NOUN
He wiped his mouth with a **napkin**.



tablecloth
NOUN
Oh no, I spilled sauce on the white **tablecloth**!



appetizer
NOUN
We ordered an **appetizer** while we waited for our friends.



dessert
NOUN
I'm too full for **dessert**.



soup
NOUN
A hot bowl of **soup** is perfect on a cold day.



salad
NOUN
I'll have a **salad** with chicken on top.



hamburger
NOUN
He ordered a **hamburger** with extra pickles.



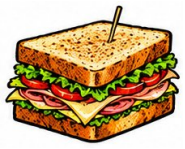
french fries
NOUN
The kids shared a big basket of **french fries**.



pizza
NOUN
Let's order **pizza** and watch a movie tonight.



spaghetti
NOUN
She twirled the **spaghetti** around her fork.



sandwich
NOUN
I'll just get a **sandwich** for lunch.



chef
NOUN
The **chef** came out to say hello to us.



buffet
NOUN
The hotel has a breakfast **buffet** every morning.



takeout
NOUN
We're too tired to cook, so let's get **takeout**.



leftovers
NOUN
Can I take the **leftovers** home for lunch tomorrow?



order
VERB
I always **order** the same thing here.



serve
VERB
They **serve** breakfast until eleven o'clock.



share
VERB
Do you want to **share** a dessert with me?



make a reservation
EXPRESSION
I'll **make a reservation** for eight o'clock.



split the check
EXPRESSION
Let's **split the check** four ways.



delicious
ADJECTIVE
This chicken is absolutely **delicious**!



spicy
ADJECTIVE
Be careful, the curry is very **spicy**.



salty
ADJECTIVE
The soup is a little too **salty** for me.



hungry
ADJECTIVE
I'm so **hungry** I could eat a horse!

CONVERSATION

23-dialogue.mp3

A Hi, a table for two, please. My friend Jamal is parking the car.

B Welcome! Right this way. I'm Marco, and I'll be your waiter tonight. Here are your menus.

A Thanks, Marco. What's the special today?

B A spicy shrimp pasta. It's delicious, but it's hot! The tomato soup is also very popular.

A I'm not that hungry, so we'll share an appetizer and a small pizza.

B Great choice. And save room for dessert. Our chocolate cake is famous!

A Sounds good! Oh, and can we split the check at the end?

B No problem at all. I'll be right back with some bread.

PRACTICE

1. Match the pictures and the words. Write the letter in the box.



1 ☐



2 ☐



3 ☐



4 ☐



5 ☐



6 ☐

a appetizer **b** chef **c** french fries **d** serve **e** spicy **f** table

2. Complete the sentences with words from the box.

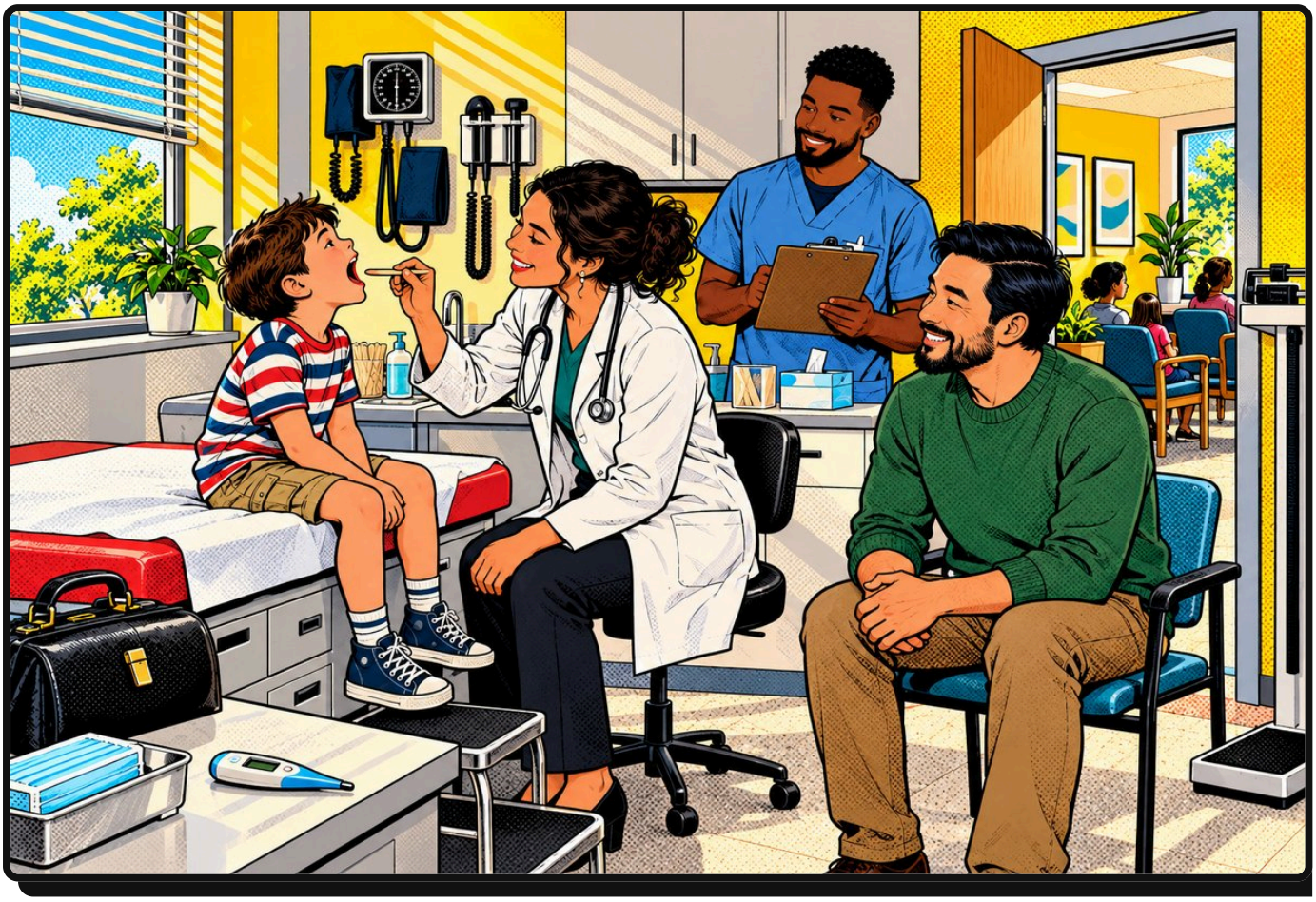
dessert	**hungry**	**make a reservation**	**napkin**	**takeout**	**waitress**

1. Our _____ wrote down our order and said she'd be right back.
2. Put a _____ on your lap so you don't get food on your pants.
3. We stayed home and ordered _____ from the Thai place.
4. Ice cream with chocolate sauce is my favorite _____.
5. The restaurant is always full on Fridays, so call ahead to _____.

🎧 41-words.mp3 · 41-phrases.mp3 · 41-dialogue.mp3

▶ LISTEN
tap or scan

UNIT 41 · AT THE DOCTOR'S OFFICE



USEFUL PHRASES

🎧 41-phrases.mp3

I'd like to make an appointment with Doctor Patel.
calling the doctor's office

I have an appointment at ten thirty.
checking in at the front desk

Is this your first visit with us?
greeting a new patient

Please fill out these forms and bring them back.
giving a patient paperwork

Do you have your insurance card with you?
asking for insurance at check-in

The doctor will see you now.
calling a patient from the waiting room

What brings you in today?
the doctor starting the visit

How long have you felt like this?
asking about symptoms

Are you allergic to any medications?
checking for allergies

Do I need to schedule a follow-up?
asking about the next appointment

WORDS

41-words.mp3



doctor
NOUN
I need to see a **doctor** about this cough.



nurse
NOUN
The **nurse** called my name and took me to a room.



patient
NOUN
The doctor has one more **patient** before lunch.



pediatrician
NOUN
We take the baby to her **pediatrician** every two months.



receptionist
NOUN
The **receptionist** asked for my insurance card.



waiting room
NOUN
We sat in the **waiting room** for twenty minutes.



clinic
NOUN
There's a walk-in **clinic** near my office.



checkup
NOUN
I get a **checkup** once a year.



exam table
NOUN
Please sit on the **exam table** and relax.



stethoscope
NOUN
The doctor listened to my heart with a **stethoscope**.



thermometer
NOUN
Put the **thermometer** under your tongue for a minute.



blood pressure
NOUN
Your **blood pressure** looks great today.



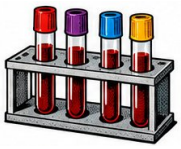
pulse
NOUN
The nurse took my **pulse** and wrote it down.



reflex
NOUN
The doctor tapped my knee to test my **reflexes**.



shot
NOUN
My son got a flu **shot** this morning.



blood test
NOUN
I can't eat breakfast before my **blood test**.



lab coat
NOUN
Her **lab coat** has a pen in every pocket.



doctor's bag
NOUN
The old family doctor carried a heavy **doctor's bag**.



clipboard
NOUN
The nurse handed me a **clipboard** with some forms.



face mask
NOUN
Please wear a **face mask** if you have a cough.



height
NOUN
The nurse measured my daughter's **height** against the wall.



weight
NOUN
The baby's **weight** is perfect for her age.



examine
VERB
The doctor will **examine** you in a few minutes.



prescribe
VERB
The doctor **prescribed** some cough medicine for me.



breathe
VERB
Breathe in slowly, and now breathe out.



wait
VERB
Please **wait** here until the nurse calls you.



make an appointment
EXPRESSION
I'd like to **make an appointment** for next Tuesday.



say ah
EXPRESSION
Open your mouth and **say ah** for me.



roll up your sleeve
EXPRESSION
Please **roll up your sleeve** for the shot.



afraid
ADJECTIVE
My little brother is **afraid** of needles.

CONVERSATION

41-dialogue.mp3

A Good morning! Is this your first visit with us?

B Yes, it is. My name is Kenji Tanaka, and I'm here for a checkup.

A Welcome, Kenji. Please fill out these forms and bring them back. Do you have your insurance card with you?

B Here it is. Will the nurse check my blood pressure, too? It was a little high last year.

A Yes, she'll check your blood pressure, your pulse and your weight before the doctor comes in.

B Great. Do I need a blood test? I didn't eat breakfast, just in case.

A Smart thinking. The doctor will decide. Please have a seat in the waiting room, and we'll call your name soon.

B Thanks. Honestly, I'm a little afraid of needles, so I hope I don't need a shot!

PRACTICE

1. Match the pictures and the words. Write the letter in the box.



1 ☐



2 ☐



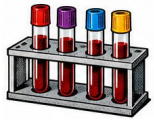
3 ☐



4 ☐



5 ☐



6 ☐

a blood test **b** face mask **c** patient **d** prescribe **e** say ah **f** thermometer

2. Complete the sentences with words from the box.

blood pressure	**doctor's bag**	**exam table**	**pediatrician**	**receptionist**	**stethoscope**

1. Our kids' doctor is a _____, so she only sees children.
2. Give your insurance card to the _____ at the front desk.
3. The nurse put a cuff around my arm to measure my _____.
4. Take a deep breath and hold it while I listen with my _____.
5. I sat on the _____ while the doctor washed her hands.

ANSWER KEY

Unit 23: At a Restaurant · Unit 41: At the Doctor's Office

UNIT 23 · AT A RESTAURANT

1. 1 e · 2 a · 3 d · 4 f · 5 c · 6 b

2. 1 waitress · 2 napkin · 3 takeout · 4 dessert · 5 make a reservation

UNIT 41 · AT THE DOCTOR'S OFFICE

1. 1 f · 2 d · 3 e · 4 b · 5 c · 6 a

2. 1 pediatrician · 2 receptionist · 3 blood pressure · 4 stethoscope · 5 exam table

LIKED IT?

GET THE FULL BOOK



EVERYDAY ENGLISH PICTURE DICTIONARY

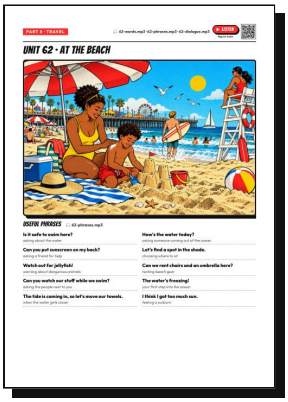
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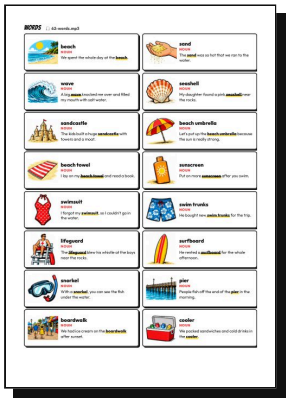
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- 2,400 everyday words, each with a picture and an example
- 80 topics with a big illustrated scene: home, work, health, travel...
- 800 useful phrases and 80 dialogues
- 240 MP3 files: 5.6 hours of American English audio

Pages: 347 · Audio: 240 MP3 files (5.6 hours) · Level: A1 to B1 · Format: PDF + MP3

A LOOK INSIDE THE BOOK







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POP QUIZ! ENGLISH

FREE ENGLISH LISTENING TEST

20 Questions with Audio

20 questions · 4 conversations · audio + answer key

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HOW THIS TEST WORKS

This test has 4 short conversations in American English, with 5 questions each. Tap ▶ **Listen** (or scan the QR code) at the top of each test to play the audio on your phone or computer. Have the ZIP? The same MP3 files are in its **audio** folder. Listen as many times as you need, and circle one answer per question. Then check the answer key at the end and find your level in the table.

TIPS

- Read the questions before you press play.
- Listen for numbers, times, names and the words that are repeated.
- Don't stop at a word you missed: the next sentence often explains it.

YOUR LEVEL

Score	Level	What it means
0–8	A2	You catch the main idea when people speak slowly. Start with short, everyday conversations.
9–14	B1	You follow everyday conversations and miss some details. Practice numbers and connected speech.
15–18	B2	You understand most natural speech. Work on fast speakers and tricky sounds.
19–20	C1	Excellent. Train with long, fast conversations and regional accents.

Test 1 A2

ORDERING COFFEE

At a coffee shop

01.mp3

LISTEN tap or scan

LISTEN AND ANSWER

1. What size does he order?

A Small
B Medium
C Large
D Extra large

2. What kind of milk does he want?

A Oat milk
B Soy milk
C Regular milk
D Almond milk

3. How much is the drink?

A $5.45
B $5.15
C $4.45
D $5.54

4. What name goes on the cup?

A Theo
B Neo
C Leo
D Lee

5. How does he want his drink?

A Hot
B Iced
C Decaf
D With whipped cream

Test 2 B1

A LEAK IN THE BATHROOM

On the phone with the landlord

02.mp3

▶ LISTEN

tap or scan

LISTEN AND ANSWER

1. What is Jamal's apartment number?

A) 204
B) 240
C) 214
D) 410

2. Where is the leak?

A) Under the kitchen sink
B) Under the bathroom sink
C) Behind the toilet
D) In the shower

3. What does Linda tell him to do?

A) Turn off the valve on the right
B) Call a plumber himself
C) Mop the floor and wait
D) Turn off the valve on the left

4. When will the plumber come?

A) Tomorrow, between 9 and 10
B) Tonight, after 8:30
C) Tomorrow, between 10 and 11
D) Today, at 9:30

5. Who will have Jamal's key?

A) Eddie, the plumber
B) Linda
C) His neighbor in 216
D) A coworker

Test 3 B2

A JOB INTERVIEW FOLLOW-UP

On the phone with HR

03.mp3

▶ LISTEN

tap or scan

LISTEN AND ANSWER

1. When is the second interview?

A) Tuesday the 17th at 10:30
B) Thursday the 17th at 10:30
C) Thursday the 7th at 10:30
D) Thursday the 17th at 11:30

2. Who will Daniel definitely meet?

A) The finance director
B) The HR manager
C) Carlos, the operations manager
D) The CEO

3. What does he need to bring?

A) A copy of his driver's license
B) A printed resume
C) Two references
D) His college diploma

4. What is the approximate salary?

A) $52,000 to $58,000
B) $62,000 to $66,000
C) $68,000 to $72,000
D) $62,000 to $68,000

5. How long will the interview take?

A) About 30 minutes
B) About an hour
C) About two hours
D) All morning

Test 4 B2

CONFIRMING AN APPOINTMENT

On the phone with a clinic

04.mp3

LISTEN

tap or scan

LISTEN AND ANSWER

1. What day is the appointment?

A Thursday the 13th
B Tuesday the 30th
C Thursday the 30th
D Tuesday the 13th

2. What time is the new appointment?

A 3:30
B 4:15
C 4:50
D 3:15

3. Which drink can't she have before the blood test?

A Water
B Black tea
C All three are fine
D Coffee

4. What number should she call?

A 555-0113
B 555-0310
C 555-0130
D 555-0133

5. What date did she have on her calendar?

A The 30th
B The 13th
C The 3rd
D The 31st

ANSWER KEY

Test	1	2	3	4	5
1	B	D	A	C	B
2	C	B	D	A	C
3	B	C	A	D	B
4	D	B	D	C	A

TRANSCRIPTS

Test 1: Ordering Coffee

A: Hi there! Welcome in. What can I get started for you today?
B: Hi! Can I get a medium latte, please?
A: Sure. Do you want regular milk, or would you like oat or almond?
B: Almond milk, please. Oh, and can you make it iced? It's really hot out there.
A: You got it. One medium iced almond latte. That'll be five forty-five.
B: Great. I'll pay with my card.
A: Perfect. And what's the name for the cup?
B: It's Leo. Thanks so much!

Test 2: A Leak in the Bathroom

A: Hi, Linda, it's Jamal from apartment two-fourteen. Sorry to bother you, but there's water leaking under my bathroom sink.
B: Oh no. Is it a lot of water, or just a slow drip?
A: It's more than a drip. I put a bucket under it, but there's already a puddle on the floor.
B: Okay. Turn off the little valve under the sink, the one on the left, and put some towels down.
A: Got it. When can someone come take a look?
B: My plumber, Eddie, can be there tomorrow morning between nine and ten. Will you be home?
A: I leave for work at 8:30, but I can leave a key with my neighbor in two-sixteen.
B: That works. Just don't use that sink tonight, and text me a picture of the leak, okay?

Test 3: A Job Interview Follow-Up

A: Hi, is this Daniel Okafor? This is Rachel Kim from HR at Brightline Logistics.

B: Yes, speaking. Hi, Rachel! Thanks for getting back to me.

A: Of course. So, the team really liked you, and we'd love to bring you in for a second interview on Thursday the seventeenth, at 10:30.

B: That's great news! Thursday works for me. Who will I be meeting with?

A: You'll meet Carlos, our operations manager, and maybe someone from finance if they're free. It should take about an hour.

B: Sounds good. Is there anything I should bring?

A: Just a copy of your driver's license for the background check. Oh, and you asked about pay. The range is around sixty-two to sixty-eight thousand a year.

B: Perfect. Thursday at 10:30, then. Thanks so much, Rachel.

Test 4: Confirming an Appointment

A: Good morning, Lakeview Clinic. This is Kevin.

B: Hi, Kevin, it's Priya Shah. I'm calling to confirm my appointment with Doctor Gomez.

A: Let me pull that up. Okay, you're with her on Tuesday the thirteenth at 3:30.

B: The thirteenth? Oh no, I had the thirtieth on my calendar. And actually, I can't make 3:30 anymore.

A: No problem. I can move you to 4:15 that same day. It's a blood test, so you can have water or black tea, but you can't have coffee.

B: 4:15 works. And if something comes up, what number should I call?

A: Call our scheduling line at five-five-five, oh-one-three-oh.

B: Got it. See you on the thirteenth, then. Thanks, Kevin!

Count your correct answers (0 to 20) and find your level in the table at the start of this test. Want 30 more conversations with exercises? Visit popquizenglish.com.

STORY 10 A2

10-story.mp3 · 10-slow.mp3 · 10-practice.mp3

LISTEN

tap or scan

THE ANGRY CUSTOMER



Look at the picture. Where does Paolo work? How does the woman on the phone feel?

BEFORE YOU READ

customer — a person who pays a company for something

angry — very upset with someone or something

slow — not fast

lonely — sad because you are alone

grandson — the son of your son or daughter

camera — a thing that takes pictures or video

READ AND LISTEN 10-story.mp3

I work at a call center in Manila. I help American **customers** with their internet. I work at night, because when it is night in the Philippines, it is daytime in the United States.

Last year, the same woman called every night at eleven o'clock. Her name was Helen, and she lived in a small town in Ohio. Every night, she was **angry**. "My internet is **slow** again!" she said. "It's worse than last week!"

Every night, I checked her connection, and it was always fine. "Ma'am, your internet is working perfectly," I said. "Well, it doesn't feel perfect," she answered. Then she talked about the snow, her garden and her husband. He died two years before. Our calls got longer and longer. My manager wasn't happy. "Paolo, a call should take ten minutes, not forty."

One night, Helen said something different. "My **grandson** lives in California. He sends me emails, but I never see his face." Suddenly, I understood. Helen didn't have an internet problem. She was **lonely**.

"Helen," I said, "is there a **camera** on your computer? I'm going to show you something." It wasn't easy. We found the camera, then the microphone, then the video app. Finally, she called her grandson. I heard a young man's voice: "Grandma? Is that really you?" Helen started to cry, but they were happy tears.

After that, Helen didn't call every night anymore.

A month later, my manager called me into her office. She had a letter from Ohio in her hand. "Dear boss," she read, "Paolo fixed the most important connection in my life. Please give him a raise." My manager laughed. "No raise," she said. "But forty minutes is okay sometimes."

CHECK YOUR UNDERSTANDING

1. Why does Paolo work at night?

A) He has another job in the day
B) It is daytime in the United States
C) The office is quieter at night
D) He likes to sleep late in the morning

2. What did Helen say every night?

A) Her internet was slow
B) Her phone was broken
C) Her bill was too high
D) Her grandson never called

3. What was Helen's real problem?

A) Her computer was old
B) She didn't pay her bill
C) Her internet was too slow
D) She was lonely

4. What did Paolo show Helen?

A) How to fix her internet
B) How to send an email
C) How to make a video call
D) How to buy a new computer

5. What did Helen send to Paolo's manager?

A) A letter about Paolo
B) Photos of her garden
C) A box of cookies
D) A new complaint

LISTEN AND COMPLETE

🎧 10-practice.mp3

angry **camera** **customer** **grandson** **lonely** **slow**

1. The _____ wanted to return the shoes because they were too small.
2. Dad was _____ because someone took his parking spot again.
3. My laptop is very _____, so I'm going to buy a new one.
4. After her best friends moved away, my sister felt _____ in the big city.
5. My _____ is six years old, and he loves to play soccer with me.

YOUR TURN

1. Have you ever helped an older person with a phone or a computer? What happened?

2. Imagine you are Helen. Write three sentences for your letter to Paolo's boss.

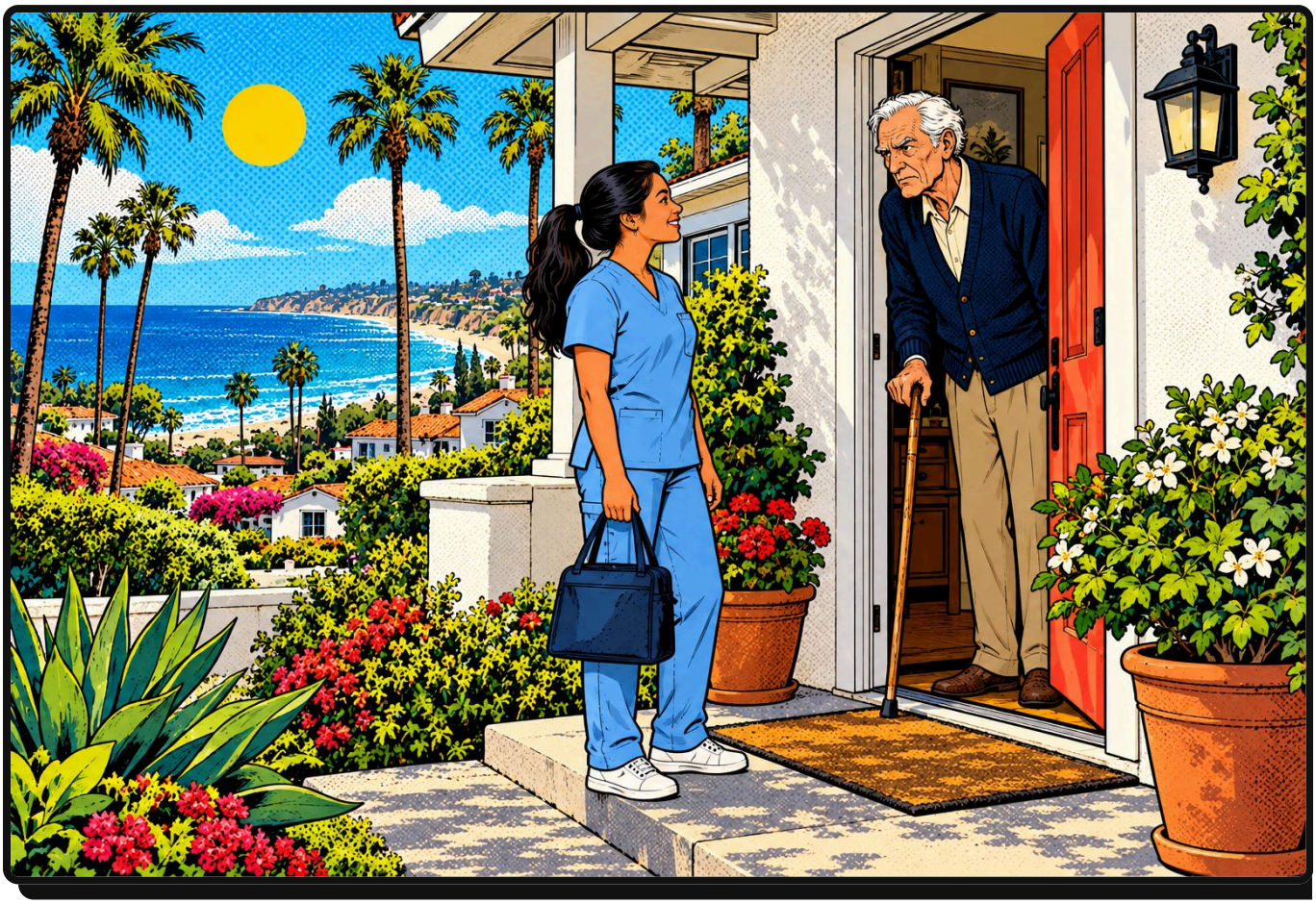
STORY 24 B2

24-story.mp3 · 24-slow.mp3 · 24-practice.mp3

LISTEN

tap or scan

THE FIFTH CAREGIVER



Look at the picture. Who are these two people? How does the old man feel about his visitor?

BEFORE YOU READ

caregiver — a person whose job is to help an old or sick person at home

independence — being able to live and decide things without help

walk on eggshells — to be very careful so you don't make someone angry

longing — a strong wish for something you don't have

stubborn — not willing to change your mind or your ways

deal — an agreement between two people

come around — to slowly change your opinion and accept something

dignity — the feeling that you deserve respect

READ AND LISTEN 24-story.mp3

By the time Liza Santos rang the doorbell, Harold Bennett had already fired four **caregivers** in a single month. The agency had warned her about him on the phone. One woman had been sent away because she talked too much, another because she talked too little. The third had moved his favorite chair, and the fourth, as far as anyone could tell, had simply smiled at the wrong moment. "He was a ship captain for forty years," the agency manager told her with a sigh. "He's used to giving orders. Good luck."

Harold opened the door himself, leaning on a wooden cane. He was eighty-four, tall and thin, with white hair and the sharp blue eyes of a man who had spent his life looking at the horizon. Behind him, through the living room window, Liza could see the Pacific shining in the morning sun. "You're the fifth," he said. "I don't need help. My son thinks I do. My son is wrong."

For the first week, Liza said very little. She made coffee, kept the house clean, and watched. She noticed things the agency's notes had missed. Harold got angry whenever someone did something for him that he could still do himself, like pouring his juice or choosing his shirt. He woke up at five every morning, exactly as he had on the ship, and became restless if breakfast was late. He was not a mean man, she realized. He was a **stubborn** one, and under the stubbornness he was frightened. Every new caregiver was another sign that his **independence** was slipping away.

Liza knew that feeling. Back in the Philippines, she had taken care of her grandfather, a fisherman who had refused to stop going out in his boat until the day he simply couldn't. She had learned that you could not win against pride. You had to work with it.

So on the eighth day, she sat down across from Harold at the kitchen table and made him an offer. "Captain," she said, "I'd like to propose a **deal**. You're in charge of the routine. You decide when we eat, when we walk, what we watch, and where every chair goes. I'm in charge of the medicine. When it's time for your pills, there's no discussion." Harold studied her for a long moment, the way he might once have studied a storm on the radar. Then he held out his hand. "Agreed," he said. "But I choose the music."

After that, things changed quickly. Harold's son, Michael, who had been **walking on eggshells** around his father for months, called every few days and could hardly believe what he was told. His father was eating well, taking his medicine on time, and even telling jokes. Little by little, Harold **came around**. He asked Liza about her family in Manila and showed her old maps of the routes he had sailed. In the evenings, they sat on the porch while he told stories about storms in the North Atlantic and long, quiet nights near Japan, and she told him about her grandfather's little boat. Without either of them saying so, they had become friends.

One afternoon in October, Harold was looking at the ocean when he said, almost to himself, "I'd give anything to feel a deck under my feet one more time." He laughed it off immediately, but Liza had heard the **longing** in his voice. That night, she called Michael and told him what his father had said. If she hadn't seen her grandfather's face light up every time he got near the water, she might not have understood how much it meant. But she had seen it, and she understood.

It took two weeks to plan. Michael rented a small sailboat with an experienced skipper, and Liza checked every detail with Harold's doctor: the weather, the medicine, a chair on the deck, a warm blanket. Harold was not told anything until the morning of the trip, when Michael arrived and said they were going for a drive.

When Harold saw the harbor, he stopped walking. For a moment, he did not say a word. Then he straightened his shoulders, handed his cane to Liza, and let his son help him on board with as much **dignity** as if he were stepping onto his own ship. The skipper took them past the point and into open water, where the wind was cold and the waves were long and gentle. After a while, he looked at Harold and offered him the wheel.

Harold held it for twenty minutes, with Michael standing close behind him. He did not tell any stories that day. He just looked at the horizon, and once, when a seagull flew low over the water, he laughed like a young man. On the way back, he turned to Liza and said, "You're fired." Then, before she could answer, he added, "As my caregiver, I mean. From now on, you're part of my crew."

CHECK YOUR UNDERSTANDING

1. Why had the agency warned Liza about Harold?

A) He was too sick to live at home
B) He lived far away from the city
C) His son did not want any help
D) He had fired four caregivers

2. What did Liza understand about Harold's anger?

A) It came from the pain in his legs
B) It hid his fear of losing control
C) It started when his son moved away
D) It was a joke he played on everyone

3. In the deal, what was Liza in charge of?

A) The music
B) Meal times
C) His medicine
D) The furniture

4. Why did Liza understand how much the sea meant to Harold?

A) She had seen it in her grandfather
B) Michael had told her about it many times
C) She had worked on a ship before
D) Harold's doctor had explained it

5. What does Harold mean when he says 'you're part of my crew'?

A) He wants her to learn how to sail a boat
B) He no longer wants her to work for him
C) He sees her as a trusted friend
D) He wants to buy a new boat

LISTEN AND COMPLETE

🎧 **24-practice.mp3**

1. My grandmother's _____ comes every morning to help her get dressed and make breakfast.
2. My little brother is so _____ that he wore shorts in the snow to prove he wasn't cold.
3. After years of living with her parents, getting her own apartment gave Maria a wonderful sense of _____.
4. We made a _____: I cook dinner on weekdays, and he cooks on weekends.
5. Since the boss got angry yesterday, everyone in the office has been _____.

YOUR TURN

1. Have you ever taken care of an older person or someone who was sick? What was it like?

2. Imagine you could go back to a place you loved when you were younger. Where would you go, and why?

ENGLISH SHORT STORIES WITH AUDIO

ANSWER KEY

Story 10: The Angry Customer · Story 24: The Fifth Caregiver

STORY 10: THE ANGRY CUSTOMER

Check your understanding: 1 B · 2 A · 3 D · 4 C · 5 A

1. Paolo says that when it is night in the Philippines, it is daytime in the United States.
2. Every night, Helen said: 'My internet is slow again!'
3. Paolo understood that Helen didn't have an internet problem; she was lonely.
4. Paolo helped her find the camera, the microphone and the video app, and she called her grandson.
5. The manager had a letter from Ohio that said Paolo fixed the most important connection in Helen's life.

Listen and complete:

1. The **customer** wanted to return the shoes because they were too small.
2. Dad was **angry** because someone took his parking spot again.
3. My laptop is very **slow**, so I'm going to buy a new one.
4. After her best friends moved away, my sister felt **lonely** in the big city.
5. My **grandson** is six years old, and he loves to play soccer with me.

STORY 24: THE FIFTH CAREGIVER

Check your understanding: 1 D · 2 B · 3 C · 4 A · 5 C

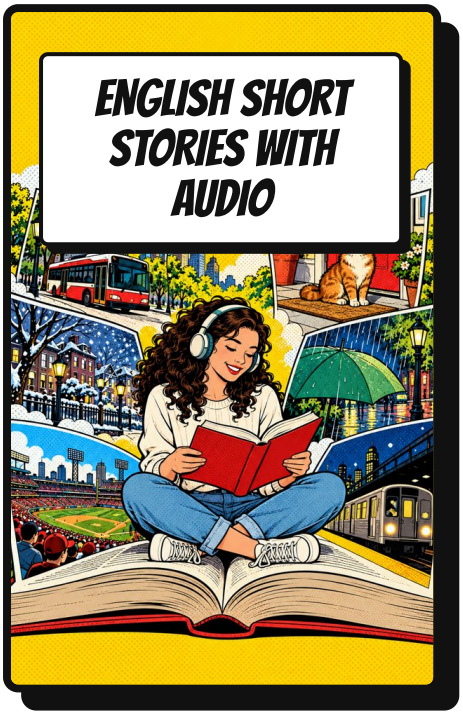
1. Harold had fired four caregivers in a single month before Liza arrived.
2. She realized he was frightened that his independence was slipping away.
3. Liza said: I'm in charge of the medicine, and Harold decided everything else.
4. Her grandfather's face lit up near the water, so she knew what Harold was feeling.
5. On a ship, the crew is a close team, so he is telling her she is now a friend, not just an employee.

Listen and complete:

1. My grandmother's **caregiver** comes every morning to help her get dressed and make breakfast.
2. My little brother is so **stubborn** that he wore shorts in the snow to prove he wasn't cold.
3. After years of living with her parents, getting her own apartment gave Maria a wonderful sense of **independence**.
4. We made a **deal**: I cook dinner on weekdays, and he cooks on weekends.
5. Since the boss got angry yesterday, everyone in the office has been **walking on eggshells**.

LIKED IT?

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ENGLISH SHORT STORIES WITH AUDIO

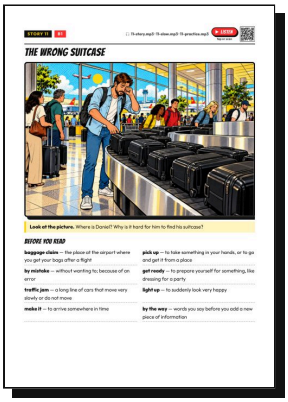
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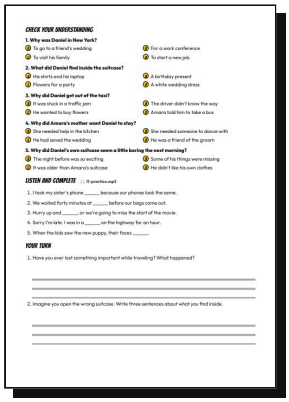
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A LOOK INSIDE THE BOOK


THE WRONG SUITCASE


CHECK YOUR UNDERSTANDING


ANSWER KEY

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Unit 11 B1

A JOB INTERVIEW

In the HR office

11-normal.mp3 · 11-slow.mp3

LISTEN tap or scan

BEFORE YOU LISTEN

Tell me a little about your experience. — a common interview request: talk about the work you did before

Is that going to be a problem? — Will that be difficult for you?

Can I ask you something? — a polite way to say you have a question

LISTEN AND ANSWER

1. What job did Marcus apply for?

A Warehouse manager
B Delivery driver
C Shift lead in the warehouse
D HR assistant

2. How many years has Marcus worked in warehouses?

A Two
B Six
C Eight
D Sixteen

3. What are the hours of the job?

A From 10 at night to 6 in the morning
B From 6 in the morning to 2 in the afternoon
C From 2 in the afternoon to 10 at night
D From 8 in the morning to 4 in the afternoon

4. When would Marcus start?

A Monday the 28th
B Tuesday the 20th
C In sixty days
D Monday the 20th

5. What does Marcus ask about?

A Parking
B When health insurance starts
C Overtime pay
D The dress code

LISTEN AGAIN: FILL THE GAPS

1. That's right. I saw the _____ online last week, and it looked like a great fit for me.
2. I've worked in warehouses for _____. For the last two, I've been a team lead at a shipping company, managing a team of eight.
3. Not at all. I'm a night owl, and I _____ at my last job too.
4. Good to hear. If everything goes well, you'd start on Monday the _____, with one week of training on the day shift.
5. No, I think that covers it. Thanks for your time, Hannah. I hope to _____ you soon.

VOCABULARY

shift lead — the worker who leads a team during one shift

a great fit — a very good match for a person's skills and needs

night shift — the work hours during the night

night owl — a person who likes to stay awake late and feels good at night

kick in — to start working or to begin, often after some time

that covers it — that answers everything; I have nothing more to ask

TRANSCRIPT

A: Thanks for coming in, Marcus. I'm Hannah, the HR manager. So, you applied for the shift lead position in our warehouse, right?

B: That's right. I saw the **posting** online last week, and it looked like a great fit for me.

A: Great. Tell me a little about your experience.

B: I've worked in warehouses for **six years**. For the last two, I've been a team lead at a shipping company, managing a team of eight.

A: Impressive. This job is on the night shift, from ten at night to six in the morning. Is that going to be a problem?

B: Not at all. I'm a night owl, and I **worked nights** at my last job too.

A: Good to hear. If everything goes well, you'd start on Monday the **twentieth**, with one week of training on the day shift.

B: That works for me. Can I ask you something? When does the health insurance kick in?

A: Good question. Benefits start after your first sixty days. Do you have any other questions?

B: No, I think that covers it. Thanks for your time, Hannah. I hope to **hear from** you soon.

ANSWER KEY

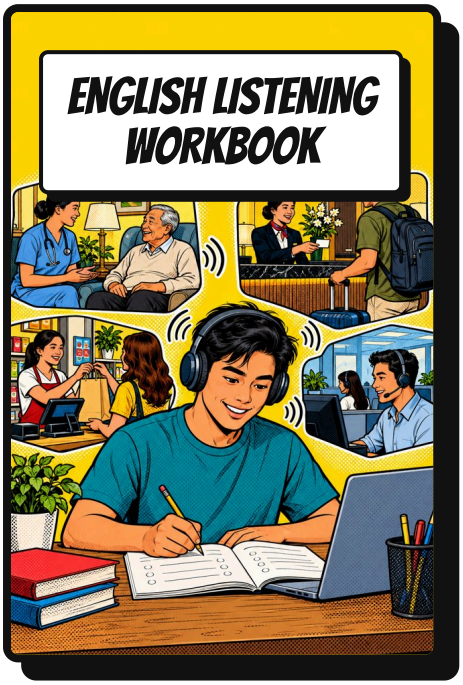
Unit 11: A Job Interview

Unit	1	2	3	4	5	Gaps
11	C	B	A	D	B	posting · six years · worked nights · twentieth · hear from

Unit 11. 1: Hannah says he applied for the shift lead position in the warehouse. 2: He has six years in warehouses. For the last two, he was a team lead, and his team had eight people. 3: It's the night shift, from ten at night to six in the morning. Only the first week of training is on the day shift. 4: Hannah says he'd start on Monday the twentieth. Sixty days is when benefits start. 5: He asks when the health insurance kicks in. Hannah says benefits start after the first sixty days.

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ENGLISH LISTENING WORKBOOK

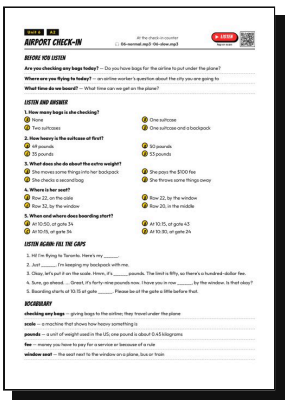
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Pages: 69 · Audio: 60 MP3 files (1 hour) · Level: A2 to B2 · Format: PDF + MP3

A LOOK INSIDE THE BOOK


AIRPORT CHECK-IN

BEFORE YOU LISTEN

Are you checking any bags today? — Do you have bags for the airline to put under the plane?

Where are you flying to today? — an airline worker's question about the city you are going to

What time do we board? — What time can we get on the plane?

LISTEN AND ANSWER

1. How many bags is she checking?
   - None
   - One suitcase
   - Two suitcases
   - One suitcase and a backpack

2. How heavy is the suitcase at first?
   - 44 pounds
   - 33 pounds
   - 30 pounds
   - 33 pounds

3. What does she do about the extra weight?
   - She moves some things into her backpack
   - She checks a second bag
   - She pays the $100 fee
   - She throws some things away

4. Where is her seat?
   - Row 22, on the aisle
   - Row 22, by the window
   - Row 22, by the window
   - Row 20, in the middle

5. When and where does boarding start?
   - At 10:00, at gate 34
   - At 10:15, at gate 34
   - At 10:15, at gate 43
   - At 10:30, at gate 24

LISTEN AGAIN: FILL THE GAPS

1. Hi! I'm flying to Toronto. Here's my _____.
2. Just _____. I'm keeping my backpack with me.
3. Okay, let's put it on the scale. Hmm, it's _____ pounds. The limit is fifty, so there's a hundred-dollar fee.
4. Sure, go ahead. … Great, it's forty-nine pounds now. I have you in row _____, by the window. Is that okay?
5. Boarding starts at 10:15 at gate _____. Please be at the gate a little before that.

VOCABULARY

checking any bags — giving bags to the airline; they travel under the plane

scale — a machine that shows how heavy something is

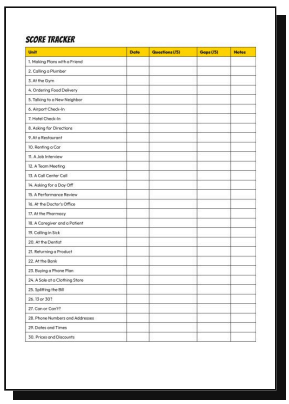
pounds — a unit of weight used in the US; one pound is about 0.45 kilograms

fee — money you have to pay for a service or because of a rule

window seat — the seat next to the window on a plane, bus or train


ANSWER KEY

Unit	1	2	3	4	5	Gaps
1	B	D	A	C	B	working · you name it · eleven · fourteen · hungry
2	C	A	B	B	C	plunger · three-twelve · tomorrow · eighty-nine · fifteen
3	A	C	B	D	C	forty-five · four hundred twenty · five · a photo ID · yoga and spin
4	D	B	A	C	A	Gorge · mushroom · Fourteen-oh-nine · forty-five · two · eight-one-six
5	C	A	B	B	C	across the hall · eight · Monday night · barks · basement
6	B	D	A	B	C	passport · one suitcase · fifty-three · twenty-two · thirty-four
7	A	D	B	C	A	four · Monday · ten · call · two · two · five
8	D	A	C	B	C	walking · right · clock · 4:40 · light
9	B	C	D	A	C	no sugar · salmon · baked potato · check · twenty-six · fifty
10	D	C	A	B	D	three · thirty-nine · fifteen · nine · Friday
11	C	B	A	D	B	another · six years · worked nights · twentieth · have · from
12	D	A	C	B	A	until · twelfth · dropping · Tuesday · Wednesday
13	A	B	D	C	B	glass · pot · four · seven · two · eight · one · twelve · cup · refund · pilots
14	A	C	B	D	A	Come on in · sixth · cover · garden section · palm
15	C	A	D	B	C	good stuff · take my time · twenty-four · block out · January
16	D	B	A	C	D	two weeks · fever · short of breath · serious · X-ray
17	C	A	D	B	A	called in · food · dizzy · twelve · fifty · explaining
18	C	B	D	A	C	Breakfast · After breakfast · freezing · hallway · starving
19	C	A	D	B	C	stomach flu · today and tomorrow · Kenji · Brennen Fowle · noon
20	A	D	B	C	D	cold · root canal · filling · sixty-five · eighth
21	B	C	A	D	B	happen to · Good thing · rather · gift card · get it back
22	D	A	C	B	C	twelve-dollar · fifteen hundred · Twenty-five · without · nine to one
23	A	D	B	C	A	thirty · fifty-five · set up · twenty-four-month · every Sunday
24	C	B	D	A	D	ninety · forty percent · olive green · can't stand · fourteen days
25	D	C	A	B	C	seventy-five · twenty percent · sweet of her · underscore · grab
26	B	D	C	A	B	three-fifteen · forty · thirteen · fourteen · fifteen
27	C	A	B	D	A	can't · can · can · fifteen · can't
28	A	C	D	B	C	sixteen · sixty · Thirteen · forty · fifteen · C · nineteen · ninety · fifteen
29	D	B	A	C	B	Thursday · half past eight · sixteen · half past six · Tuesday
30	C	D	B	A	D	twenty percent · seventeen · nineteen · twelve · forty


SCORE TRACKER

Unit	Date	Questions (/5)	Gaps (/5)	Notes
1. Making Plans with a Friend				
2. Calling a Plumber				
3. At the Gym				
4. Ordering Food Delivery				
5. Talking to a New Neighbor				
6. Airport Check-In				
7. Hotel Check-In				
8. Asking for Directions				
9. At a Restaurant				
10. Renting a Car				
11. A Job Interview				
12. A Team Meeting				
13. A Call Center Call				
14. Asking for a Day Off				
15. A Performance Review				
16. At the Doctor's Office				
17. At the Pharmacy				
18. A Caregiver and a Patient				
19. Calling in Sick				
20. At the Dentist				
21. Returning a Product				
22. At the Bank				
23. Buying a Phone Plan				
24. A Sale at a Clothing Store				
25. Splitting the Bill				
26. 13 or 30?				
27. Can or Can't?				
28. Phone Numbers and Addresses				
29. Dates and Times				
30. Prices and Discounts				

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YOUR NEXT STEP

What was your score on the listening test? Here's where to go next.

0–8
A2 · elementary

Build your vocabulary first: the Picture Dictionary, then stories 1 to 10 (Basic).
Picture Dictionary → · Short Stories with Audio →

9–14
B1 · intermediate

Train your ears with the Listening Workbook, then read stories 11 to 20 (Intermediate).
Listening Workbook → · Short Stories with Audio →

15–20
B2–C1 · advanced

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