

Skills tests audio scripts

TEST 1

- Radio host** On today's program, we're continuing our series of interviews with successful entrepreneurs ... from Poland. Today, we have with us in the studio Pawel Kowalski. Hello, Pawel, thank you for joining us.
- Pawel** Good afternoon, Sean. Thanks for inviting me.
- Radio host** Now, Pawel, tell us a little about yourself.
- Pawel** Well, I set up my own business here in New York City last year. But I first came over to the US three years ago from Kielce, which is a city in central Poland, and I fell in love with your country instantly. Anyway, I'm the managing director, and my wife, Barbara, who's actually American, is responsible for looking after employees and recruiting staff.
- Radio host** And what does your company do?
- Pawel** It's an event management company. We organize weddings, conferences, receptions, that sort of thing. We do a lot of business events for the banking industry, for example – they're usually really formal, so we have to be sure that the service we offer is of a very high standard. That's our main priority—to offer the best, at all times.
- Radio host** You used to be a police officer in Poland, weren't you? Are you still in charge of security?
- Pawel** No, I'm not. We usually work with a security company who provides our security arrangements. But this is not always so important at every event. Recently, we've been doing a lot more weddings than usual – maybe it's the right season to feel romantic!
- Radio host** Maybe you're right. Do you provide the food for wedding dinners yourselves?
- Pawel** Yes, we do. My wife's an excellent cook, so she's in charge of the cooking when we do a dinner and we always buy the freshest ingredients at the market – only organic, of course. We order drinks over the Internet because it is cheaper than in stores, but otherwise we try to find everything locally – even staff! We hire temporary staff for cooking and serving, but we always try to provide whatever our clients request.
- Radio host** So, you always serve what the clients ask for?
- Pawel** If they tell us specifically, yes. Otherwise, we try to guess what would make them happy. For example, if you get a lot of foreign visitors at a conference, they may be more interested in visiting a typical American restaurant and eating hamburgers and French fries, or going to see a show after the presentations than sitting down to a formal dinner – they do enough of that anyway.
- Radio host** And do your clients appreciate all this attention to detail?
- Pawel** Well, we don't expect them to come up to us in person to say thanks, but we get many positive comments from them. They usually send us their written feedback after the events, and we usually try to improve our service all the time.
- Radio host** I'm sure you do. Now, tell us a little more about how the business operates ...

TEST 2

I first arrived in New York City in 1999 and I didn't enjoy living here so much. I studied at New York University as a scholarship student for a year. I really loved the classes and learned a lot from some fantastic teachers. What I found a lot more difficult was making friends. Although there were a lot of opportunities for me to socialize, I often decided to stay at home and read a book instead. I love books but I did find this boring sometimes. I didn't have much money at the time and I was so embarrassed about it, so I avoided contact with my fellow students. I didn't want to find myself in a situation where I could not pay for dinner, or buy dinner for friends. And I definitely didn't want to borrow from anyone. They probably thought I was really cold and unfriendly.

Back home in Slovakia, I used to be quite popular at school – there used to be many parties at my little rented apartment in Bratislava ... A lifetime ago, it feels sometimes. I returned to New York City in 2004. I got a job at a

small company which sells houses and apartments in Slovakia to American customers. I work in an office from 9 to 5, which is really unusual for me, since this is the first real job I've ever had. What I find really cool about the company I work for is that they don't expect me to work extra hours for free – if there is too much work to do, I can always do it next week. Much better than back home. Although the situation's improving there, too.

I visited all the famous sights in the city when I was first living here, so I don't go around like a tourist any more. I mean, I still see the famous buildings in Manhattan, the old museums and everything every day, but these days I only go on a sightseeing tour if my family or a friend comes over from Slovakia for a visit.

This time I've managed to make a lot of good friends. We often have parties and visit each other's houses. I especially like visiting Michael – he has a garden, and it's great to be outside on a warm summer evening.

The only thing I really hate about living here is not getting out to nature so easily. In Bratislava I could hike half an hour outside the city. Occasionally, I do leave New York City but it's not often. Although the food is different, and people's habits are different, I don't mind. I'm used to this now after so many years.

TEST 3

Andy Oh, hi, Sophie. How are you?

Sophie Hi, Andy. Very well, thanks. Did you just come from the movies?

Andy Yes. I saw *Fantastic Four*.

Sophie And, did you enjoy it?

Andy I did ... a little bit. It was OK. I mean it wasn't as good as I expected, but it wasn't a bad way to spend an afternoon. The acting was fine, and some of the special effects were amazing, but it was all a little bit silly, really. What I couldn't understand was why they had to make it so loud! My ears are still ringing and I can't hear very well.

Sophie Careful – your daughter might think you've been to a rock concert! At your age, Andy! But I don't understand. I thought *Fantastic Four* was an older movie – are they still showing it?

Andy No, this was a new version. The previous movie was made by Raja Gosnell a few years ago – you know, the director and editor for the *Home Alone* movies and, um, *Scooby-Doo*.

Sophie Oh, yes. I saw *Home Alone* a long time ago. I didn't see the *Scooby-Doo* movie but I watched the cartoon on TV when I was a kid.

Andy *Home Alone* was my favorite movie when I was a kid, actually.

Sophie Oh, I see ... Listen, Andy! You do know a lot about movies, don't you?

Andy Hmm.

Sophie What movie would you recommend? I'd like to see something fun.

Andy Well, it depends on what you mean by fun. I wouldn't say *Fantastic Four* is fun ... loud music, loud noises, and too much fast-moving action!

Sophie I really like animation. And comedies. Something entertaining would be good.

Andy How about *Kung Fu Panda*?

Sophie What's that?

Andy Well, it's an animated film about a panda who wants to become a martial artist. And he's just not very good at anything ...

Sophie That sounds really silly.

Andy Well, you wanted entertaining ...

Sophie Are they showing it now?

Andy Yes, it's at the Apollo this weekend. It's not a brand new movie, but kids don't mind that, do they?

Sophie Great! I think I'll take my two boys then – it would be the first time to go to the movies with my kids. Do you think they'll like it?

Andy I'm sure they will! I should take Jessie, I'm sure she hasn't seen it. How about going together? And we could get a pizza, too!

Sophie That's an awesome idea! Sunday OK?

Andy I can't make it on Sunday. Would you mind going on Saturday?

Sophie Sure. Sounds good. I'll check with my husband and give you a call in the evening, OK?
Andy OK. See you on Saturday!
Sophie Yeah, bye, Andy!

TEST 4

Witness 1

I walked out of the café at exactly 6:23 and stopped outside to check the time on my watch. I had an appointment later, you see, that's why I know the time exactly. I just stopped at a newsstand to look at the football scores in the paper ... I looked up, and through the window, I saw some men entering the bank. They were wearing black. And one of them had a red baseball cap on – he was the one carrying the backpack, I think. I wasn't close enough to be sure. This couldn't have been more than three or four minutes after I'd left the café.

Witness 2

We were, like, waiting outside for my friend, Lucy who went into the newsstand. I don't know what time it was. I was sitting on this bench and Katie was sitting next to me, and I couldn't hear anything, you know, because I was listening to my iPod ... but anyway, there was this guy, and he looked scary, I mean he was huge! So he went into the bank, and I was thinking, this guy's up to something ... I don't know, he was behaving really weird ... and I said this to Katie, too. We didn't see anyone else because Lucy came out then, and we had to catch the bus, so I don't know what happened afterward.

Witness 3

I'm still horrified by the whole experience, let me tell you ... It started just before 6:30, I think. I was standing at the cashier's desk, exchanging some money, when this young gentleman walked in. He tried to push me away from the cashier. I said to him: "I'm in line, young man." And he replied quite politely, would you believe, he said: "Sorry, I didn't realize you were waiting for the same cashier." Then he waited patiently until I finished. I only found out that he was robbing the bank when I got to the door and heard him say something to that effect.

Witness 4

I'd been having dinner in the restaurant, and I got there around six, and I was just starting my dessert, so it must have been about half an hour later? I had a table on the terrace with a good view of the bank. So, this van came, and parked in front of the restaurant, and these guys got out. There were four of them. Three guys and one woman, actually. She was dressed the same as the others. All black. The woman had a big backpack on. One of the guys went in, the others followed a few minutes later. Next time I saw them, they were running back to the van. I remember thinking, *they're* in a hurry ...

Witness 5

I think it was around quarter to six? I'm not sure. I'd been shopping. I realized that I had no cash left on me, so I stopped at the cash machine outside. I only wanted to get ten dollars out, but the machine only had twenties, so I was just thinking of trying another machine later. Through the window, I saw a woman dressed in black, putting a lot of cash into a backpack. I didn't notice anyone else –she seemed to be the only person moving in the bank. I got a bit scared, so I took my card out and I walked away ... OK, I ran away ... I'm sure anyone would have done the same ...

TEST 5

- Radio host** In tonight's program we're continuing with our discussion on communication, this time about what we say when we don't say anything: the language of the body. Our guest in the studio is Professor Angela McNamara from the University of Colorado ... Professor, welcome.
- Angela** Hello, good evening.
- Radio host** Now, I read somewhere that only something like seven percent of communication comes from spoken words. Is this true, Professor?
- Angela** Well, it's true and it isn't. There is a famous study which proved that more than half of communication is body language, then our tone of voice represents nearly forty percent, which leaves, as you mentioned, about seven percent for things we say. Now, what is commonly misunderstood here is that the study focused only on people expressing their emotions towards others. In other words, these percentages do *not* apply to all communication. But, in broad terms, we can probably say that around half of what we say is non-verbal ... spoken without words.
- Radio host** I see. What else do we misunderstand about body language?
- Angela** Well, in my university research project we're exploring behavior which can be understood in different ways. What we're looking for are signs that tell us what people really do think and these are called secondary signs.
- Radio host** Can you give us an example?
- Angela** Certainly. Let's take one of the most common gestures: when a person crosses their arms across their chest. The first meaning of this is putting up an invisible wall: to reject the other person or the ideas they're putting forward. But, equally, it could just mean that you're cold. What's more, in a friendly situation, the same gesture could mean that you're thinking carefully about what the other person is saying.
- Radio host** So, the interpretation of any body signal depends on the situation, doesn't it?
- Angela** Yes, exactly. I'll give you another example. When we keep consistent eye contact, that is when we regularly look directly into someone's eyes, it normally means we're paying attention to what our partner is saying. Usually, a positive gesture. But it can also mean something else, too: "I'm not going to take my eyes off you because I don't trust you!" The reason this gesture is so easily misunderstood is that our parents teach us when we're children to maintain eye contact, because it's the polite thing to do. So we look directly at the person we speak to even when we don't really mean it.
- Radio host** Hmm, interesting ... now, what do you mean when you say ...