

Script 1

6)F 7)D 8)B 9)H 10)E

OK, now I'll give you an idea of what to expect in the next few days. You'll each be spending today and tomorrow with one of our staff, following him or her around, sitting in on meetings, and generally learning about that particular activity.

Now, this is how I've allocated you. Er, Carol, you said in your interview that you're interested in finance, so I've put you with the person who deals with payments to staff. This is the busiest week in the monthly cycle, as all the overtime has to be calculated before pay day.

Now, Frank, I believe you've already had some training in sales, and you want to look at the process from the other side, so the purchasing section is where you'll start off. You'll be able to find out how we buy goods and services from our suppliers.

Next on the list is Philip. You said you hope to work in advertising, so I *had* arranged for you to work alongside our marketing manager. But I'm afraid she's on sick leave at the moment, so instead you'll be with someone who deals with sales to other countries. As you speak two or three languages, you should find you can use them.

Stephanie, you didn't mention any preference, so I've put you with the warehouse manager. We purchase goods almost every day and have frequent deliveries, so you'll see how we handle all the goods that come in -- not to mention the finished products waiting to be despatched to customers.

And lastly, Minh: I understand you've been working in an employment agency and would like to look at the application process from an employer's point of view. We're about to advertise for new training staff to join my section, so you'll be with the person who's responsible for recruiting them. You might have some good ideas for how they should go about it.

OK, now if you'd like to come this way ...

Script 2

1)C 2)B 3)A 4)A 5)B 6)A

Now, you're probably all really keen to get your short stories or novels published. Well, take it from me, you're going to need plenty of luck, hard work and, above all, determination.

Let's assume for the moment that you've written your work. How do you set about getting it published? One way is to send it to a publisher. This sometimes works out OK, but publishing contracts are complicated, so you might later find that you've agreed to do something you weren't expecting. And often manuscripts sent directly to publishers don't get read at all, so it may not be worth doing.

Usually the best route to getting your book into the bookstores is to find yourself an agent. It's their job to get writers published, and they're in a better position to negotiate with publishers than you are. There are several specialist journals where you can find agents. Some people write to an author whose work they like, asking him or her to recommend an agent. But I'd strongly advise against it: so many people contact successful authors that it places unreasonable demands on them. One point to remember when you're contacting agents, though, is to send your work to someone who specialises in fiction. They're likely to know far more about what needs to be done than an agent who handles both fiction and non-fiction.

OK, now let's go back to the writing process itself, and I'll give you two or three pointers to think about. A really effective tool is to analyse published books – not just ones you admire, but also ones you don't. Break them down, paragraph by paragraph, working out the structure; where there's action, dialogue, background information and so on. Doing that helped me enormously with writing my own novels.

Another point to consider is the balance between story and style. Making the story work is the most difficult part of the process, so concentrate on that first. If you're thinking about style at the same time, you'll make it even harder to structure the story. Afterwards, it won't take all that long to rewrite your work and improve the style. Not every writer would agree, but that's what I think works best.

And thirdly, if your novel is set in the past, you'll need to do some historical research – having 19th-century characters using mobile phones isn't a good idea! But you risk spending the rest of your life doing research and never writing your novel. Remember, you aren't trying to educate your readers about life at that time – just aim to make sure nothing is too obviously wrong.

Script 3

1-3) BEF

4-6) BCE

Adam: Before we go on to look at specific sports, let's think for a moment about the non-sports facilities we really need here. Things like better changing rooms and showers.

Emma: Yes, if this really is going to be a state-of-the-art building it'll need to have hi-tech amenities but also **places for people to chill out after all the exercise they've been doing. Somewhere they can meet up for a drink or whatever afterwards** is essential in a place like this, but what else?

Adam: How about a sauna? Those who use them say it's the perfect way to relax after you've trained.

Emma: The trouble is, though, that there's a debate going on about how safe they are. Some say it's risky to be exposed to all that heat before or after strenuous exercise – which of course is exactly when people in sports centres want to use them. There have also been problems with people overusing them to sweat off weight. So to avoid any possible dangers, I don't think I'd include them on my list.

Adam: Talking of dangers, I wonder whether we ought to have some sort of facility where minor injuries like cuts and bruises and sprains can be treated?

Emma: Maybe. It would seem to make sense with all the mishaps that are bound to occur when you have so many people running and jumping about and so on. Ah. Hold on though: isn't the new medical centre going to be built right opposite?

Adam: Yes, it is. It should be finished by the end of next year.

Emma: Then there's no point, is there? Anyone who gets hurt can go over there, where there'll be much better treatment than anything we could offer on-site.

Adam: Yes, I can see that.

Emma: What we should provide, though, is a **facility with full-time physiotherapists**, for everybody on the campus that is. As

well as treating people, they could work on prevention of things like muscle tears and strains.

Adam: Right.

Emma: And something else the new place ought to have, also as a way of preventing injuries, is **somewhere to test just how fit people** are before they start lifting weights or running long distances and so on.

Adam: Yes, I was going to suggest that. **When I was at the Newport centre they put me on a static bike to check out my cardiovascular system**, then they worked out how much body fat I had ... all of it valuable information, telling you exactly what shape you're in.

Emma: Another thing I've heard some universities do, especially some of the newer ones, is provide rooms and equipment for lectures to take place actually inside their sports centres. How do you feel about that?

Adam: Well as it happens I've got first-hand experience of that too. **We used to have some of our Sports Science lectures right next to the main sports hall**, and I think it made what we were hearing about seem much more relevant to the real world. So in that respect I definitely think it's a good idea, yes.

Emma: Hmm. I can see that, though my own feeling is that we need to have more concrete reasons. The problem is that we won't have unlimited space, and somehow I don't think providing more lecture halls is going to be one of our priorities. So I'd be against that one, I'm afraid. Anything else?

Adam: Well just that I agree about the need to have a **place where people can go for a chat** and maybe have a coffee or a bite to eat together. That was something I always thought was **one of the strong points of the centre in London**. It was a great place to find out about new activities from the people who actually did them.

Script 4

7)B 8)C 9)A 10)B

Adam: So what about the main sports facilities themselves? What do we need?

Emma: Well we don't need a rugby pitch because there's already one on the campus. The same's true of **table tennis**, really – **most of the halls of residence for students have their own tables**, so there's no point in using precious space here for any more.

Adam: Agreed. Something none of them have, though, is any sort of pool. A lot of students have complained about this, saying **they have to take a bus downtown if they want to go for a swim**.

Emma: Yes, that's definitely one for this place. Perhaps a Jacuzzi, too. That would be nice, wouldn't it?

Adam: It would. Perhaps **next to the squash courts, just down there to the right**. They're very popular, by the way. I think we should have a couple more here, don't you?

Emma: Absolutely. And another sport that's been growing in popularity is volleyball, especially since we did so well at the last Olympics.

Adam: Don't you mean **basketball**?

Emma: Yes, I do, sorry. Anyway, the point is that **there is a court in the old gym next to the Students Union building**, but it always seems to be fully booked up, even though it's not very good. And there's nowhere else on campus to play.

Adam: OK, let's have one of those, too. How much space have we got left, by the way?