



Module E Unit 9

Training 1.1 (p.69)

Announcer : You are Raymond Lee, the owner of a pet shop. While you were on holiday, some customers left you some voice messages. Listen to the messages and fill in the forms below.

Message 1.

Suzie : Yes, hello. ^①My name is Suzie Tang and my friend recommended your shop to me. ^③I'm calling because I have a couple of questions about prices. I have a dog and I need shampoo for her. She's a puppy so I need puppy shampoo. Could you tell me the price of puppy shampoo? ^⑤Also, I'm looking for some mouth spray for her. ^⑥I want to know the prices of those items. Can you please call back? Thanks. Again, my name is Suzie Tang. That's Suzie with a Z. ^②And my number is 5592 1647. Again, that's 5592 1647. Thank you. *

Announcer : Message 2.

Bruce ^⑦: Hello, my name is Bruce Wu and I'd like to make a complaint. I was in your shop on the 9th of September with my cat. ^⑩We were looking for the flea powder, and the clerk was very rude. She said that I should just give my cat a bath more often before deciding to buy the flea powder. How rude! I take very good care of my cat and she isn't dirty. ^⑪If you ever want me to shop at your pet shop again, I demand an apology. ^⑧Again, my name is Bruce Wu and I can be reached on 2708 8885. That's 2708 8885. *

Announcer : Message 3.

James : Hey, Raymond. ^⑫This is James, James Fong. I didn't realise you were away. ^⑮We are arranging another fishing trip ^⑰and I'm wondering if you are interested in going with us. ^⑯The fishing trip is going to be on the 29th of October. ^⑬If you're interested, please ring me on 9071 4720. That's 9071 4720. And again, the date is the 29th of October. Hope to hear from you. *

Training 2.1 (p.70)

Announcer : Some customers are calling to make or change appointments. You will listen to six conversations. Listen to the conversations and fill in the schedule below.

Conversation 1.

Raymond : Hello, Paw's Pet Shop. Raymond speaking. How can I help you?

Ms Lee : Hi, Raymond. This is Ms Lee and I need a big favour. I hope you can help.

Raymond : Sure, what do you need?

Ms Lee : Well, I made an appointment for dog training at 9 this morning but I can't make it. Can I change the appointment to this afternoon?

Raymond : What time can you come this afternoon?

Ms Lee : Would 4:30 be OK?

Raymond : Let me see. Yes, 4:30 would be fine.

Ms Lee : Great.

Raymond ^①: So I'll cancel the appointment at 9 and ^⑩write you in for 4:30 this afternoon. Ms Lee, dog training, 4:30. It's all set. We'll see you this afternoon, Ms Lee.

Ms Lee : You're a lifesaver, Raymond. Thank you so much. *

Announcer : Conversation 2.

Raymond : Good morning, Paw's Pet Shop. Raymond speaking. How may I help you?

Ms Chan : ^③ Yes, I'd like to bring my cat in for claw clipping this morning. Do you have any time slots available?

Raymond : OK...for claw clipping... ^{②③④} Can you come at 11?

Ms Chan : Sure, I can bring her in at 11.

Raymond : ^② OK. May I have your surname?

Ms Chan : This is Ms Chan.

Raymond : Thanks Ms Chan. I've got you down for 11, for cat claw clipping. ^④ And may I have your phone number?

Ms Chan : Sure. It's 3648 9822.

Raymond : That's 3648 9822.

Ms Chan : That's correct.

Raymond : Great. We'll see you at 11.

Ms Chan : OK. Thanks so much. *

Announcer : Conversation 3.

Raymond : Good morning, Paw's Pet Shop. This is Raymond. May I help you?

Mr Chan : ^⑨ Yes, this is Tony Chan and I've scheduled a training for my parrot at 2 this afternoon, but I need to change the time. Sorry about that.

Raymond : It's not a problem. Let's see. For parrot training, we've got a free slot at 5 and at 7. Which time do you prefer?

Mr Chan : 7 o'clock, please.

Raymond : ^⑮ OK, so I'll change your appointment to 7 pm, Mr Chan, and we'll see you tonight.

Mr Chan : Thank you. *

Announcer : Conversation 4.

Raymond : Hello, Paw's Pet Shop. This is Raymond. Can I help you?

Mr Kwok : Hi, Raymond. This is Gary Kwok. I was wondering if I could bring my dog in for a regular check-up today.

Raymond : Sure, Mr Kwok. What time is best for you?

Mr Kwok : Is 11 am OK?

Raymond : ^{⑤⑥⑦} Sorry, we've got an appointment at 11. How about 12 noon? Is that OK for you?

Mr Kwok : 12 o'clock is OK. Thanks.

Raymond : Let me write that down. ^⑤ 12 o'clock noon...Mr Kwok...^⑥ dog for regular check-up. ^⑦ And may I have your phone number, Mr Kwok?

Mr Kwok : Yes, it's 9770 2558.

Raymond : That's 9770 2558.

Mr Kwok : That's right.

Raymond : OK. We'll see you at 12.

Mr Kwok : Thanks. *

Announcer : Conversation 5.

Raymond : Hello, Paw's Pet Shop. This is Raymond. How can I help you?

Ms Yuen : ^⑧ Hello. I have an appointment to bring my cat in at 1 pm for a shampoo, but I'm running late. Could I change the appointment to later in the afternoon?

Raymond : Is this Ms Yuen?

Ms Yuen : That's right.

Raymond : OK, Ms Yuen, we have times open at 3, 5 and 6.

Ms Yuen : Oh, 3 would be just perfect.

Raymond : ^⑩ So I'll cancel the appointment at 1 and put you down for 3.

Ms Yuen : That's great. Thank you so much.

Raymond : No problem. See you at 3, Ms Yuen. *

Announcer : Conversation 6.

Raymond : Good afternoon, Paw's Pet Shop. This is Raymond. How may I help you?

Mr Yip : Yes, I'd like to bring my dog in for grooming. Do you have any time slots open this evening?

Raymond : Let me see. We have time slots open at 5:30, 6 and 6:30.

Mr Yip : Could I come later? Say, 7?

Raymond : I'm sorry 7 o'clock is already booked.

Mr Yip ^{⑫⑬⑭} : All right, 5:30 is OK, then.

Raymond ^⑫ : Good. May I have your name?

Mr Yip : Alex Yip.

Raymond ^⑬ : All right, Mr Yip, I'll put you down for dog grooming at 5:30.

Mr Yip : Thanks.

Raymond ^⑭ : And may I have your phone number, please?

Mr Yip : It's 2441 3108.

Raymond : Let me read that back to you. That's 2441 3108. Is that right?

Mr Yip : Correct.

Raymond : We'll see you at 5:30 for dog grooming, Mr Yip.

Mr Yip : OK. Bye. *

Training 3.1 (p.71)

Announcer : You are making a table to help customers choose pets. Listen to the conversation and complete the table below.

Holly : Hey, Uncle Raymond, what are you doing?

Raymond : Oh, hi, Holly. I'm making a table to show customers the advantages and disadvantages of keeping different pets. Do you want to help?

Holly : I'd love to. Where do we start?

Raymond ^① : Let's start with dogs. I guess we can say that they are friendly, loyal and smart.

Holly ^② : I agree. And besides being friendly, loyal and smart, they make people feel better about themselves. There have been lots of studies that show dog owners feel better about themselves.

Raymond : Good. But dogs can also be difficult to take care of. ^③ They need a lot of exercise and need to be walked regularly.

Holly : That's right. People need to be ready to give a dog a lot of exercise and walk it regularly, or they should choose other pets. Maybe a bird or a fish.

Raymond ^⑤ : Well, I've got parrot here. What do you think is good about keeping parrots?

Holly : I read that they can be very good companions. ^⑥ And they're very easy to train.

Raymond : That's true. Parrots are very easy to train and can also be good companions. ^⑦ What do you think is bad about parrots then?

Holly : Hmm...maybe they can be noisy.

Raymond ^⑧ : Yes, they can be noisy. And they need a lot of attention, too.

Holly : You're right. A parrot owner will have to give a lot of attention to the parrot all the time.

Raymond ^⑨ : You also mentioned fish... What do you think is good about having pet fish, like tropical fish?

Holly : Hmm, I think they're not very expensive.

Raymond ^⑩ : They're not very expensive, and you know what else — they're easy to take care of.

Holly : That's right. My friend Rachel told me they are easy to take care of. Just keep

the water clean and feed them. But she said that her fish aren't very interesting.

Raymond : And that's the disadvantage. ¹¹ Keeping fish isn't very interesting for children.

Holly : Another friend of mine has a hamster. He said it is fun to watch hamsters play.

Raymond : ¹² That's a good thing about hamsters. It is fun to watch them play.

Holly : He said they love spinning round and round on a wheel.

Raymond : ¹³ OK, but did he say anything bad about his hamster?

Holly : Oh, yeah. He said they like to bite the furniture.

Raymond : Well, hamsters are really afraid of people, so at first they bite a lot, especially furniture. Now, what do you think about cats?

Holly : ¹⁴ Cats are great. They're very clean and tidy. I wish I had one.

Raymond : Well, you're right. They are clean and tidy. ¹⁵ But kittens like to scratch on the walls.

Holly : Oh, yeah. My friend Debbie said the same. She's got 2 kittens and she said they always scratch on the walls. Her walls are now full of scratch marks.

Raymond : The kittens will get better when they're older. Now, the last pet on my list is a tortoise. What do you know about tortoises?

Holly : Ha...they're slow and have a shell.

Raymond : ¹⁶ Actually, they can make good pets because they're easy to feed. But you know what? ¹⁷ Though they're easy to feed, they can make your house smelly.

Holly : That's weird.

Raymond : Yep. This may be caused by the food they eat. *

Training 4.1 (p.72)

Announcer : You are choosing a candidate for your company. Listen to the conversation and fill in the information below.

John : Let's talk about the 2 candidates, C and D.

Mary : ¹ Candidate C has 3 dogs and ² he actively takes part in the SPCA.

John : OK, 3 dogs and actively takes part in the SPCA. But his expected salary is a bit too high. ³ Um... I think we may not invite him for the second interview at this stage. What about candidate D?

Mary : ⁴ Candidate D has experience in animal training. ⁵ And she has adopted 2 dogs.

John : Animal training? That's exactly what we are looking for — an animal trainer. Of course, she has to submit more documents to us.

Mary : ⁶ How about we invite her for a second interview?

John : Yes, please contact her and ask her to bring her documents for the second interview. *

Training 4.2 (p.73)

Announcer : You are hiring new employees for your pet shop. Listen to the conversation and fill in the information below.

Raymond : Hi, Erica. Do you have time to talk about the candidates for the job?

Erica : Sure, Raymond.

Raymond : Great. Get a pen and we'll get started. Let's begin with Ross Tsang.

Erica : He's a nice guy and has some experience taking care of dogs.

Raymond : ¹ Right, he has taken care of his own dogs for 10 years.

Erica : So he must know dogs quite well if he has taken care of his own dogs for 10 years.

Raymond : ^② True, and he has volunteered as a dog walker.

Erica : But I can see you're still not sure about him.

Raymond : No, I'm not. ^③ He seems careless. ^④ He told me that he lost his dogs several times.

Erica : That is careless. ^⑤ So maybe he's not the best choice. How about the others?

Raymond : There's Alison Tam. She is a nice girl. ^⑥ She's worked as a dog groomer for ^⑦ 2 years.

Erica : It seems like she really enjoys being a dog groomer.

Raymond : And it's clear she loves animals. ^⑧ She even volunteers for the SPCA. She couldn't stop talking about her volunteer work at the SPCA.

Erica : So, what do you think?

Raymond : I like her. ^⑨ She loves animals and knows ^⑩ dogs very well. ^⑪ Let's ask her to come for a second interview.

Erica : Good. Now we also talked to that interesting boy with all the exotic pets.

Raymond : Adrian Sung. Yes, very interesting. ^⑫ What pets did he say he had? 2 ^⑬ snakes, a lizard, ^⑭ 4 turtles...

Erica : And a few beetles.

Raymond : That's right. 2 snakes, a lizard, 4 turtles and a few beetles. A very unusual set of pets.

Erica : ^⑮ He's worked in an exotic pet shop for 5 months, so he must really like exotic pets.

Raymond : Exactly. He's got exotic pets and he's worked in an exotic pet shop for 5 months, so why does he want to work for us? He doesn't have the kind of experience we're looking for.

Erica : Yes, you're right about that. ^⑯ His experience is only limited to reptiles and ^⑰ insects. ^⑱ It's not the kind of experience we're looking for. So that takes us to Cherry Wong.

Raymond : A pleasant girl. A bit quiet, but pleasant. ^⑲ How many dogs did she say she had adopted?

Erica : 6.

Raymond : ^⑲ So she's adopted 6 dogs and has worked part-time for Hong Kong Dog ^⑳ Rescue for 2 years. ^㉑ It looks like she is very patient with dogs.

Erica : And she said she enjoyed her work for Hong Kong Dog Rescue. ^㉒ She shows that she really cares about animal ^㉓ abuse and stray dogs.

Raymond : Yes, we want someone who cares about animal abuse and stray dogs. ^㉔ All right, let's ask her to come for another interview.

Erica : OK. *