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Map of the book

Unit number	Title	Topic	How to ...
Social and Travel		Socializing	- begin and end a conversation in a natural way - react to what you hear - maintain a conversation and ask follow-up questions - express opinions and defend them
		Eating out	- understand explanations of dishes on a menu - offer to pay - complain about common problems - understand restaurant reviews
		Living away from home	- explain your accommodation requirements - ask about alternatives to help you find the right place - ask detailed questions about costs and legal requirements - deal with problems and complaints effectively
		Shopping	- make a complaint in a shop - understand a shop's returns policy - ask questions about various products - bargain and reach an agreement
		The media	- describe and discuss films and TV programmes - understand and talk about the news - summarize main news stories - make predictions about what I will hear
		Health	- describe symptoms - understand the doctor's diagnosis and instructions - show concern and relief
		Travel	- understand detailed information about travel - make and respond to recommendations - ask for detailed travel information - enquire about renting a car
		Sightseeing	- ask for recommendations before going on a trip - understand the details of a guided tour - interrupt politely to ask for further information - ask for further details

Unit number	Title	Topic	How to ...
9	Shall we say five o'clock?	Requesting services	• make an appointment at a convenient time • insist on what you want politely but firmly • bargain and negotiate
10	I'd like to open an account	Money and mail	• ask for a range of services at banks and post offices • understand detailed explanations of different bank accounts • understand various ways of sending mail abroad • ask for clarification and explanation
11	My bag's been stolen	Emergencies	• report a crime and give exact details of people and objects • report an incident to the emergency services • get straight to the point
12	Can I take a message?	Messages	• take complex phone messages • ask for clarification and check understanding • leave a message and check others have understood • leave clear and concise voicemail messages
13	Let's get started	Meetings	• participate actively in meetings, bringing others into the discussion • make, accept and reject suggestions • clarify your viewpoint and correct misunderstandings • bring a meeting to an end
14	Good morning, everyone	Lectures	• understand the main ideas and the themes of a lecture • take concise notes • listen for signposts and style of delivery • summarize the main points of a talk
15	Good afternoon, everyone	Presentations and talks	• give a short, simple presentation • structure a talk and use signposts • deal with questions
16	What do you mean?	Seminars	• understand how to give a well-organized seminar • present an argument and reinforce key points • follow up a question • evaluate your performance

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Introduction

To the student

Who is *Real Listening & Speaking 3* for?

You can use this book if you are a student at intermediate – upper intermediate level and you want to improve your English listening and speaking. You can use the book alone without a teacher or you can use it in a classroom with a teacher.

How will *Real Listening & Speaking 3* help me with my listening and speaking?

Real Listening and Speaking 3 contains practical tasks to help you in everyday listening and speaking situations, e.g. at the shops, in a restaurant or travelling away from home. It also gives practice in a range of work and study situations. It is designed to help you with listening and speaking tasks you will need to do when communicating in English, at home or abroad.

The exercises in each unit help you to develop useful skills, such as listening for opinions, listening for details and listening for the main idea. There are also lots of practical speaking strategies and tasks that help you improve your ability to communicate, and pronunciation activities too.

How is *Real Listening and Speaking 3* organized?

The book has 16 units and is divided into two main sections:

- Units 1–8 – social or travel situations
- Units 9–16 – work or study situations

Every unit has:

- *Get ready to listen and speak*: introduces you to the topic of the unit
- *Learning tip*: helps you improve your learning
- *Class bonus*: gives an exercise that you can do with other students or friends
- *Speaking strategy*: explains a useful strategy
- *Speak up!*: practises the strategy
- *Extra practice*: gives an extra exercise for more practice
- *Can-do checklist*: helps you think about what you learnt in the unit

Most units also have:

- *Focus on*: helps you study useful grammar or vocabulary
- *Did you know?*: gives extra information about vocabulary, different cultures or the topic of the unit
- *Sound smart*: helps you with pronunciation

After each main section, there is a review unit. The reviews help you to practise the skills you learn in each section.

At the back of the book you can find:

- *Appendices*: contain lists of *Useful language*, Pronunciation features and Speaking strategies, as well as a Presentation evaluation to complete.
- *Audioscript*: includes everything that you can hear on the audio CD and gives information about the nationalities of the speakers
- *Answer key*: gives correct answers and possible answers for exercises that have more than one answer

How can I use *Real Listening & Speaking 3*?

The book is in two sections: *Social and Travel*, and *Work and Study*. The units at the end of the book are more difficult than the units at the beginning of the book. However, you do not need to do the units in order. It is better to choose the units that are most interesting for you and to do them in the order you prefer.

There are many different ways you can use this book. We suggest you work in this way:

- Look in the *Contents* list and find a unit that interests you.
- Go to *Appendix 1* and look at the *Useful language* for the unit you want to do. You can use a dictionary to help you understand the words and expressions.
- Do the *Get ready to listen and speak* section at the start of the unit. This will introduce you to the topic of the unit.
- Do the other exercises in the unit. At the end of each exercise, check your answers in the *Answer key*.
- If your answers are wrong, study the section again to see where you made mistakes.
- Try to do the listening exercises without looking at the audioscript. You can read the audioscript after you finish the exercises.
- If you want to do more work in this unit, do the *Extra practice* activity.
- At the end of the unit, think about what you learnt and complete the *Can-do checklist*.
- Go to *Appendix 1* and look at the *Useful language* for the unit again.

Introduction

To the teacher

What is Cambridge English Skills?

Real Listening & Speaking 3 is one of 12 books in the *Cambridge English Skills* series. The series also contains *Real Reading* and *Real Writing* books and offers skills training to students from elementary to advanced level. All the books are available in with-answers and without-answers editions.

Level	Book	Author
Elementary CEF: A2 Cambridge ESOL: KET NQF Skills for life: Entry 2	Real Reading 1 with answers	Liz Driscoll
	Real Reading 1 without answers	Liz Driscoll
	Real Writing 1 with answers and audio CD	Graham Palmer
	Real Writing 1 without answers	Graham Palmer
	Real Listening & Speaking 1 with answers and audio CDs (2)	Miles Craven
	Real Listening & Speaking 1 without answers	Miles Craven
Pre-intermediate CEF: B1 Cambridge ESOL: PET NQF Skills for life: Entry 3	Real Reading 2 with answers	Liz Driscoll
	Real Reading 2 without answers	Liz Driscoll
	Real Writing 2 with answers and audio CD	Graham Palmer
	Real Writing 2 without answers	Graham Palmer
	Real Listening & Speaking 2 with answers and audio CDs (2)	Sally Logan & Craig Thaine
	Real Listening & Speaking 2 without answers	Sally Logan & Craig Thaine
Intermediate to upper-intermediate CEF: B2 Cambridge ESOL: FCE NQF Skills for life: Level 1	Real Reading 3 with answers	Liz Driscoll
	Real Reading 3 without answers	Liz Driscoll
	Real Writing 3 with answers and audio CD	Roger Gower
	Real Writing 3 without answers	Roger Gower
	Real Listening & Speaking 3 with answers and audio CDs (2)	Miles Craven
	Real Listening & Speaking 3 without answers	Miles Craven
Advanced CEF: C1 Cambridge ESOL: CAE NQF Skills for life: Level 2	Real Reading 4 with answers	Liz Driscoll
	Real Reading 4 without answers	Liz Driscoll
	Real Writing 4 with answers and audio CD	Simon Haines
	Real Writing 4 without answers	Simon Haines
	Real Listening & Speaking 4 with answers and audio CDs (2)	Miles Craven
	Real Listening & Speaking 4 without answers	Miles Craven

Where are the teacher's notes?

The series is accompanied by a dedicated website containing detailed teaching notes and extension ideas for every unit of every book. Please visit www.cambridge.org/englishskills to access the *Cambridge English Skills* teacher's notes.

What are the main aims of *Real Listening & Speaking 3*?

To help students develop listening and speaking skills in accordance with the ALTE (Association of Language Testers in Europe) can-do statements. These statements describe what language users can typically do at different levels and in different contexts. Visit www.alte.org for further information. To encourage autonomous learning by focusing on learner training

What are the key features of *Real Listening & Speaking 3*?

- ① It is aimed at intermediate and upper intermediate learners of English at levels B1–B2 of the Council of Europe's CEFR (Common European Framework of Reference for Languages).
- ② It contains 16 four-page units, divided into two sections: Social and Travel, and Work and Study.
- ③ *Real Listening & Speaking 3* units contain:
 - *Get ready to listen and speak* warm-up tasks to get students thinking about the topic
 - *Learning tip* boxes which give students advice on how to improve their listening and speaking and their learning
 - *Focus on* activities which provide contextualized practice in particular language or vocabulary areas
 - *Class bonus* communication activities for pairwork and group work so you can adapt the material to suit your class
 - *Did you know?* boxes which provide notes on cultural or linguistic differences between English-speaking countries, or factual information on the topic of the unit
 - *Extra practice* extension tasks which provide more real-world listening and speaking practice
 - *Can-do checklist* at the end of every unit to encourage students to think about what they have learnt.

There are two review units to practise skills that have been introduced in the units.

It covers a wide range of highly practical activities that give students the skills they need to communicate effectively in everyday situations.

It has an international feel and contains a range of native and non-native accents.

It can be used as self-study material, in class, or as supplementary homework material.

What is the best way to use *Real Listening & Speaking 3* in the classroom?

The book is designed so that there is no set way to work through the units. The units may be used in any order, although the more difficult units naturally appear near the end of the book, in the Work and Study section.

You can consult the unit-by-unit teacher's notes at www.cambridge.org/englishskills for detailed teaching ideas. However, as a general guide, different sections of the book can be approached in the following ways:

Useful language: Use the *Useful language* lists in the *Appendices* to preteach or revise the vocabulary from the unit you are working on.

Get ready to listen and speak: It's a good idea to use this section as an introduction to the topic. Students can work on these exercises in pairs or groups. Some exercises require students to answer questions about their personal experience. These questions can be used as prompts for discussion. Some exercises contain a problem-solving element that students can work on together. Other exercises aim to clarify key vocabulary in the unit. You can present these vocabulary items directly to students.

Learning tips: Focus on these and draw attention to them in an open class situation. An alternative approach is for you to create a series of discussion questions associated with the *Learning tip*. Students can discuss their ideas in pairs or small groups, followed by open class feedback. The *Learning tip* acts as a reflective learning tool to help promote learner autonomy.

- ④ *Class bonuses:* The material in these activities aims to provide freer practice. You can set these up carefully, and then take the role of observer during the activity so that students carry out the task freely. You can make yourself available to help students to analyze the language they produce during the activity.

Extra practice: These tasks can be set as homework or out-of-class projects for your students. Students can do some tasks in pairs during class time.

Can-do checklists: Refer to these at the beginning of a lesson to explain to students what the lesson will cover, and again at the end so that students can evaluate their learning for themselves.

Audioscript: Occasionally non-native speaker spoken errors are included in the audio material. They are labelled *Did you notice?* in the audioscript and can be used in the classroom to focus on common errors.

Unit 1

How are things?

Get ready to listen and speak

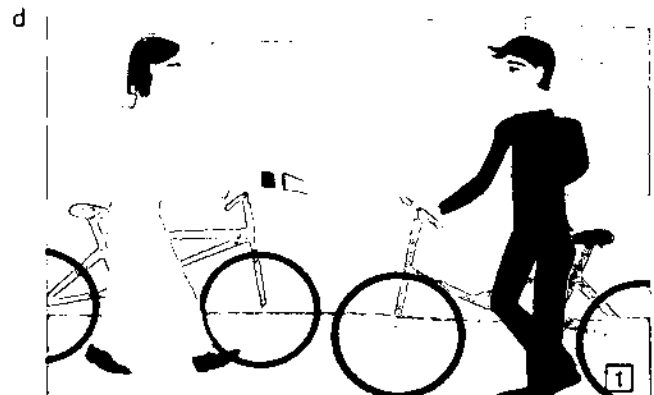
- For each expression, write 1 (to start a conversation), 2 (to try to end a conversation), 3 (to say goodbye).

Hi there. ☐	How are you doing? ☐	Talk to you later. ☐
I've got to go. ☐	See you around. ☐	I guess I'd better be going. ☐
See you later. ☐	Have a nice weekend. ☐	Right, I must dash. ☐
How's it going? ☐	What's up? ☐	It was nice talking with you. ☐

go to Useful language p. 78

A Listening - Beginning and ending a conversation

- 1 Listen and match each conversation (1-4) with a picture (a-d).



- 2 Listen to each conversation again. Tick ✓ the expressions in *Get ready to listen and speak* that you hear.

- 3 Listen once more and add any more expressions to the list.