

L5 TC2 Communication Quality component: Preview

Task 1. Respond to the questions before you do the listening

Step 1. Read and Think

Step 2. Respond in an audio. *Share before the class.*

1. What do you know about Thanksgiving?
2. What are some usual activities you can think of for: A. a family gathering; B. an office party.
3. Does your team do anything among yourselves of for your clients during the holiday season?

Task 2. Listen and focus on details

Gapped Transcript

Conversation 1: Thanksgiving Chat

Chris: Before we _____, can I just confirm **the revised** schedule for next week to double-check that **we're** _____?

Penny: Of course, I almost forgot. It's _____ for you. Is Thanksgiving this coming Thursday or the one after? I can never remember.

Chris: It's this coming Thursday. It always _____ the fourth Thursday of November, so _____ from year to year. This year it's earlier than usual. It means next week's TC will be cancelled and we'll need you to **ship out** this week's compounds a day earlier.

Penny: Sure, that won't be a problem. We'll **adjust our plans** _____. How many days do you get off for Thanksgiving?

Chris: Officially, it's just a four-day weekend, but many people _____ earlier, especially those who need to travel out of state. In fact, it's already getting quiet around here. We've got one or two **loose ends to tie up**, but things are _____ wind down now.

Penny: How are you planning to spend the Thanksgiving break?

Chris: **Originally**, we'd planned the usual _____. We usually host. My wife's side of the family all live close by, so they join us every year for Thanksgiving lunch, but this year, my parents and my brother's family will all be _____ the East Coast to join us too.

Penny: That sounds lovely. _____ get together with family.

Chris: Yes, it'll be great to see them and catch up, but I'm a bit worried we won't have space to _____ everyone. It's **double the usual** number of people. I had to _____ just to make sure we had _____ chairs to seat everyone for lunch.

Penny: Haha, I'm sure you'll cope. I'm _____, what kinds of things do people do to _____? I know Thanksgiving Dinner is a big part of it.

Chris: That's right. Putting on _____ and sitting down together as a family for Thanksgiving lunch _____. Most families even start preparing that a day or two _____. It's a lot of work.

Penny: It sounds like it. What do you eat besides _____? Are there other traditional dishes?

Chris: Oh yes. Turkey _____, but there's a whole load of traditional side dishes too—I'd say at least _____ in total: Mashed potato and green beans are both Thanksgiving staples...and _____, of course.

Penny: Do you do the cooking yourself?

Chris: No, my wife and her mother **handle** all the _____ and cooking. I tried to help out one year but I got kicked out of the kitchen. I'm **in charge of** cleaning the house and keeping the kids occupied...and doing the dishes _____.

Penny: You have to clean the house too? That sounds a bit like our Chinese Spring Festival.

Chris: Yes, it's important the house is _____ before the first guests arrive. I've no idea where the tradition _____ from—I guess it's just because we're having guests around.

Penny: Do you do anything _____ on the other days?

Chris: Not a whole lot to be honest. Most people spend **the** _____ **time** recovering from all the overeating, haha.

Penny: It's good to _____ once in a while on special occasions.

Chris: Exactly, but joking aside, the most important thing is to spend some _____ with family—watching Thanksgiving movies, playing games together, _____.

Penny: It must be a joyous time. Happy Thanksgiving! Enjoy the time with your family.

Chris: Thanks. I will do.

Conversation 2: Christmas Plans Throughout the Office

Sarah: So, I think that's everything. Shall we **wrap things up** here?

Alex: Yes, I think we've _____ just in time for the holidays. It's **been a very productive** meeting. I feel a lot more confident going into this two-week break now.

Sarah: Yes, I think everything is _____ until after the new year.

Alex: It looks like I'll be able to be early for the _____ Christmas dinner after all.

Sarah: Is that something you do every year?

Alex: This is our second year as we didn't really **have a** _____ **number of** people before that to justify having one. However, after discussing it _____, everyone _____. I hope we can continue this tradition for a long time. It's a great opportunity to do something festive with our colleagues.

Sarah: Where are you holding the dinner?

Alex: We've rented out a local restaurant.

Sarah: What's the _____ between 'rented out' and 'booked'?

Alex: Oh, 'rented out' means that we'll be the only group in the restaurant.

Sarah: Oh I see! This **must be** a pretty big event _____?

Alex: Yes, everyone **is** _____ bring their family and we **even have a separate** area for the kids. _____, the restaurant has the capacity for all of us.

Sarah: Will there be any activities?

Alex: I think so, but I wasn't _____ arranging anything. I know there will be a raffle but **I haven't had time to discuss the evening's event program** with anyone.

Sarah: We **occasionally** do a Secret Santa with some of our _____ colleagues here.

Alex: Ah, that's a good one. Though I often feel at a loss for what to buy within the _____ that we set.

Sarah: True. What's a raffle, **by the way**?

Alex: It's a competition where people buy one or more tickets, which are then put in a container and randomly picked out. If your ticket is picked, you win a prize.

Sarah: Ah, I see, like a _____! We do that too, but I have terrible luck – I never win anything. What _____ prizes are on offer?

Alex: I think the biggest prize this year is a _____ BBQ grill worth a few hundred dollars.

Sarah: Interesting. I don't think that'll get much use unless someone takes it on holiday to somewhere hot.

Alex: Haha! _____. I do know that some of my colleagues are going to warmer places for the holiday, but most plan to _____ stay at home or spend it with relatives. Most of them have young kids, so Christmas is a big deal.

Sarah: What are your plans? Are you travelling?

Alex: Me? No, my wife loves spending Christmas at home. She's spent a small _____ on Christmas decorations. I don't dare **run the numbers** on the total. Also, we're _____ a lot of family and friends throughout the holiday period.

Sarah: **That sounds busy.** Will you get any time to yourself?

Alex: I imagine I'll spend **the** _____ **time** watching Christmas movies with the family.

Sarah: OK. I _____ that. Have a great holiday, and I'll see you in January.

Alex: Thanks, Sarah. See you then.

