

Support materials

Download the LearnEnglish Elementary podcast. You'll find all the details on this page: <http://learnenglish.britishcouncil.org/elementary-podcasts/series-02-episode-06>

While you listen

While you listen, read and answer the questions below. Remember that there may be more than one correct answer. See *Answers* at the end of this support pack.

Section 1

1. Listen to Tess and Ravi. Tick all the phrases you think are true. There may be more than one right answer.

- a) Ravi has hurt his arm.
- b) Ravi hurt himself playing football.
- c) Ravi has been to see a doctor.
- d) Tess doesn't speak French.

Section 2

2. Listen to Steve talking about Zaha Hadid. Tick all the phrases you think are true. There may be more than one right answer.

- a) Zaha Hadid was born in Iraq.
- b) She won the Nobel Prize in 2004.
- c) The Dancing Towers will be built in Dubai.
- d) Zaha Hadid only designs buildings.

Section 3

3. Listen to the quiz. Choose the correct answer to each question.

- a) Which is longer?
the Nile OR the Yangtze
- b) Which has more people?
Russia OR Canada
- c) Which is taller?
the Empire State Building OR
Petronas Towers.
- d) Which is further north?
London OR Moscow

- e) Which is faster?
a horse OR an elephant

Section 4

4. How many people say they NEVER complain when they get bad service? Tick the correct number.

- a) 1
- b) 2
- c) 3
- d) 4

Section 5

5. Listen to Carolina and Emily at the hairdressers. What kind of haircut does Carolina want?

- a) highlights
- b) lowlights
- c) cut and colour
- d) just a trim

6. What does Emily think about her new haircut?

- a) She loves it.
- b) She hates it.

Section 6

7. Listen to the joke. Tick all the phrases you think are true.

- a) A man is lost in the desert.
- b) He buys a tie.
- c) He sees a luxury hotel.
- d) He can't go into the hotel.

Section 1: "But you really must..." – Exercise 1

Ravi has a problem – he's hurt his leg. Tess thinks that he should go to see a doctor, but Ravi doesn't want to. Look at the dialogue below. What does Tess do to try and persuade Ravi to go to the doctor? Match the descriptions below with Tess's turns in the dialogue. See *Answers* at the end of this pack.

A.	Ask about some action that you think would help
B.	Ask for more information
C.	Ask your friend what's wrong
D.	Offer to help your friend with the action
E.	Say that it's easy for you to help
F.	Suggest a specific time for the action
G.	Tell your friend that the action is necessary

	<i>Ravi:</i> I'm Ravi. And we're your presenters - AAH!
1.	<i>Tess:</i> Ravi? What's up? Are you OK?
	<i>Ravi:</i> It's alright. I've really hurt my leg. Just there. When I do that it really hurts. AAGGH.
2.	<i>Tess:</i> Well don't do it again, silly. What have you done?
	<i>Ravi:</i> I think it was playing football on Saturday. It was OK after the match – well, it hurt <i>a bit</i> but it's getting worse I think.
3.	<i>Tess:</i> Have you been to the doctor's?
	<i>Ravi:</i> What? Er ... no. No. It'll be OK in a couple of days, I'm sure.
4.	<i>Tess:</i> Ravi! If it's really hurting you, you <i>have</i> to go to the doctor. Can you walk OK?
	<i>Ravi:</i> Yes, Tess, it's fine. I can walk OK, as long as I don't do this AAGGHH.
5.	<i>Tess:</i> Don't be so <i>silly</i> Ravi. It might be something serious. Go to the doctor's after we're finished the podcast, OK?
	<i>Ravi:</i> I'm sure it's nothing serious but OK.
6.	<i>Tess:</i> I'll give you a lift, if you want.
	<i>Ravi:</i> Thanks, Tess. It's OK though.
7.	<i>Tess:</i> It's no problem. I'll give you a lift. It won't take long.
	<i>Ravi:</i> Thanks Tess.

Section 1: " But you really must..." – Exercise 2

Here are three conversations that follow the same structure as Tess and Ravi's conversation in Exercise 1. Each conversation has 14 "turns". The problem is that Turns numbered 3 – 13 have been confused. Can you follow the three different conversations to the end?

With highlighter pens, colour the turns in three different colours. The first 3 turns, and the last turn have been done for you. See *Answers* at the end of this pack.

Alternatively, you can cut the turns out with a pair of scissors and arrange them on a table.

<p>A</p> <p>^{A1} What's the matter?</p> <p>^{A2} It's nothing, really. Just my flatmate's cat bit me yesterday, and it's really painful when I bend my elbow.</p> <p>^{A3} Sandra's cat? What did she say?</p>	<p>B</p> <p>^{B1} Are you OK?</p> <p>^{B2} Yeah. I'm just a bit worried. I got my credit card bill today.</p> <p>^{B3} Your credit card bill? What's the problem with it?</p>	<p>C</p> <p>^{C1} What's wrong?</p> <p>^{C2} It's okay. It's just that I've got really bad toothache. When I drink hot or cold things it's agony</p> <p>^{C3} Well, only warm drinks for you from now on. When did it start?</p>
<p>⁴ Well, it's huge. It's a lot more than I thought. I don't remember spending that much.</p>	<p>⁴ I think it was Sunday lunch. I was alright during the main course, but the ice cream afterwards... well, it was like knitting needles to the brain...</p>	<p>⁴ Well nothing - because I haven't told her. I was playing with Tiger and perhaps it was my fault. But it really hurts. And this isn't the first time she's bitten me</p>
<p>⁵ Have you been to the dentist?</p>	<p>⁵ Have you ever said anything to Sandra?</p>	<p>⁵ Have you phoned the bank?</p>
<p>⁶ Well, not really. It's her flat. What could I say?</p>	<p>⁶ No, not yet. I need to check what I've spent this month first.</p>	<p>⁶ Do you think I should? These things just go away eventually, don't they? Once the hole fills up with... food?</p>
<p>⁷ Sue - you must phone the bank <i>now</i>. What if someone else has got your details and has been using it?</p>	<p>⁷ Mo – if this happens a lot you have to tell her. She'd listen, wouldn't she?</p>	<p>⁷ Deano – if it's that bad you're going to have to go to the dentist. I presume you can still eat?</p>
<p>⁸ Oh I don't know. It's probably me – I don't keep a record of what I spend. I'll just have to pay it.</p>	<p>⁸ Yes, of course. If it's not too hot. Or cold. Or acid. Or sweet.</p>	<p>⁸ Yes, course she would. But if I sit on the other sofa everything's okay and there's no problem</p>

⁹ Don't be ridiculous, Mo. You can't spend your life avoiding a cat. Have a word with Sandra tonight when you get home

⁹ Look Deano, you're being daft. We'll go to the dentists as soon as we finish this job.

⁹ Don't be so stupid Sue! You have to check it out. If you don't want to phone, then go and speak to them. You can go at lunchtime.

¹⁰ Yes, I suppose you're right. But I promised John I'd buy him lunch today.

¹⁰ Do you think so? I don't want to annoy her

¹⁰ Well, if you think it's that important. But I don't like people's fingers in my mouth...

¹¹ Would you like me to be there? We could say I came round to borrow a DVD

¹¹ I'll come with you, if you're a bit nervous. I don't mind waiting

¹¹ I'll buy John a packet of sandwiches – don't worry. Your money is more important.

¹² Thanks, Sally. But I can go by myself. I'm not that scared

¹² Well thanks Sam. Are you sure? I can always go tomorrow.

¹² Thanks, Julie. But it's okay – I'll have a word with her

¹³ Do it today! It's absolutely no problem for me.

¹³ Who said you were? But seriously, I don't mind at all.

¹³ I don't mind coming. I enjoy watching a difficult conversation

A
^{A14} Yeah, great. I think not...

B
^{B14} OK. That's really kind of you. Thanks.

C
^{C14} Thanks Sally.

Section 2 – Would like to talk about

In this section, you heard Steve talking about Zaha Hadid, an architect that he admires.

Is there an architect or designer that you really admire? Write a paragraph about the person explaining why you admire him or her.

Then, if you want, you can add your paragraph to the "Your turn" comments on the website, or send your paragraph to learnenglishpodcast@britishcouncil.org.

Here are some phrases that might help you:

The reason I like him/her is ...

I like/admire/respect him/her because...

What I like most about him/her is

There's something about him/her that I love

He/she was born in

He/she started designing / got interested in designing/first got famous.....

He was the first man to

She was the first woman to.....

He/she won [a prize/award] for.....

My favourite building/design is

You should look at his/her designs for

It's/they're amazing/incredible/fantastic/crazy/cool/complicated/beautiful/

You can see his/her designs all over the world

Section 3 – Quiz – Exercise 1

The quiz today was about comparing things. When we compare things, we need to use adjectives to describe them. Look at these adjectives we can use to describe the things in the quiz. One adjective is NOT possible for each thing – which one?

See *Answers* at the end of this support pack.

1. a river	long	deep	tall	wide	clean
2. a country	short	big	rich	hot	expensive
3. a building	tall	modern	old	beautiful	fast
4. a city	dangerous	exciting	busy	deep	dirty
5. an animal	fast	small	rich	dangerous	intelligent

Section 3 – Quiz – Exercise 2







Match these adjectives to their opposites in the numbered phrases. See *Answers* at the end of this support pack.

boring	cheap	dirty	friendly	hot	narrow
new	poor	quiet	safe	shallow	short
short	slow	small	traditional	ugly	young

No.	Phrase	Opposite
1	A big city	small
2	A long road	
3	A tall person	
4	A fast car	
5	A cold day	
6	A modern building	
7	A deep swimming pool	
8	A wide street	
9	A rich man	
10	An old dog	
11	An old bicycle	
12	An exciting story	
13	A busy city	
14	A dangerous place	
15	A dangerous dog	
16	An expensive restaurant	
17	A clean city	
18	A beautiful building	

Section 3 – Quiz – Exercise 3

Now you can practice! See how many adjectives you can add to the diagram. They don't have to be words from these exercises.

expensive	beautiful	quiet
		
old	friendly	safe
modern	long	fashionable
		
comfortable	boring	cheap

Section 4 – Your turn

In 'Your Turn' this time the question was "Do you complain when you get bad service? For example, in a restaurant, or in a shop, when something is wrong, do you complain?"

What about you? Do you complain or just keep quiet? Or does it depend on the situation? Do you agree with what any of the people said in the podcast?

We'd like you to tell us *your* opinion. Add your paragraph to the "Your turn" comments on the website, or send your paragraph to learnenglishpodcast@britishcouncil.org.

Here is some vocabulary that might help you to express your ideas:

Things you might want to complain about:	
<p>in a hotel:</p> <p>your room is noisy/dirty/small/doesn't have a view</p> <p>the television/hairdryer/heater/air conditioner doesn't work</p>	<p>you bought something that:</p> <p>doesn't work</p> <p>is broken</p> <p>is past its 'sell-by' date</p>
<p>in a restaurant:</p> <p>the food is cold</p> <p>the service is slow</p> <p>the waiter is rude</p> <p>the food isn't what you ordered</p> <p>the bill is wrong</p>	<p>in a shop:</p> <p>the shop assistant ignores you</p> <p>the shop assistant is rude</p> <p>the shop assistant is unfriendly</p>

Things that you can do:	
complain (about something/to somebody)	keep calm
shout (at somebody)	be polite
get angry (with somebody)	ask to speak to the manager
have an argument with somebody	write a letter
be rude	sign the complaints book
get upset about something	

Section 5 – Carolina – Exercise 1

Look at some parts of Carolina's and Emily's conversations at the hairdresser's. Put the expressions in the right places. See *Answers* at the end of this support pack

How long	It looks nice
I just want a trim please	it's lovely
I think so	it's the first time
I'm having	my English isn't very good
I've got an appointment	Oh, yes, OK

1	<i>Hairdresser:</i> Good morning. <i>Emily:</i> Good morning. _____ for eleven thirty. My name's Emily Granger.
2	<i>Hairdresser:</i> Emily Granger – cut and colour – is that right? <i>Emily:</i> Yes. _____ lowlights
3	<i>Hairdresser:</i> Have you been here before? <i>Emily:</i> No, _____.
4	<i>Hairdresser:</i> If you'd like to come with me, I'll wash your hair. <i>Carolina:</i> _____.
5	<i>Hairdresser:</i> Comfortable? Now what can I do for you today? <i>Carolina:</i> _____.
6	<i>Hairdresser:</i> What about a few layers? <i>Carolina:</i> Layers? I'm sorry – _____.

7	<i>Hairdresser:</i> Right. There you are. I'll just get a mirror and show you the back. OK? <i>Carolina:</i> Yes, _____. Thank you very much.
8	<i>Hairdresser:</i> Are you going to wait for your friend? <i>Carolina:</i> _____.
9	<i>Carolina:</i> _____ is she going to be? <i>Hairdresser:</i> About half an hour.
10	<i>Carolina:</i> What's the matter? <i>Emily:</i> Look at me! <i>Carolina:</i> _____. It's a bit short but....

Section 5 – Carolina – Exercise 2

Look again at parts of Carolina's conversations. Choose all the phrases that people can say – there is always more than one correct answer. See *Answers* at the end of this support pack.

1. *Hairdresser:* Good morning.

Emily: Good morning. _____ for eleven thirty. My name's Emily Granger.

- a) I come
- b) My appointment's
- c) I am marked
- d) I've got an appointment

2. *Hairdresser:* Emily Granger – cut and colour – is that right?

Emily: Yes. _____ lowlights

- a) I want
- b) I'm having
- c) I'd like
- d) I'm making

3. *Hairdresser:* Have you been here before?

Emily: No, _____.

- a) never before
- b) I haven't
- c) I wasn't
- d) it's the first time

4. *Hairdresser*: If you'd like to come with me, I'll wash your hair.

Carolina: _____.

- a) Oh yes, OK
- b) I'll come
- c) Yes please
- d) Yes, of course

5. *Hairdresser*: Comfortable? Now what can I do for you today?

Carolina: _____.

- a) Do me a trim please
- b) I'd like a trim please
- c) I just want a trim please
- d) Just a trim please

6. *Hairdresser*: What about a few layers?

Carolina: Layers? I'm sorry – _____.

- a) how do you say?
- b) my English isn't very good
- c) I don't understand
- d) what do you mean?

7. *Hairdresser*: Right. There you are. I'll just get a mirror and show you the back. OK?

Carolina: Yes, _____. Thank you very much.

- a) I like it
- b) very well
- c) it's lovely
- d) it looks great

8. *Hairdresser*: Are you going to wait for your friend?

Carolina: _____.

- a) I think so
- b) Yes I am
- c) Yes I go
- d) Probably

9. *Carolina:* _____ is she going to be?

Hairdresser: About half an hour.

- a) How much time
- b) When
- c) How long
- d) How much longer

10. *Carolina:* What's the matter?

Emily: Look at me!

Carolina: _____. It's a bit short but....

- a) You look nice
- b) You're good
- c) It's nice
- d) It looks nice

Section 5 – Carolina – Exercise 3

Now imagine that you are at the hairdresser's with a friend. Complete the conversation with the hairdresser.

Hairdresser: Good morning.

You: _____

Hairdresser: Ah yes. Here's your name. You want a cut. And do you want a colour too?

You: _____

Hairdresser: OK: If you'd like to come with me. I'll wash your hair first.

You: _____

...

Hairdresser: Now, what exactly can I do for you today?

You: _____

Hairdresser: OK: How much do you want me to take off?

You: _____

Hairdresser: Right. And what about the fringe?

You: _____

Hairdresser: Is your hair difficult to control?

You: _____

Hairdresser: OK. So where are you from?

You: _____

Hairdresser: Do you live near here?

You: _____

Hairdresser: And are you enjoying it here?

You: _____

Hairdresser: What are you planning for the holidays?

You: _____

Hairdresser: OK, We're finished. Look in the mirror. What do you think?

You: _____

Hairdresser: Are you going to wait for your friend?

You: _____

...

Your friend: Look at my hair! It's awful!

You: _____

Now you can practice the dialogue with a friend.

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Section 7 - The joke

Exercise 1

Read the sentences below, and put them in the right order to tell the joke. You can either cut them up and arrange them, or write the number in the space on the left. See *Answers* at the end of this support pack.

	After a while he meets a man who's selling ties.
	And then, right in front of him he sees a beautiful luxury hotel in the middle of the desert.
	He goes up to the door, crying with happiness and the man at the door of the hotel says "Sorry sir. You can't come in here if you aren't wearing a tie."
	He thinks he must be imagining things, but no, it really is a hotel.
	He's walking and walking, and he's really thirsty.
	So he walks on again. It's very hot and he's really desperate for water now. And he sees another man "Give me water!" "No water sir. But beautiful ties. Pink ones, red ones, striped ones. Very good price". So the poor mans walks on.
	So the man walks on in the desert. And he's getting more and more thirsty.
	So the man who's lost says "No, I don't want a tie – I want water." "Sorry sir, no water, only ties."
	Then he meets another man. "Want to buy a tie sir? Lovely ties. Special price for you sir." And he says "No!! I don't want a tie. I want water." "Sorry sir – no water, but very beautiful ties".
	There's a man and he's lost in the desert and he hasn't got any water.
	This man has got hundreds of ties – black ones, pink ones, striped ones. "Do you want to buy a tie sir? Lovely ties, very cheap."

Section 7 – Tom – Exercise 1

Tom talked about comparatives. Complete this table with adjectives and comparatives. See *Answers* at the end of this support pack.

Adjective	Comparative
big	
	longer
	hotter
tall	
far	
	worse
good	
interesting	
	more expensive

Section 7 – Tom – Exercise 2

Now complete these sentences using the **right adjective** but in a **comparative form**. Sometimes more than one answer is possible! See *Possible Answers* at the end of this support pack.

far	expensive	long	big	good
bad	interesting	tall	hot	

1	Canada is _____ than Switzerland.
2	A car is _____ than a bicycle.
3	The sun is _____ away than the moon.
4	The sun is _____ than the moon.
5	The Amazon is _____ than the River Thames.
6	A skyscraper is _____ than a house.
7	I think that football is _____ than tennis.
8	In my opinion, books are _____ than films.
9	The weather in Britain is _____ than the weather in Brazil.

Section 7 – Tom – Exercise 3

Now use the adjectives to make some comparative sentences of your own. You can write about sports, the weather, your family, animals - anything you want!

far	expensive	long	big	good
bad	interesting	tall	hot	

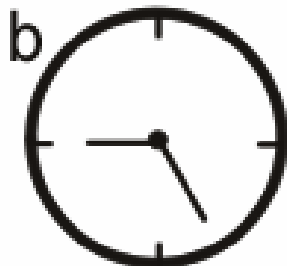
1	
2	
3	
4	
5	

Section 7 – Tom – Exercise 4

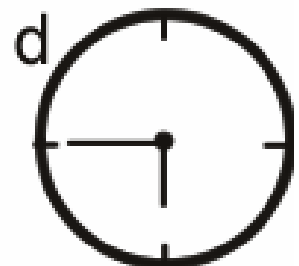
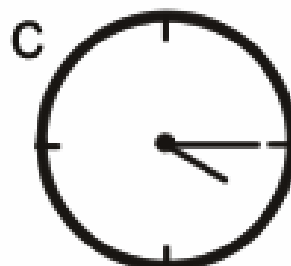
Match the times to the clocks. See *Answers* at the end of this support pack.



- 1 Six forty five.
- 2 Half past eight.
- 3 Four fifteen.



- 4 Quarter to three.
- 5 Nine twenty five.



Answers

While you listen – Answers

Answers

Answers

1. b,d.
2. a,c
3. a) Nile, b) Russia, c) Petronas Towers, d) Moscow, e) a horse
4. a
5. d
6. b
7. a,c,d

Section 1: " But you really must..." – Exercise 1

1. C. Ask your friend what's wrong
2. B. Ask for more information
3. A. Ask about some action you think would help
4. G. Tell your friend that the action is necessary
5. F. Suggest a specific time for the action
6. D. Offer to help your friend with the action
7. E. Say that it's easy for you to help

Section 1: " But you really must..." – Exercise 2 –

Answers – see below

Section 3 – Exercise 1 – Quiz – Answers

Answers

1. tall
2. short
3. fast
4. deep
5. rich

Section 3 – Quiz – Exercise 2

Answers

1. small
2. short
3. short
4. slow
5. hot
6. traditional
7. shallow
8. narrow
9. poor
10. young
11. new
12. boring
13. quiet
14. safe
15. friendly
16. cheap
17. dirty
18. ugly

Section 5 – Carolina – Exercise 1 – Answers

1. I've got an appointment
2. I'm having
3. it's the first time
4. Oh, yes, OK
5. I just want a trim please
6. my English isn't very good
7. it's lovely
8. I think so
9. How long
10. It looks nice

Section 5 – Carolina – Exercise 2 – Answers

1. b,d
2. a,b,c
3. a,b,d
4. a,d
5. b,c,d
6. b,c,d
7. a,c,d
8. a,b,d
9. c,d
10. a,c,d

Section 6 – The Joke – Answers

1. There's a man and he's lost in the desert and he hasn't got any water.
2. He's walking and walking, and he's really thirsty.
3. After a while he meets a man who's selling ties.
4. This man has got hundreds of ties – black ones, pink ones, striped ones. "Do you want to buy a tie sir? Lovely ties, very cheap."
5. So the man who's lost says "No, I don't want a tie – I want water." "Sorry sir, no water, only ties." So the man walks on in the desert. And he's getting more and more thirsty.
6. Then he meets another man. "Want to buy a tie sir? Lovely ties. Special price for you sir." And he says "No!! I don't want a tie. I want water." "Sorry sir – no water, but very beautiful ties".
7. So he walks on again. It's very hot and he's really desperate for water now. And he sees another man "Give me water!" "No water sir. But beautiful ties. Pink ones, red ones, striped ones. Very good price". So the poor man walks on.
8. And then, right in front of him he sees a beautiful luxury hotel in the middle of the desert.
9. He thinks he must be imagining things, but no, it really is a hotel.
10. He goes up to the door, crying with happiness and the man at the door of the hotel says "Sorry sir. You can't come in here if you aren't wearing a tie."

Section 7 – Tom – Exercise 1 – Answers

Adjective	Comparative
big	bigger
long	longer
hot	hotter
tall	taller
far	further
bad	worse
good	better
interesting	more interesting
expensive	more expensive

Section 7 – Tom – Exercise 2 – Possible Answers

1 bigger 2 more expensive 3 further 4 hotter 5 longer 6 taller 7 more interesting 8 better 9 worse

Section 7 – Tom – Exercise 3 – Answers

1. d, 2. e, 3. c, 4. a, 5. b

Section 1: "But you really must..." – Exercise 2 – Answers

<p>A</p> <p>^{A1} What's the matter?</p> <p>^{A2} It's nothing, really. Just my flatmate's cat bit me yesterday, and it's really painful when I bend my elbow.</p> <p>^{A3} Sandra's cat? What did she say?</p>	<p>B</p> <p>^{B1} Are you OK?</p> <p>^{B2} Yeah. I'm just a bit worried. I got my credit card bill today.</p> <p>^{B3} Your credit card bill? What's the problem with it?</p>	<p>C</p> <p>^{C1} What's wrong?</p> <p>^{C2} It's okay. It's just that I've got really bad toothache. When I drink hot or cold things it's agony</p> <p>^{C3} Well, only warm drinks for you from now on. When did it start?</p>
<p>^{B4} Well, it's huge. It's a lot more than I thought. I don't remember spending that much.</p>	<p>^{C4} I think it was Sunday lunch. I was alright during the main course, but the ice cream afterwards... well, it was like knitting needles to the brain...</p>	<p>^{A4} Well nothing - because I haven't told her. I was playing with Tiger and perhaps it was my fault. But it really hurts. And this isn't the first time she's bitten me</p>
<p>^{C5} Have you been to the dentist?</p>	<p>^{A5} Have you ever said anything to Sandra?</p>	<p>^{B5} Have you phoned the bank?</p>
<p>^{A6} Well, not really. It's her flat. What could I say?</p>	<p>^{B6} No, not yet. I need to check what I've spent this month first.</p>	<p>^{C6} Do you think I should? These things just go away eventually, don't they? Once the hole fills up with... food?</p>

B7 Sue - you must phone the bank *now*. What if someone else has got your details and has been using it?

A7 Mo – if this happens a lot you have to tell her. She'd listen, wouldn't she?

C7 Deano – if it's that bad you're going to have to go to the dentist. I presume you can still eat?

B8 Oh I don't know. It's probably me – I don't keep a record of what I spend. I'll just have to pay it.

C8 Yes, of course. If it's not too hot. Or cold. Or acid. Or sweet.

A8 Yes, course she would. But if I sit on the other sofa everything's okay and there's no problem

A9 Don't be ridiculous, Mo. You can't spend your life avoiding a cat. Have a word with Sandra tonight when you get home

C9 Look Deano, you're being daft. We'll go to the dentists as soon as we finish this job.

B9 Don't be so stupid Sue! You have to check it out. If you don't want to phone, then go and speak to them. You can go at lunchtime.

B10 Yes, I suppose you're right. But I promised John I'd buy him lunch today.

A10 Do you think so? I don't want to annoy her

C10 Well, if you think it's that important. But I don't like people's fingers in my mouth...

A11 Would you like me to be there? We could say I came round to borrow a DVD

C11 I'll come with you, if you're a bit nervous. I don't mind waiting

B11 I'll buy John a packet of sandwiches – don't worry. Your money is more important.

C12 Thanks, Sally. But I can go by myself. I'm not that scared

B12 Well thanks Sam. Are you sure? I can always go tomorrow.

A12 Thanks, Julie. But it's okay – I'll have a word with her

B13 Do it today! It's absolutely no problem for me.

C13 Who said you were? But seriously, I don't mind at all.

A13 I don't mind coming. I enjoy watching a difficult conversation

A
A14 Yeah, great. I think not...

B
B14 OK. That's really kind of you. Thanks.

C
C14 Thanks Sally.