



In **Lesson 30** Mrs Bond tells Isabel and Gianni that Grandma Gloria has telephoned saying that they have left a package there.

Isabel tells her that the package contains chocolates and wine, and that they had forgotten to give it to them.

Then, Mr Bond tells Isabel and Gianni that Uncle James wants to speak to them about something important, and he wants them to go to his office at **Wide World Tour Operators** at 10am the next day.

Mr Bond cannot tell them what it is about because it is a surprise.

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The next day, Isabel and Gianni go to Uncle James's office and they are surprised to find Melody there!

Uncle James explains that in 3 months, two of his employees are leaving the company.

Mr Martini is leaving because he is going to open his own travel agency, and **Mr Bronson** is retiring.

So, he needs three smart young people with good knowledge of languages and computers to take their place.

Therefore, he offers the jobs to Isabel, Gianni and Melody.

He tells them that he will give them a week to discuss his offer with their parents.

Then he tells Melody to take her cousins to lunch, and to charge it as a business expense.

While walking through Oxford Street, Gianni explains to them the difference between a Tour Operator and a Travel Agent.



Opening a Bank Account

It is four o'clock in the afternoon. Isabel and Gianni are in the living room watching TV.

- Isabel** - Gianni, I have just received a **text message** from Francesco. He says that they are on their way back from Wales and expect to arrive in London this afternoon, shortly after five.
- Gianni** - Very well. I am going to the hotel in half an hour. Are you coming with me?
- Isabel** - Certainly! I am going to take a shower and I will be ready by half past four.
- Gianni** - By the way, what is the difference between an **SMS** and a **text message**?
- Isabel** - **Short Message Service (SMS)** and **Text Messaging (Texting)** are the same thing.

At 5 o'clock Isabel and Gianni are already at the hotel. Twenty minutes later Gianni's parents and Francesco arrive. They all hug and kiss happily.

- S. Mancini** - Let's go up to the suite. Driving always makes me hungry and thirsty.
- Gianni** - *Papà*, there is a pub over there. Look, there on the left!
- S. Mancini** - I know, but the little fridge in our suite is well stocked. Let's go upstairs.

Now they are all in the suite, sitting in comfortable armchairs and talking.

- Isabel** - Francesco, you look so tired.
- Francesco** - Too much walking in **Cardiff**. I don't understand why one must go around on foot, when one can go by car.

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Opening a Bank Account

- S. Mancini** - Poor little boy! And I keep boasting that my son Francesco is an **athlete**. I tell everybody that he plays football, and goes skiing, swimming and running.
- Francesco** - I am a **tired** athlete.
- Gianni** - *Papà*, tell us about the trip.
- S. Mancini** - Mamma will tell you. I am a tired driver. By the way, Gianni, you have rented a fantastic car. It has been a pleasure driving it. *Bravo!*
- S. Marta** - Yes, really fantastic! Even at 130 km per hour, the ride was quiet and smooth.
- S. Mancini** - What are you talking about? The speedometer indicated only 80.
- S. Marta** - Yes, 80 miles, which corresponds to 130 km per hour.

Everybody laughs

- Gianni** - So, tell us about the trip.
- S. Mancini** - As I have already told you, as soon as we arrived in London I called my friend **Castelli** in **Cardiff** and asked him to book two hotel rooms for us. When we arrived there, though, he told us that he hadn't booked any rooms.
- Gianni** - So, what did you do?
- S. Mancini** - He hadn't booked any rooms because he wanted us to stay at his house.
- Isabel** - How kind of him! Is his wife Italian, too?
- S. Mancini** - No, she is Welsh, but she speaks Italian better than her husband does. In fact, when *Castelli* speaks Italian he sometimes uses *Italianized* English words.

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Opening a Bank Account

- Francesco** - Just like me! Instead of saying "*spremere*", he says: "*squizzare*", and instead of "*congelare*" he says: "*frizare*".
- S. Marta** - Ha ha ha! He was so funny!
The day after we arrived, they took us to the National Museum, to Millennium Centre, to Chapter Arts Centre and to Cardiff Castle.



Cardiff Castle

- Francesco** - For dinner, they took us to an Indian restaurant, ***Gateway of India***. The food was delicious.
- S. Marta** - We spent the rest of the time visiting various little towns and villages around **Cardiff**.
- S. Mancini** - They were extremely kind and generous. They cooked the most delicious food for us and served us French wine.
- S. Marta** - We enjoyed every moment of the trip, but the best part of it was our visit to Isabel's grandparents in **Bath**.

Opening a Bank Account

- Isabel** - For how long did you stay there?
- S. Mancini** - We arrived in Bath at about ten o'clock in the morning, and left the next day at five o'clock in the afternoon.
- Francesco** - They didn't want us to leave.
I would have stayed there longer. I had such fun playing with **Spark**. What a clever dog!
- Gianni** - So, while Francesco was having fun, his brother spent two whole days cleaning and putting our flat in order.
- Isabel** - He means two hours.
Besides, Melody and I did most of the work.
- Gianni** - Don't believe her Francesco. I cleaned all the windowpanes and the bathroom, without any gloves.
- Isabel** - And without an apron.
- Gianni** - Ha ha ha! Now, for the good news!
- Francesco** - Are you going to get married?

Everybody laughs

- Gianni** - Don't be silly!
This morning, Uncle James asked us if Isabel, Melody and I would be interested in working at "**Wide World Tour Operators**".
In three months, two of his employees are leaving, so he needs three people with good knowledge of languages and computers to work with him.
- S. Mancini** - That is fantastic news!
So, what was your answer?

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Opening a Bank Account

- Gianni** - Uncle James has given us a week to think it over. Before giving him an answer, he wants us to consult our parents.
- Isabel** - Melody has already accepted.
- S. Mancini** - I like the idea very much, but the final decision is yours.
- S. Marta** - I agree with your father, Gianni. Isabel, what do you think?
- Isabel** - I want to be with Gianni. It does not matter if it is in England, in Italy or even in Australia. So, as *Papà* says, it's up to him.
- Gianni** - Tomorrow, Isabel's parents want to organize a dinner party for the whole family. I will announce my decision tomorrow evening.
- Francesco** - *Dio mio!* How dramatic!
- Everybody laughs**
- Isabel** - By the way, my mother suggests having the party at Uncle James's house. They have a large dining room and a nice garden in the back of the house.
- S. Marta** - A good idea. Tell your mother that we should meet tomorrow morning to decide what to cook and to go grocery shopping.
- Isabel** - I will.
- S. Mancini** - Gianni, before leaving I am going to give you and Francesco some money for your rent and for your daily expenses. I also think it would be convenient for you to open a bank account.

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Opening a Bank Account

- Gianni** - Isabel and I have already found out the requirements for opening a **bank account**.
- Isabel** - I have the information on my cell phone. Every bank has its own rules. Even different branches of the same bank can have special requests regarding documentation. While opening an account it is wise to take the following documents with you:
- Passport**
Driver's licence
Identity card
Rent contract
Work contract
- Gianni** - Mr Mason will give me the rent contract as soon as I pay the rent.
- Francesco** - And what about me?
If the bank account were in Gianni's name only, I would always be *in balia* of '**Big Brother**'.
- Isabel** - In English you would say:
"At Big Brother's mercy."
Poor Francesco, you are quite right.
I think that you and Gianni should open a joint bank account. Don't you agree, Signor Mancini?
- S. Mancini** - Of course I do. I was just about to suggest it.
- Francesco** - What is a "joint bank account"?
- Isabel** - "*Un conto corrente bancario cointestato.*"
- Francesco** - Brava Isabel! That's it! Thank you *Papà*! Now I feel more relaxed.
- Gianni** - I don't! Ha ha ha

Everybody laughs

Vocabulary

I will be ready by four. = *Sarò pronto per le quattro.*

They are on their way back. = *Stanno tornando.*

SMS = **S**hort **M**essage **T**ext = *Corto messaggio di testo.*

bank account	bæŋk ək <u>au</u> nt	= <i>conto bancario</i>
to expect	tu iksp <u>e</u> kt	= <i>prevedere</i>
shortly after	f <u>o</u> :tli <u>a</u> :ftə	= <i>poco dopo</i>
text message	t <u>e</u> kst m <u>e</u> sidʒ	= <i>messaggio di testo</i>
difference	d <u>i</u> frəns	= <i>differenza</i>
stands for	st <u>æ</u> ndz f <u>o</u> :	= <i>sta per</i>
service	s <u>ɜ</u> :vis	= <i>servizio</i>
over there	<u>ou</u> və ð <u>ee</u>	= <i>laggiù</i>
well stocked	w <u>e</u> l st <u>o</u> kt	= <i>ben fornito</i>
upstairs	<u>ap</u> st <u>ee</u> z	= <i>al piano di sopra, di sopra</i>
to go around	tu g <u>ou</u> ər <u>au</u> nd	= <i>andare in giro</i>
I keep boasting	ai ki:p b <u>ou</u> stɪŋ	= <i>continuo a vantarmi</i>
athlete	<u>æ</u> θli:t	= <i>atleta</i>
the ride	ðə r <u>ai</u> d	= <i>la corsa</i>
quiet	kw <u>ai</u> ət	= <i>silenzioso</i>
smooth	sm <u>u</u> :ð	= <i>liscio</i>
speedometer	spi:d <u>o</u> mitə	= <i>contachilometri</i>
Welsh	w <u>e</u> lf	= <i>gallese</i>
Italianized	it <u>æ</u> liənaɪzd	= <i>italianizzato</i>
to squeeze	tu skw <u>i</u> :z	= <i>spremere</i>
to freeze	tu fr <u>i</u> :z	= <i>congelare</i>

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Vocabulary

For how long?	=	<i>Per quanto tempo?</i>
As long as he is happy.	=	<i>Purché sia felice.</i>
It is up to him.	=	<i>Dipende da lui.</i>
castle	k <u>a:</u> səl	= <i>castello</i>
gateway	g <u>ei</u> twei	= <i>portale</i>
village	v <u>i</u> lɪdʒ	= <i>villaggio, paesino</i>
extremely	ɪkstri: <u>ɪ</u> mli	= <i>davvero, estremamente</i>
generous	dʒ <u>e</u> nərəs	= <i>generoso</i>
longer	l <u>o:</u> ŋgə	= <i>più a lungo</i>
final	f <u>ai</u> nəl	= <i>finale</i>
decision	dis <u>i</u> ʒən	= <i>decisione</i>
to organize	tu <u>o:</u> gənaɪz	= <i>organizzare</i>
dramatic	drəm <u>æ</u> tɪk	= <i>drammatico</i>
daily expenses	d <u>ei</u> li ɪksp <u>e</u> nsɪs	= <i>spese giornaliere</i>
requirements	rɪkw <u>ai</u> əmənts	= <i>requisiti</i>
branch	br <u>a:</u> ntʃ	= <i>filiale; ramo (di albero)</i>
request	rɪkw <u>e</u> st	= <i>richiesta</i>
regulations	regjule <u>ɪ</u> fənz	= <i>normative</i>
it is wise	ɪt ɪz w <u>ai</u> z	= <i>è bene, è saggio</i>
identity card	aɪd <u>e</u> ntɪti k <u>a:</u> d	= <i>carta d'identità</i>
rent contract	r <u>e</u> nt k <u>o</u> ntrækt	= <i>contratto d'affitto</i>
joint	dʒ <u>o</u> ɪnt	= <i>congiunto</i>

Useful phrases

At the Bank

I would like to open / close an account .	= <i>conto</i>
I would like to open a personal account.	= <i>per privati</i>
I would like to open a business account.	= <i>per imprese</i>
I would like to make a deposit , please.	= <i>versamento</i>
I would like to make a withdrawal , please.	= <i>prelievo</i>
What is the exchange rate today?	= <i>tasso di cambio</i>
What are your business hours ?	= <i>orario di apertura</i>
Our business hours are from 9:00 a.m. to 5:00 p.m. Monday to Friday.	
I would like to make a bank transfer , please.	= <i>bonifico</i>
I would like to take out a loan .	= <i>prestito</i>
What is your interest rate ?	= <i>tasso di interesse</i>
I would like to submit a complaint .	= <i>reclamo</i>
I would like to report a credit card fraud .	= <i>frode</i>

When you contact your bank online, they may ask you these questions:

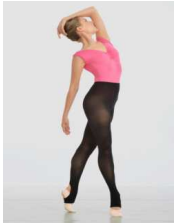








Please provide the last 4 digits of your account.	= <i>cifre</i>
Can you provide some details about your inquiry ?	= <i>richiesta</i>
Your message has been assigned to one of our agents.	= <i>assegnato</i>

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At the Bank

Useful Vocabulary

cashier (UK)	= <i>cassiere</i>
teller (US)	= <i>cassiere</i>
ATM automated teller machine	= <i>bancomat</i>
financial institution (Bank)	= <i>banca</i>
safe deposit vault	= <i>cassaforte</i>
branch	= <i>filiale</i>
monthly statements	= <i>estratto conto mensile</i>
fee information document (UK)	= <i>documento informativo del costo dei servizi</i>
fee schedule (US)	= " " "
maintenance fee	= <i>canone mensile (per un conto bancario)</i>
savings account	= <i>conto di risparmio</i>
checking account	= <i>conto corrente (con libretto di assegni)</i>
joint bank account	= <i>conto corrente cointestato</i>
overdraft protection	= <i>protezione di scoperto</i>

	<p>Calzmaglia</p> 	<p>Tights</p> 	<p>Panty hose</p> 
	<p>Camion dei traslochi</p>	<p>Removal van</p>	<p>Moving van</p>
	<p>Carceriere Secondino</p>	<p>Prison officer</p>	<p>Correctional officer</p>
	<p>Autunno</p>	<p>Autumn</p>	<p>Fall</p>
	<p>Spazzatura</p>	<p>Rubbish</p>	<p>Garbage</p>
	<p>Tempo libero</p>	<p>Spare time</p>	<p>Free time</p>

Mi piace giocare **al** calcio.

I like to play ~~at~~ football.

I like to play football.

La domenica mattina molte persone vanno a messa.

~~The Sunday~~ morning many people go to Mass.

On Sunday morning many people go to Mass.

I cani sono animali fedeli.

~~The dogs~~ are faithful animals.

Dogs are faithful animals.

Ho bisogno di **cento euro** per comprarmi un paio di scarpe.

I need ~~hundred euros~~ to buy a pair of shoes.

I need **a hundred euro** to buy a pair of shoes.

C'erano **meno** persone alla partita a causa della pioggia.

There were ~~less~~ people at the match because of the rain.

There were **fewer** people at the match because of the rain.

La maggior parte **degli** italiani ama **il** calcio.

Most ~~of the~~ Italians love ~~the~~ football.

Most Italians love football.

Non mi piace **fare** il mio letto.

I don't like ~~to do~~ my bed.

I don't like **to make** my bed.

Homophones

109

scene si:n = *scena***seen** si:n to see saw seen = *vedere*

Mount Etna eruption

I have never **seen** such a picturesque **scene**.

110

to sew sou = *cucire***to sow** sou = *seminare*

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The wife **sews** while her husband **sows**.

Words in which **ow** are pronounced **ou**

Marlow's Bungalow

to **know** tu **no** = *conoscere; sapere*



Mar**low** is a really nice fell**ow**, and I **ow**e him my happiness.

Mar**low** and I used to work in the same bank.

We usually spend our Saturday evenings **bow**ling, but one Saturday we could not play, because Mar**low** had hurt his right el**ow** playing tennis. So, we went to a nearby pub instead.

We sat down and ordered two large **bow**ls of fish and chips and two pints of ale.

After his second pint, Mar**low** looked at me seriously, and in a **low**, mell**ow** tone of voice said, "Alex, I am worried about you. Your cheeks are holl**ow**, and there is a strange gl**ow** in your eyes.

Lately, you have become a shad**ow** of yourself.

You look like an old **crow**. What is wrong with you?"

>>>

Words in which **ow** are pronounced **ou**

Marlow's Bungalow

I didn't answer. So, he slowly continued: "Perhaps I know. You hate sitting from 9 to 5 in that narrow, depressing office doing shallow work. Alex, you should act. You should act now! Come on, grow up! Show your courage!"

I looked at him and said, "I don't get you Marlow. (*Non ti capisco.*) What should I do according to you?"

"It's very simple," he replied. "Quit your job. Sell your house, sell your car. Follow your heart."

That night I lay awake for hours thinking about Marlow's words.

The next morning, Sunday, I got up early and went for a walk in the nearby park.

The ground was wet, and covered with yellow leaves.

It was rather chilly but I kept walking and thinking. Then, all of a sudden, I took the great decision: On Monday I would quit my job!

When I arrived home, I made myself a cup of hot tea, sat down upon my sofa and telephoned Marlow.

When I told him the great news, he shouted with joy and kept saying: You did it! You did it!

The next morning, Monday, I went to my bank and handed my resignation letter to my boss.

In the afternoon, when I met Marlow at the pub he was all smiles. He gave me a big hug and said, "Alex, I'm proud of you."

Then while drinking his second pint of beer, Marlow, with his usual slow, mellow tone of voice said, "Alex, I am sure you know that my wife and I own a bungalow, just four miles from the city."

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Words in which **ow** are pronounced **ou**

Marlow's Bungalow

Here are the keys and the address of the bungalow. You can stay there as long as you like. My wife loves city life, so we never go there."

Then he added, "The only thing that I ask you in return is to take care of our little meadow behind the bungalow, and in spring and summer you should mow the grass."

Two weeks later in Marlow's bungalow

Here I am, my friends!

I have followed Marlow's advice. I have quit my job, I have sold my house and my car and come to live in this bungalow.

It is 9 o'clock in the morning, and it has just stopped raining. I am still lying on my comfortable bed with two pillows under my head.

Through the open window, I can see a lovely rainbow in the distance, and I can hear the sweet chirping of sparrows.

The sound of flowing water in the stream below, and the gentle blowing of the wind are sweet music to my ears.

It is like paradise here.

I have thrown away all my sorrows and worries now.

I don't miss what I have left behind: the city, the noise, the masses of cars, pollution and... my job.

It is getting cold now, it may even snow. I'm going to shut the window, bring in a wheelbarrow of wood, and light up the fireplace.

Vocabulary

fellow	f <u>e</u> lou	= <i>persona</i>
to owe	tu <u>ou</u>	= <i>dover</i> (qualcosa a qualcuno)
hurt	h <u>ɜ</u> :t	= <i>ferito</i>
nearby	n <u>iə</u> b <u>ai</u>	= <i>vicino</i>
a pint of ale	ə p <u>ai</u> nt əf <u>e</u> il	= <i>una pinta di birra</i>
low	<u>lou</u>	= <i>basso</i>
mellow	m <u>e</u> lou	= <i>dolce e rilassato</i>
cheek	t <u>f</u> i:k	= <i>guancia</i>
hollow	h <u>o</u> lou	= <i>infossato</i>
glow	gl <u>ou</u>	= <i>rossore</i>
shadow	<u>f</u> æ <u>d</u> ou	= <i>ombra</i>
crow	krou	= <i>cornacchia</i>
shallow	<u>f</u> æ <u>l</u> ou	= <i>superficiale</i>
to act	tu <u>æ</u> kt	= <i>agire</i>
quit your job	kw <u>i</u> t jə d <u>ʒ</u> o u	= <i>lascia il tuo lavoro</i> <i>Licenziati!</i>
resignation letter	r <u>e</u> zign <u>ei</u> fən l <u>e</u> tə	= <i>lettera di dimissioni</i>
ground	gr <u>au</u> nd	= <i>terreno, terra</i>
leaf	li:f	= <i>foglia</i>
leaves	li:vz	= <i>foglie</i>
chilly	t <u>f</u> ili	= <i>freschetto</i>
all of a sudden	<u>o</u> :l əv ə s <u>a</u> dən	= <i>all'improvviso</i>
hug	h <u>ag</u>	= <i>abbraccio</i>
key	ki:	= <i>chiave</i>

>>>

Vocabulary

to stay	tu stei:	= <i>rimanere</i>
meadow	me <u>d</u> ou	= <i>prato</i>
to mow	tu mo <u>u</u>	= <i>tosare (il prato)</i>
lying	laiŋ	= <i>sdraiato</i>
pillow	pi <u>l</u> ou	= <i>guanciale</i>
rainbow	re <u>i</u> nbou	= <i>arcobaleno</i>
chirping	tʃ <u>ɜ:</u> piŋ	= <i>cinguettìo</i>
sparrow	sp <u>æ</u> rou	= <i>passero</i>
flowing	fl <u>o</u> uiŋ	= <i>che scorre</i>
to blow	tu bl <u>o</u>	= <i>soffiare</i>
ear	<u>i</u> ə	= <i>orecchio</i>
throw threw thrown	θrou θru: θroun	= <i>buttare via</i>
sorrow	s <u>o</u> rou	= <i>rimpianto</i>
worry	w <u>a</u> ri	= <i>preoccupazione</i>
to miss	tu mi <u>s</u>	= <i>sentire la mancanza di</i>
noise	no <u>i</u> z	= <i>rumore</i>
to snow	tu sn <u>o</u>	= <i>nevicare</i>
wheelbarrow	wi: <u>i</u> lbærou	= <i>carriola</i>
wood	w <u>u</u> d	= <i>legna</i>
fireplace	fai <u>ə</u> pleis	= <i>caminetto</i>

Phrasal Verbs and Idioms

to turn down the heating, the volume = *abbassare*

In winter, if you **turn down** the heating you save money. The reason is simple: the less gas you use, the less you pay.

Besides, you help the environment by reducing pollution.

to turn down an offer = *rifiutare un'offerta*

After three interviews, the company offered me the position. I was very happy, of course; I thought that I had finally found the job of my dreams.

However, when they told me that I would have to spend most of my time travelling, I **turned down** their offer.

My wife and I have two small children, and I want to spend as much time as possible with them.

<<<*>>>

to deal with = *occuparsi di, gestire*

According to the *Pew Research Center* statistics, in the United States, teenagers are spending nearly **8 hours** a day on digital media.

In Italy, the situation is a little better: 79% of teenagers spend about **4 hours** a day on social media.

So, how should parents **deal with** their children's social media addiction?

The first thing to do is to set a limit on the amount of time they can spend online daily.

Then, you should make them understand that access to social media is a privilege, not a right. If they start complaining, tell them that **you** bought the smartphone.

Phrasal Verbs and Idioms

to back up a backup	= <i>copiare, fare una copia di riserva</i> = <i>un duplicato, una copia</i>
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Duplicating or **backing up** your computer data at work and at home is extremely important, because several situations may occur that could result in the loss of your information.

You may lose your data due to computer or hard drive failure.

You may also lose your information if your computer is lost or stolen.

A **virus** or **malware** introduced in a computer could erase a hard drive.

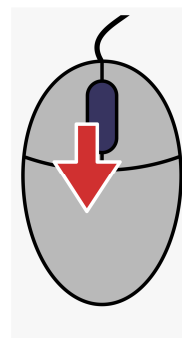
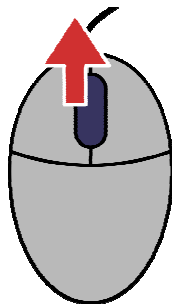
An external hard drive is a good option for basic **backup** purposes.

You can also use a pen drive (*pennetta*).

<<< * >>>

to scroll up	= <i>scorrere verso su</i>
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to scroll down	= <i>scorrere verso il basso, in giù</i>
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Mrs Dallaway "My Computer"

Using Phrasal Verbs and Idioms

In the past ten years, every time my husband wanted to buy me a computer I **turned down** his offer.
I am not very fond of electronic devices.

Last month though, he managed to convince me, and he bought me a laptop.
Now, here I am, trying to figure out (*capire*) how **to deal with** it.

He bought a computer for his mother too, so she comes to me for advice.

The two of us, with my son's invaluable guidance, are learning how to work on them.

This is what we have learned so far:
To click on means to move the mouse over an item to select it.

To back up means to make an extra copy of a file.
To scroll up and **to scroll down** mean to move slowly to the top or the bottom of a text with your mouse.

We have also learnt that **to print out** (*stampare*) means to send an electronic document to a printer.

Moreover, **to opt in** means to accept, while **to opt out** means to refuse.

You should see the bright face of Josephine when she says to me, "Evelyn, as soon as I finish cleaning the bathrooms I am going online."

She spends most of her time online **looking for** (*cercando*) recipes.

This morning she asked me, "Evelyn, these gentlemen keep saying 'we use cookies'. What do they mean?"
Then, she started laughing.

Mrs Dallaway "My Computer"

I'm not fond of	aim n <u>o</u> t f <u>o</u> nd ov	= <i>non mi piace molto</i>
device	div <u>ai</u> s	= <i>dispositivo, apparecchio</i>
advice	əd <u>v</u> <u>ai</u> s	= <i>consiglio / i</i>
guidance	g <u>ai</u> dəns	= <i>guida, assistenza</i>
item	<u>ai</u> təm	= <i>oggetto, articolo</i>
printer	pr <u>i</u> ntə	= <i>stampante</i>