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**Narrator:** Here we are again at Tip Top Trading, where Anna's interview for a sales job has been suddenly interrupted. Office assistant Denise has entered the room, looking very worried. What's wrong? And will Anna have any suggestions that might help?

**Denise:** I don't know what to do!

**Paul:** So what's the matter Denise?

**Denise:** You know the PowerPoint presentation?

**Paul:** The one we've been preparing for the last two months?

**Denise:** Yes.

**Paul:** The one that's very, very important and that we need this afternoon?

**Denise:** That one.

**Paul:** Aha.

**Denise:** We've lost everything!

**Paul:** No!

**Denise:** I had it on a USB stick, to transfer it, but the stick has vanished!

**Narrator:** Right Anna, now is your chance to help them find solutions to the problem. You'll need phrases like:  
Can I make a suggestion?  
Why don't you...?  
Have you tried...?  
Maybe we could...?  
How about...?  
I have an idea!

**Paul:** But don't you have it saved on your computer?

**Denise:** No, it was taking up a lot of space, so I deleted it.

**Paul:** So you have lost the only copy we have.

**Denise:** Yes.

**Narrator:** What idiots! I've never seen such a disorganised office. Go on, you'd better help them, Anna.

**Anna:** Can I make a suggestion?

**Paul:** Yes, please do!

**Anna:** Why don't you try looking in your recycle bin? It might still be there.

**Denise:** I did. It isn't.

**Anna:** Have you tried asking your colleagues if they've seen the memory stick?

**Denise:** I did. They haven't.

**Anna:** How about looking through your rubbish bin to see if you threw it away by mistake?

**Denise:** (getting shirty) I don't do silly things like that!

**Paul:** All very sensible suggestions Anna, thank you.

**Anna:** Maybe I could do a big office search for you...? I'm good at finding things.

**Denise:** There are confidential documents in this office – non-staff are not allowed to see them.

**Paul:** Now, now Denise. Why don't you drink up that nice tea?

**Anna:** I have an idea! Did you ever email the presentation to anyone?

**Paul:** Golly gosh, you did Denise! You emailed it to me to proof-read. It'll be in my inbox somewhere. Good thinking Anna!

**Denise:** I was just about to suggest that myself actually.

**Paul:** Problem solved. Thank you Anna!

**Anna:** Pleasure.

**Narrator:** Well done Anna!

**Paul:** Right, now please leave us Denise. Anna and I will continue our interview. Would you like a biscuit Anna?

**Anna:** Thank you. Oh, what's that?

**Paul:** Oh golly gosh, the USB stick! It was mixed in with the plate of biscuits that Denise brought in.

**Anna:** It's wet!

**Paul:** Yes, I think maybe I stirred my tea with it at one point. Oh well. Now, where were we...?

My goodness, it's 11 o'clock! I have a meeting right now! I'm afraid I'm going to have to go. But I've made up my mind about you anyway. I suppose you'd like to know if you've got the job?

**Anna:** Yes please!

**Narrator:** Ah - Stop right there! I'm sure everybody would like to know if Anna's got the job – but everybody's going to have to wait until we've heard her helpful phrases once again:

Can I make a suggestion?

Why don't you try looking in your recycle bin?

Have you tried asking your colleagues if they've seen the memory stick?

How about...?

Maybe I could do a big office search for you...?

How about looking through your rubbish bin...?

I have an idea!

**Paul:** Anna, we need someone who can think on her feet and who is a first-rate people person. Someone who sees solutions, not problems... someone like you! So if you want the job, it's yours!

**Narrator:** Ah, now think carefully Anna – do you really want to work for these people? They seem a bit... disorganised.

**Anna:** I would definitely like the job! Thank you!

**Narrator:** So be it. Join us again next week for Anna's first day as a sales executive at Tip Top Trading.

- **Listening comprehension question**  
*Why was the memory stick wet?*  
Because it had been in Paul's tea.