

# THE MARCH HARE CAFÉ

Irina S. Dimitrova



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EDUCATIONAL PLAY

IRINA S. DIMITROVA



The March Hare Café

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Design and typeset by	Petya Kazakova
Cover illustration by	Gergana Elenkova

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# PREFACE

'The **March Hare Café**' is an educational play designed for adult foreign language learning at level C1 of the Common European Reference Framework for Languages with a focus on Language for Specific Purposes (LSP). What makes a play **educational**? The educational play is like a drama play in all respects except for two – for one, it has a learning focus, and, two, it has a soul to empathise with. The educational play, as a representative of the Educational Theatre tradition, opens up a space for creativity, trust, and empathy. Educational Theatre or Educational Drama is a method, a medium, and a subject. In foreign language teaching, Educational Drama can be used as a powerful communicative approach to Content and Language Integrated Learning (CLIL), especially relevant in the context of Language for Specific Purposes (LSP) learning and teaching.

The educational play **The March Hare Café** was written as part of a contextual experiment in the doctoral dissertation "Design of Scripted Role Play in Teaching English for Specific Purposes" (Dimitrova, 2015)<sup>i</sup>. The contextual design aimed to follow a pattern of formal-informal **con-textual**<sup>ii</sup> alternation to study its effects on the learners' language skills. Findings related to the con-textual design included an attention shift from single words to overall meaning, increased communicativeness and empathy among participants, as well as creative language use when working with **The March Hare Café**. There was no significant difference in the number of new words learned between the formal-only and the formal-informal modules of the experiment. What differed

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<sup>i</sup> Dizain na rolevi igri po stsensarii za obuchenie po spetsializiran angliski ezik [Design of Scripted Role Play for English for Specific Purposes Teaching and Learning], Dimitrova, I., Sofia, 2015

<sup>ii</sup> The term **con-text** was coined for the purposes of the experiment to indicate the formal-informal alternation not only on the linguistic plane but between the linguistic and pragmatic planes of context, such as when a formal register is used in an informal setting.

significantly was the oral communicative output during the classes with informal and formal contextualisation and the manifestation of empathy in classroom relations among participants.

The book also contains Language Practice Activities based on the educational play, with a focus on vocabulary, grammar, speaking and writing skills for classroom or self-study use.

‘The **March Hare Café**’ was distinguished with a compliment prize in the 2017 **Fourth Contemporary Bulgarian Play Competition** organised by **Sofia Theatre** with the financial support of DSK Bank. Part of the play was staged starring famous **Sofia Theatre** actors.

In addition to English for Specific Purposes (ESP), the play may be implemented in different subjects—legal and business terminology, business communication, marketing studies, contextual studies, discourse analysis, psychology, philosophy, cognitive sciences, stylistics, and law, among others. It offers a suitable basis for discussing related topics, brainstorming, and sharing experiences professionally in a formal-informal context.



# *The March Hare Café*



## **Part I**

- A: MR. ALL-OR-NOTHING – FRANCHISEE,  
CEO OF MARCH HARE CAFÉ LTD
- C: MR. COFFEETIME – FOUNDER AND BARTENDER OF  
THE MARCH HARE CAFÉ LTD
- CC: CUSTOMER CARE SERVICE
- G: GERARD – ASSISTANT

- C: How can I help you?
- A: A coffee, please.
- C: Large, medium, or small?
- A: How large is the large one?
- C: They are all the same. Size is not important. What matters is which you would like.
- A: A large, then. But why do you ask?
- C: I told you already. The thing is you must like what you order.
- A: Ah?! Ok, then. And a chocolate cake, please!
- C: OK, Sir! I will eat the whole on your behalf and leave half to you. Yes?
- A: What's all that supposed to mean?
- C: I don't have a clue! You'd better ask Customer Care. They usually know. You can use the phone over there or take the stairs. They are on the sixth floor and two-fifths.
- A: Are you serious?
- C: I am, absolutely! Otherwise, I would lose my job.
- A: I will call then.
- C: You need extension 255. If your inquiry is too complicated, you might need to make an appointment.



- CC:** Customer Care Service. How can I help you?
- A:** Well, I ordered a piece of cake at the March Hare Café 5 minutes ago and the barman told me he would eat the whole and leave me half.
- CC:** I understand your concern, Sir! It is a busy time of the year. If you'd like to make a complaint, you can dial 355. If you'd like to continue with your order, you can do so downstairs at the bar in person at a 2% lower rate, as we appreciate your taking the time to get acquainted with our services.
- A:** Sorry, but I think you missed the point I was making.
- CC:** To complain about Customer Care Service, please dial 358. Or would you like to just hold on and I will put you through?
- A:** That's really very kind of you, but I don't think I have any more time. How much was the chocolate cake?
- CC:** To enquire about prices, dial 212, please. Thank you for your call! You have now earned a total of 5% discount on your order. If you give us your permission, your opinion will be extracted from the conversation transcript data and added to our weekly customer satisfaction survey.
- A:** I don't mind. That's all right with me.
- CC:** And that makes a total of 25% off your daily orders this week. Enjoy our services, Sir!
- A:** Thank you!?



- 
- C:** Hello, again, Sir! Here you are. Your chocolate cake and a large coffee. Cheers! Bear in mind that if you are going to read a book with your coffee, you get an additional 5% off your order and if you actually read from one, it will be another 10%. Audio Books are also available for purchase or hire.
- A:** I would go for reading something sad today. Would you recommend me something?
- C:** Poetry or prose?
- A:** Something short, as I am running out of time.



- C:** The sobby poetry is on the third shelf, a person might need to bend over a little, so if you don't mind, I can bring you a few books to choose from.
- A:** This would be so lovely, that I can't help myself from leaving a large tip.
- C:** My pleasure, Sir!



- 
- A:** 'I love this place! People are always so polite and with a sense of humour! Can I have one more coffee, please?'
- C:** 'Oh, the second is more expensive than the first, Sir!'
- A:** 'Ha-ha. I love your sense of humour! How much is it?'
- C:** £1.80.
- A:** 'But why? Come on!'
- C:** 'Because you love it.'
- A:** 'People really get that crazy to pay for the same thing more and more?'
- C:** 'It is not the same thing, Sir! It gets better every time you love it!'
- A:** 'So every next coffee costs 10% more?'
- C:** 'You see, it is The March Hare Café. However, if you are going to read a book, each item you order after the first gets 10% off its price. But when you actually sit and read the discount doubles. Customer satisfaction is really at its peak. It hasn't fallen under 90% since the café was opened. You can see for yourself.'
- A:** Is there a bookshop nearby? I am going to read a book, I think.'
- C:** 'Am I hearing you are going to read a book?'
- A:** 'Yes, that's right.'
- C:** 'You have just earned a 10% discount for your next item off our menu! Congratulations!'
- A:** 'Thank you!'



- C:** 'There are books on offer for purchase at the end of the saloon and for borrowing – they are just behind you, on all these bookshelves over here.'
- A:** 'Very interesting, indeed! And how is the business going?'
- C:** 'According to the latest marketing research, clients who read are much more beneficial for the café, not just financially. They surely tend to order more items as they spend more time sitting, then they tend to order more expensive items as they try to indulge all their senses in the real world while their mental energy depletes. Last but not least, we save from music copyright fees. But what's even more interesting, reading people are usually capable of making do with just their own internal noise, so they keep quiet on the outside and prefer a silent surrounding or occasionally we would play a piece of classical music or some oldies whose copyright has long expired. Our Sales Revenue for the last ten years has marked a steady growth by an annual increase of 20-25%. By encouraging book reading we also fit very sneakily into the new non- smoking law requirements.'
- A:** 'Have you experienced any major changes since you started the business?'
- C:** 'Yes, of course. A lot of people wanted to buy shares and consequently buy us, so last year we finally got merged with the bookshop next door.'
- A:** 'Can I have a fruit salad and an ice cream, please?'
- C:** 'Of course, that's £9.00. Here you are.'
- A:** 'Thank you. ...You got me really interested. Can I arrange an appointment with the manager?'
- C:** 'You can speak with him right now if you want. I am the manager.'
- A:** 'And you are serving the people?! Isn't this anti-advertising?'
- C:** 'That's a very good question, actually. Thank you for it! I will explain it to you in detail later. After all, anti-advertising is still advertising, isn't it? How otherwise, would we provide for the reasonable prices and high profits?'
- A:** 'Yes, you are right there. So, if it is convenient to talk now, I think I can make it, too.'
- A:** 'Welcome to our office room, then. Gerard, I will need a hand with the service for an hour, could you cover me, please?'
- G:** 'Of course, sir.'



# *The Negotiation*

## **Part 2**



- A: MR. ALL-OR-NOTHIING – FRANCHISEE,  
CEO OF MARCH HARE CAFÉ LTD
- C: MR. COFFEETIME – FOUNDER AND BARTENDER OF  
THE MARCH HARE CAFÉ LTD
- G: GERARD – ASSISTANT

*Mr. All-or-Nothing and Mr. Coffeetime put on headlamps and enter the dark room for negotiations.*

- A: Headlights? Waterproof?
- C: Yeah, just in case of tears, sweating, you know, the usual stuff during negotiations.
- A: Tears... of joy?
- C: Achievement tears.
- A: And why do we need headlights?
- C: We sign all our contracts in the dark. The head is the place where light should be coming from.
- A: Enlightening!
- C: Darkness taps on our hidden resources. So, if everyone is here, I suggest we kick off with a brief presentation.
- A: Yes, please.
- C: Trust me, a lot of well-intentioned business-minded people have come to this stage but only a few have reached any further. At present, we enjoy only 2 franchisees, both far away from here. Our franchising terms are understandably or not deemed to be onerous and highly unreasonable, to put it mildly. I have received comments like 'preposterous', 'ludicrous', and 'insane', but of course, this cannot dissuade me and my team from going on. Most of the clauses, as you will see, are non-negotiable. The trickiest thing is – I am selling a service, not a product. Our products are mostly standard; it is the way we offer them that makes us unique on the market. Our selling strategies are based on renowned marketing research and are still under patent. Let's say the patent holder is a very close friend of mine...



- A:** I am impressed, really. That's why I am here. I am still interested in what your franchise terms and conditions are, especially the non-negotiable ones.
- G:** Excuse me, Sir! There is a red Porsche outside blocking the driveway. Do you know whose it might be or for what reason it is there? Shall I call the police or shout out loud a few times?
- A:** It is mine. I thought in front of the March Hare I can park like a March Hare, but I will move it and be back quickly. Won't be long...
- C:** Wow...you are learning fast! No worries! As long as it is within the Café's parking place, it won't be towed away. Gerard, how many clients have complained so far?
- G:** None, Sir! I just thought it is proactive to let you know.
- C:** Thank you, Gerard, for being such a vigilant employee! Your wage for today will be upped by 2%.
- G:** My pleasure, Sir!
- C:** Bring me the March Hare Costume, please, to be at hand here in the office room. You know, Promotion N° 561 231. And please, hold all calls during the meeting.
- G:** Yes, sir! I will.
- A:** Your café has really been making a difference on the market. Now I begin to understand why.
- C:** Thank you, Mr....?
- A:** Oh, All-or-Nothing. Nice to meet you!
- C:** Mr. Coffee-Time. The pleasure is mine. ...Wait a minute. You are the General Manager of the packaging company on the other side of the road! ...It is such an honour to have you here.
- A:** The world is small, isn't it?
- C:** Yeah. Let's start then.. One of the most onerous franchisee's obligations reads as follows: 'The franchisee is obligated to read at least one book per week and one research paper per fortnight which both are closely related to the subject of the franchisee's activity and write a report on the applicability of the aforementioned reading materials to the subject of activity stated hereby. '



- A:** U-hum. Very original, indeed. I think I got it, though. Let me check, if I understand your drive behind it. Your selling point is being predictably UNPREDICTABLE at random moments. In fact your winning point is surprising the clients or keeping them in suspense. Have I got you right, here?
- C:** Well-done, Mr. All-or-Nothing.
- A:** And the leader, in order to be a good leader, should serve as an example to everybody, that's why they should get used to being subjected to more-or-less the same kind of experience, so they get accustomed to it and able to reproduce it, apply and multiply it.
- C:** I must say you are a promising franchisee. Shall we move on?
- A:** Please, do.
- C:** Another hard-to-follow clause is the one concerning advertising. Advertising is totally PROHIBITED in its traditional sense, i.e., TV commercials, radio broadcasts, posters, logoed pens, forms, notebooks, flyers, billboards, etc., even word-of-mouth should be censored unless it complies with our advertising policy requirements. We exclusively rely on anti-advertising techniques and sudden costumed appearances of our March Hare on unexpected occasions. In fact, you are obliged to carefully select such an appropriate occasion at least once a week, otherwise, you can consider the franchise agreement null and void. Again, it is non-negotiable, take it or leave it.
- A:** It is getting harder and harder...
- C:** Never say I didn't warn you!
- A:** I want to make a complaint to the manager!! ..Ha-ha. Just joking, of course, but let's go on. I think I have someone whom I can sponsor and who will be suitable for the job. I might as well consider it, after I retire from the position of the General Manager of 'Pack, Wrap, Rock, and Drop, Ltd'.
- C:** Once you get associated with the March Hare Café, it will be difficult to stay in place at your company. Normal people can be really cruel to those who have gone bonkers because they envy them their freedom. Clause 1.3 provides that appropriate occasions for wearing the costume are negotiable. However, they shall be deemed to contain a mandatory element of surprise. Clause 1.4 provides for the maintenance of the costume, namely that the costume must be kept in a good condition at all times. Should any flaws occur, the person in charge is obliged to contact our subcontractor 'The Hatter's Matters.' Wearing the costume in a damaged condition constitutes a material breach of this clause. See indemnification clause 3.2.



- A:** Surprisingly, this is all quite reasonable to me...
- C:** Here we come to my favourite clause 4.1., which reads as follows: 'Everything read, must be unread and everything learned must be unlearned.' Don't worry, it doesn't mean anything if you break it. It is an equivocal clause for internal advertising, but it serves as a reminder that you must write your reports and submit them to the franchisor on a weekly basis. ... Now, if you would like to follow me, I will show you our Quality Control Laboratory. Their job is to plan and conduct experiments to assure there is no excessive variability around target specifications. Their job is also to examine and review the reports and assess each franchisee's performance. The best franchisee of the year will be selected and awarded a bonus funding amounting to £ 200 000.
- A:** It all sounds very stimulating.
- C:** I am glad to hear this at this point. Now, let me take you to our dining hall. ...See that mister over there in the reading nook?
- A:** He looks absorbed. What about him?
- C:** Absorbed? Ha-ha. He is this year's Bookworm Prize Winner. This nook belongs to him till the end of the year, nook service included.
- A:** What does this mean?
- C:** He can let it to other people and earn a 30% profit from their orders. Yet, he uses it himself most of the time. See the furniture?
- A:** Is it made from real books?
- G:** Yes, and what's more you can actually take one out to read and the furniture won't fall apart.
- A:** Forgive me the question, but isn't that business of yours too complicated?
- G:** Never came to think of it in terms of complexity, to be honest. If you find it complex, or too complex, then you'd better do something else for a living.
- A:** Thank you for a lovely lunch, Mr. Coffee-Time.
- G:** My pleasure, Mr. All-or-Nothing! As you have probably realized, innovation is central to our business. Although I am an adhocratic leader, I still insist on certain principles which are essential for the sustenance of the business. Customer Relationship Management is something each employee should be trained in and be individually involved in.



**A:** How exactly do you deal with Customer Management?

**G:** In our Customer Relationship Management Laboratory we take weekly and monthly measurements of:

1. Customer satisfaction;
2. Customer retention rates;
3. Response rates;
4. Reputation;
5. Internal effectiveness.

**A:** In our company there is an Innovations and New Developments Department where the bubbling-up of ideas takes place.

**G:** You know, every business has its specifics. Here, each café is staffed by not more than 5 employees. Each employee is a potential contributor. Each precedent of a working innovation is awarded a premium. The premium amount generally is something between £2000 and £100 000. The contribution is described, recorded and if it is patentable, it will be immediately annexed to the Patent Certificate. All my employees are stakeholders in the company. Their interests are not a separate entity from the company's. The opposite also holds true. The employees' welfare is critical to the company's. Benefits, as well as harms, flow both ways.

# *Miss Julia Blur – Marketing Manager at “Wrap, Pack, Pop and Drop, Ltd.”*



## **Part 3**

- A:** MR. ALL-OR-NOTHING – FRANCHISEE, CEO OF MARCH HARE CAFÉ LTD
- J:** MISS JULIA BLUR – VICE CEO OF MARCH HARE CAFÉ LTD, MARKETING DEPARTMENT MANAGER AND EMPLOYEE AT “PACK, WRAP, ROCK AND DROP,” PACKAGING FACTORY AND AT THE MARCH HARE CAFÉ LTD
- G:** GERARD – ASSISTANT

- A:** Hello, Julia. How are you doing?
- J:** Oh, fine, James, how are you?
- A:** Busy as always. Have you got some time in your schedule that you can spare to see me?
- J:** Of course, I do.
- A:** How about tomorrow at the March Hare Cafe at 5.30 pm?
- J:** It is just a bit early for me. Shall we make it 6 pm?
- A:** OK, dear. See you then!



- 
- A:** Listen, Julia, I have a very interesting proposal and I need your help.
- J:** I am all ears!!
- A:** I would like to offer you the Management of a small business, just 5 employees under you but it is a 24/7 job.
- J:** You will offer me capital equities?
- A:** In fact, no. You will be in charge of a March Hare Cafe in my factory. I want only a 5% commission after the first year.



- J:** Sorry?!... Can you repeat that, please?
- A:** I think you are the right person for the job. You will be the official franchisee, I will sponsor the entire enterprise, you just have to sign the agreement and that will be it.
- J:** Sounds tempting. What's in the agreement?
- A:** You will like it. Trust me.
- J:** No way! Ha-ha.
- A:** Here is a copy.
- J:** It is only one page. How can this be a serious business?
- A:** Well, these are the non-negotiable clauses I managed to take down and print for you. The rest is negotiable, and we will see to it next week at the negotiating table.
- J:** I am exhilarated!
- A:** Would you like to order something?
- J:** A coffee, please.
- A:** For me – a hug and some attention, please!
- G:** We'll see what we can do for you, Sir, Madam! At your services!
- J:** In fact, I must go now. Something had slipped my mind!
- A:** But... coffee is coming!
- J:** We'll catch up later! Bye!
- A:** I will see you off! Wait a sec! Oh! Cinderella at least would leave a slipper or something.

# *The Franchise*



## **Part 4**

- A:** MR. ALL-OR-NOTHING – FRANCHISEE,  
CEO OF MARCH HARE CAFÉ LTD
- J:** MISS JULIA BLUR – VICE CEO OF MARCH HARE CAFÉ LTD,  
MARKETING DEPARTMENT MANAGER AND EMPLOYEE AT “PACK,  
WRAP, ROCK AND DROP,” PACKAGING FACTORY AND AT THE MARCH  
HARE CAFÉ LTD
- C:** MR. COFFEETIME – FOUNDER AND BARTENDER OF  
THE MARCH HARE CAFÉ LTD

- A:** Good morning, Mr. Coffeetime! Glad to see you!
- J:** Nice to meet you! Julia Blur.
- C:** The pleasure is mine! Please, come in and have a seat!
- A:** We read the entire contract and we agree. 30% royalty fee. Monthly reports on the progress we've made... Oh, yes! One more question only, ... how are you going to establish the reading of the respective obligatory literature by the franchisee?
- C:** What you need to do is produce a written statement and a summary. The rest will be our secret agents' job. No worries. The people are experts, they know what they are doing. Their presence is simply unnoticeable. You won't feel a thing. Yes, yes...
- A:** Agents! ...Oh, that's fine, but this summary – how short would you like it to be?
- C:** The shorter the better.
- A:** Well, then, I am glad you met my Marketing Director at Pack, Wrap, Rock and Drop Ltd. She will take over the marketing and advertising but also the position of a Vice Chief Executive Officer of the March Hare Café Ltd.
- C:** I believe we have marked a brilliant start of our collaborative activity today. I can feel profits, Mr. All!!! Profits!



- A: 160 pages will take a while to sign. Do you mind if Julia signs half of them on my behalf?
- C: Does she have a letter of authority?
- A: Yes, of course, she does.
- C: Oh, then it's perfectly fine. We will add it to the appendices.

# *The Extraordinary General Meeting*

## Part 5

- A: MR. ALL-OR-NOTHIING – FRANCHISEE,  
CEO OF MARCH HARE CAFÉ LTD
- C: MR. COFFEETIME – FOUNDER AND BARTENDER OF  
THE MARCH HARE CAFÉ LTD



*Author: Everyone came on and took a seat solemnly, nodding at each other gravely. One thing was certain – the March Hare Costume was irreparably damaged. What could be worse than that?! It lay outstretched on the round table awaiting its verdict. Mr. Coffeetime stood up, a bit slouched, bearing in mind the onus of the matter he was about to raise and put up his right hand to summon everyone's attention.*

- C: “My heart is sinking as I watch the epitome of our company spirit lying lifeless and defaced on the table where we normally discuss its best possible future prospects. Tears well up in my eyes as I have to imagine the complicated stitch operation which this Costume would have to undergo. The fluctuations of the stitch curve would be



- C:** a faint resemblance to the jostling trajectory of my cardiograph as I keep looking at this unbearable sight. Why on earth Mr. All, did you have to chase that client through the hedge? Could you please do me a favour by coming up with a reasonable explanation?"
- A:** "My Hare Nature took the best of me. You know how fond of running through hedges hares are! Though I have to admit, there was something devilish about her and her lovely smile that I found hard to dismiss."
- C:** "She? Who...is...she?"
- A:** "The client you were referring to hitherto."
- C:** "Uh! Hum. A-a-ha! So! ...So, said client had a lovely smile and was a 'she'? That explains things a bit. But still, any further ...business considerations?"
- A:** "Rather... Any-Other-Business ones, though however, you prefer to look at the occurrence, it all comes down to a new client with a lovely smile at that," he added.
- C:** "You know what the indemnification clause reads, don't you?"
- A:** "I am fully aware. I will gladly face the implications. I plead guilty, Mr. Coffeetime. I admit I have breached the due diligence condition; I owe a damage compensation; but as I see it from what you mentioned earlier, it might as well be a general average contribution plus a disablement compensation for keeping so many people out of work today."
- C:** "You can say this again. It is good you found the strength to acknowledge your guilt, otherwise I would be forced to ask for a redress by filing a claim for indemnity."
- A:** "I offer my sincere apologies and hereby declare I unilaterally grant the sum of 2 000 pounds for corporeal and 3000 pounds for incorporeal damages. If there are no objections, the contract will be executed into two copies, sealed and signed. What is your opinion, Mr. Coffeetime? Will this redress suffice to cover the damages incurred?"
- C:** "Let me see – 2 days' profits plus designer tailoring services and inflicted emotional pain and suffering. 3 000 plus 2 000 plus 10 000 comes down to 15 000 pounds, I am afraid."
- A:** "I see. Let's make it 18 000 – 3 000 pounds out of which to be distributed equally among the employees as a way of apology on my part."



- C:** “Thank you Mr. All-or-Nothing! Your attitude is much appreciated!”
- A:** “I would like to apologize once again as there is a minor discrepancy in the dating of today’s settlement. The MOU is with today’s date, but the recompense agreement will carry tomorrow’s date as today I am officially on holiday.”
- C:** “Can’t think of a reason not to discontinue your holiday for the time being but can’t find a reason why not to accept your offer as well. There is no need for a counter-guarantee as you are an official franchisee. Therefore, I trust you with my money, Mr. All-or-Nothing!”
- A:** “Thank you, Mr. Coffeetime! Hereby, ladies and gentlemen, I offer my deepest apologies to the Company for incurring 5 000 worth of damages and inflicting an almost insurmountable amount of pain and suffering on Mr. Coffeetime and everybody present today at this Extraordinary General Meeting. I know it must be devastating to everybody present today to witness the condition the costume is in. Thank you for your trust in me and I promise I will not disappoint you, not in the least, dear Mr. Coffeetime and dear Colleagues!”


# Socrates



## Part 6

- A: MR. ALL-OR-NOTHING – FRANCHISEE,  
CEO OF MARCH HARE CAFÉ LTD
- C: MR. COFFEETIME – FOUNDER AND BARTENDER OF  
THE MARCH HARE CAFÉ LTD

- C: “Where’s Ms Blur by the way?”
- A: “She is substituting me on my holiday, I am afraid..”
- C: “Where?”
- A: “Where I was supposed to be – in Paris.”
- C: “And who is in charge of the cafe?”
- A: “Socrates – an old friend of mine.”
- C: “Socrates? Why haven’t I heard of him before?”
- A: “I went through tremendous emotional distress because of the March Hare Costume Incident and acted ad hoc. Here is his resume.”
- C: “Impressive! A shoemaker and a dentist!”
- A: “Yeah, he can mend your shoes and teeth all in one appointment while you lie comfortably and relax! He is a highly-skilled worker, extremely deft! Couldn’t think of anyone more suitable to take the one-man-band position of a manager, a marketing director, and a bartender at the cafe.”
- C: “Would’ve wholeheartedly supported your candidacy for the Best Franchisee of the Year Award, if it wasn’t for this unforeseen and unfortunate costume event. Let’s hope that once we settle the recompense, my thoughts will get clearer. Meanwhile, do you think you would be able to think of someone to substitute for me while I am on holiday?”
- A: “Well, my friend Socrates has very good time-management skills. He literally can work against time. He used to be a policeman from 8 am am to 12 pm and a car thief from 12 pm to 8 am. One minute overlap

- 
- A: and he is in a conflict of interests; might have to detain himself, handcuffs and all, if you see what I mean.”
- C: “So, let’s see how his probationary goes and we might invite him over for an interview if that’s applicable.”
- A: “Thank you, Mr. Coffeetime! It’s been a very productive meeting.”
- C: “Certainly. See you later!”
- A: “Sure.”

*Author’s background: Some scared cat’s thoughts scurried across his mind as he woke up to the abyss she had left looming larger and larger in his life.*

*He felt like a graded nothing overwhelmed by remorse. Pangs of consciousness alternated with peeps of reason pushed the decision forward along the highways of his mind, clearing the routes of the roundabout cluttered by debris of previous decisions and streaming down to his heart as if riding on an aspirin-accelerated wave of unclotted blood following a hemorrhagic shock.*

# *The Dinner*

## **Part 7**



- A:** MR. ALL-OR-NOTHING – FRANCHISEE,  
CEO OF MARCH HARE CAFÉ LTD
- J:** MISS JULIA BLUR – VICE CEO OF MARCH HARE CAFÉ LTD,  
MARKETING DEPARTMENT MANAGER AND EMPLOYEE AT “PACK,  
WRAP, ROCK AND DROP,” PACKAGING FACTORY AND AT THE MARCH  
HARE CAFÉ LTD
- A:** Yes?
- J:** Hello, Mr. All-or-Nothing! You wanted to speak to me.
- A:** That's right.
- J:** Yes, so how can I help you?
- A:** I'd like to ask you something or rather tell you something in order  
to ask you something. I have been wondering whether supposing I  
disturb you with a question, is there going to be too much of a jolt, or  
I'd sooner hit the zero, not that it hasn't happened to me before. We  
may as well tarry, not to miscarry. And considering everything, how  
are you doing on time?
- J:** Oh, very well. All six advertising projects will meet the deadlines.
- A:** What I had in mind was the time for dinner.
- J:** Well, it is completely sufficient. I get home for an hour, have dinner  
for half an hour, and work for two hours at the computer, and go to  
sleep completely in time so I can be fresh in the morning.
- A:** Ye-es, I meant this evening, if you were going to have time for dinner.
- J:** Oh, yes, sir, it is more than enough, I think. I am really well-fed.
- A:** Pardon me. What I was meaning to say is if you would be able to go  
out with me this evening?
- J:** Of course, sir!

# *At the Restaurant*

## Part 8



- A: MR. ALL-OR-NOTHING – FRANCHISEE,  
CEO OF MARCH HARE CAFÉ LTD
- J: MISS JULIA BLUR – VICE CEO OF MARCH HARE CAFÉ LTD,  
MARKETING DEPARTMENT MANAGER AND EMPLOYEE AT “PACK,  
WRAP, ROCK AND DROP,” PACKAGING FACTORY AND AT THE MARCH  
HARE CAFÉ LTD

- A: Thank you for a lovely evening! The lobsters were great!
- J: Would you mind having a look at an inquiry?
- A: Of course, not. What is it about? *(He passes her a sheet of paper with a note WOULD YOU MARRY ME? on it and drops on a knee.)*
- J: Oh, my goodness! Well, YES! Of course. How come you just kept it for so long?
- A: This is for you!
- J: It is amazing! As brilliant as you, simply!!!
- A: Don't make a move! I will carry you to the car...as this is a very expensive ring...just kidding... ha-ha.

*(They leave, Mr. All-or-Nothing carrying Julia in his hands.)*

# Promotion of the Day



## Part 9

**SS:** MISS SLIDE-AND-SHOOT (SHOOTIE) – A WAITRESS  
AND AN ACCOUNTANT

**CZG:** MR. CRA-ZY-GUY – A CLIENT

**G:** GERARD – ASSISTANT

**SS:** Yes! You understood me right! You have to pretend you are crazy!  
Crazy, yes! Insane, that is.

**CZG:** Crazy or insane?

**SS:** So. This is the condition if you want your discount offer to be valid!  
The regular price per piece is 25 pounds. *Pineapple Chocolate –  
Dream Cake!*

**CZG:** Cheaper something?

**SS:** We haven't got a cheaper one.

**CZG:** Do you happen to offer any instructions for going crazy? If I can just  
ask you...

**SS:** No, sir. Everyone manages on their own.

**CZG:** Yes, I see.

**SS:** These are the conditions for today's promotion.

**CZG:** How about tomorrow's?

**SS:** For tomorrow's I can't tell you now. Come tomorrow.

**CZG:** And do you have instructions?

**SS:** No, I can offer you no instructions.

**CZG:** Some kind of help at least?

**SS:** No help, no. If you are convincing you get a piece of cake free of  
charge, that's all.

**CZG:** A piece of cake? Eh?

**SS:** Yes. The rest is according to the price list.





**CZG:** Do you offer any other discounts?

**SS:** No, no more compromise! And instructions, neither.

**CZG:** And no instructions as well! What a pity!

**SS:** That's all. No instructions. If you want to take advantage, you have to find a way to convince us of your insanity.

**CZG:** And you don't have any more instructions, nor guidelines of any sort?

**SS:** No, no, there are no instructions, nor guidelines, nor a manual, and no instructional handbook. We do not provide tutorials, nor tuition, nor training workshops.

**CZG:** A brigade maybe, something with a hands-on orientation.

**SS:** Oh, no. We don't offer brigades. Our brigades are few, sir!

*(Gerard is cracking walnuts at a table behind the bar.)*

**CZG:** You've been really exhaustive. Thank you! *(He exits)*

**SS:** See, Gerard. This one nearly convinced me but obviously, I am going to have to eat this cake all alone and by the way, a 25 pounds bonus on my salary is not too bad.

**G:** Not in the least.

**SS:** Oh, my goodness, he is coming in again.

**CZG:** Did you receive my email? I sent it a minute ago.

**SS:** Why on earth have you sent us an email?

**CZG:** With instructions.

**SS:** You have sent us instructions!?

**CZG:** Well, it is good to have some in case clients ask.

**SS:** All right, all right... I will check. Gerard, is there an email with instructions for losing our minds in the mailbox from... What 's your name, Sir?

**CZG:** Cra Zy Guy

**SS:** From Mr. Cra Zy Guy

**G:** Yees, yes, there is.

**SS:** Yes, sir. The instructions have arrived. Thank you, though there was no need. That's been most kind of you!



- CZG:** Yes, I can see you didn't need them. But should I need some, I will know where I can find them and you will kindly lend them to me, won't you? Ha-ha-ha, hee-hee, yoo-hoo.
- SS:** Gerard, this client is convincing! Let's give him a piece of cake, shall we?
- CZG:** Ahh, how come you are going to give me a piece without having read the instructions? Miss Slide-and-Shoot!
- SS:** And what if I have read them?
- CZG:** Well, share, please!
- SS:** I can't. It is a trade secret.
- CZG:** Ah! A-ham, and will you marry me?
- SS:** Here you are. Pineapple chocolate. A double piece.
- CZG:** For free?
- SS:** Uh-um, completely!
- CZG:** And does the second piece mean you will marry me?
- SS:** Does it mean?
- CZG:** Does it mean?
- SS:** I am afraid you have to ask Customer Care?
- CZG:** And why are you afraid?
- SS:** Who wouldn't be? Because of the legal consequences, of course! Such actions and inactions are ordinarily legally binding and have consequences.
- CZG:** Eh, well, they are the standard ones. No great shakes. The least we can do is check out for example a prenuptial agreement – general provisions, insurance, compensation, and property distribution – the clauses are the same everywhere.
- SS:** But you are blackmailing me!
- CZG:** You are blackmailing me! With all these cakes and coffees!
- SS:** Look, let's make a deal!
- CZG:** Come on, now! Let's make it!
- SS:** A free whole cake and coffee till the end of the week.
- CZG:** Where is the catch?
- SS:** Ah, there isn't one.



- CZG:** Ah! There isn't one!
- SS:** And why should I marry you?
- CZG:** Out of curiosity, I suppose.
- SS:** Isn't there any love or something? And where do you think you are going? Out of curiosity! Hm!
- CZG:** If no one has ever been there, it must be a very original place! But I am not going to beg you, beg your pardon! I have dignity after all! Though small as it might be!
- SS:** Well curiosity is no big deal, but still! Let's not stretch it that much!
- CZG:** Well, the obvious must be admitted.
- SS:** *(Glances at the obvious...)*
- CZG:** ...that we were simply born for each other!
- SS:** See now, tomorrow the promotion will be different. Your performance today was mind- blowing – the whole cake window is yours!

# *Next Promotion*

## Part 10



**SS:** MISS SLIDE-AND-SHOOT (SHOOTIE) – A WAITRESS  
AND AN ACCOUNTANT

**CZG:** MR. CRA-ZY-GUY – A CLIENT

**CZG:** Good morning!

**SS:** Good morning! How can I help you?

**CZG:** I would like to know what today's promotion is like.

**SS:** Housework – three activities – Irish coffee and butter cookies.

**CZG:** What is there to do?

**SS:** Dishes, floor, and windows.

**CZG:** OK.

**SS:** There is something more here with fine print. Hold on a sec cos you're the first for the day.

**CZG:** Well, let's see, let's see. What does it say?

**SS:** "The waiter eats the butter cookies; and crumbs go for the client. The promotion is under the motto *Life before Pay.*"

**CZG:** The coffee, at least, am I going to drink it?

**SS:** It doesn't say anything about coffee.

**CZG:** So, it's dishes, floor, and windows. O-o-k-a-ay!

**CZG:** There is too little water in the bucket. Where can I get some more?

**SS:** If you need extra water, you will have to make me cry. A hidden catch. These here are tears from the staff before pay intermixed with tears from the staff after pay.

**CZG:** Make you cry?

**SS:** Such are the rules.

**CZG:** Eh, well, if I have to. U-hum. You!!! Madam!! You are the most loyal, the most dedicated, innovative, and efficient employee of ...



- CZG:** *(glances at the company sign name)* March Hare Café Ltd. But for you and your tireless work, this place would not have existed at all.
- SS:** *(teardrops in the bucket)*
- CZG:** Thanks to you, the company not only flourishes but conquers the minds and the hearts of thousands of, millions of clients who are ready to do anything only to make sure that your pay runs on time, and they can at least get some crumbs off the mind-blowing cakes you offer in such a heart-breaking frenzy!
- SS:** *(teardrops in the bucket)*
- CZG:** Here we are. As far as I can see I've got for the floor. May I weep for the windows in person? If not out of chivalry, then out of solidarity?
- SS:** Well, let's not give rise to a conflict of interest. You'd better start from the windows, and then – the floor with the same water.
- CZG:** What about the dishes?
- SS:** For them, we may accept spontaneous teardrops from the client. It seems totally in the scheme of things, in the form of voluntary contributions, voluntary gifts, promissory notes, concessions, etc.
- CZG:** ... or a no-fault marriage ...
- SS:** Oh, come on, please. Don't say such things.
- CZG:** I beg your pardon! I will clean everything in a flash.
- SS:** Just for some crumbs?
- CZG:** For the turquoise in your eyes when you serve me those crumbs, Madam!!!!

# *The Balance*



## **Part II**

**A:** MR. ALL-OR-NOTHING – FRANCHISEE,  
CEO OF MARCH HARE CAFÉ LTD

**J:** MISS JULIA BLUR – VICE CEO OF MARCH HARE CAFÉ LTD,  
MARKETING DEPARTMENT MANAGER AND EMPLOYEE AT “PACK,  
WRAP, ROCK AND DROP,” PACKAGING FACTORY AND AT THE MARCH  
HARE CAFÉ LTD

**A:** Julia, I am leaving!

**J:** And am I? What about me?

**A:** You aren't. Someone has to keep things under control while I am away.

**J:** What happened with our holiday on the Island of Madagascar?

**A:** *Customer Care* do not recommend.

**J:** And why-y?!

**A:** The balance doesn't work.

**J:** What the hell does this staff think they are doing? And since when is the balance their job?

**A:** Since Shootie is on holiday. Come on, calm down, please!

**J:** And how come, Cutie is on holiday while we are not?

**A:** We are rich. We can't afford it.

**J:** Well, let's spend this money once and for all!

**A:** I will have a look at the budget and tell you as soon as possible. And where are my glasses? I can't find them anywhere! Do you happen to know where they might be?

**J:** I'll go and see.

**A:** Come on, please, see if you can find them.

# *Conflict of Interest*

## Part 12



**SS:** MISS SLIDE-AND-SHOOT (SHOOTIE) – A WAITRESS AND AN ACCOUNTANT

**J:** MISS JULIA BLUR – VICE CEO OF MARCH HARE CAFÉ LTD, MARKETING DEPARTMENT MANAGER AND EMPLOYEE AT “PACK, WRAP, ROCK AND DROP,” PACKAGING FACTORY AND AT THE MARCH HARE CAFÉ LTD

**SS:** Hello, there. How are you doing Blur?

**J:** Eh-h, fine, just fine! And you? You have taken a holiday or something, I am hearing.

**SS:** Eh, well, I am on holiday, but I just popped in to see how things are going. You know what it's like – a homey honeymoon. And it's just over here.

**J:** Oh! Congratulations! How come I missed the happy event? It is simply unbelievable!

**SS:** Er, well, the wedding was undercover.

**J:** Eh, come on! What were you covering?

**SS:** A working meeting.

**J:** You are joking!

**SS:** No, no. This is how we work and waste no time on nonsense.

**J:** Simply unbelievable! And who is the lucky guy?

**SS:** Ah-h! You do not know him. Under article 568 from the Client's Personal Data Protection Act, I can't tell you.

**J:** Even to an employer?

**SS:** Even.

**J:** And a word of caution, if he turns out to be a rocker, this won't be a good thing for our company image. Imagine, he starts coming here, mounted on a motorbike with wire-brush red hair. For the sake of the intellectual atmosphere of the café, this is not going to fly! And how come nobody learned about the wedding? Where did it take place?



- SS:** Where else? Here, in the saloon – among the books, in the peace and ...!
- J:** You have simulated work, Slide-and-Shoot! This constitutes working time embezzlement!
- SS:** But nobody knew about it!
- J:** Well, now, SOMEBODY does! And how did it all happen?
- SS:** I was serving coffee. The municipality officiant put on the March Hare costume and just said: "If you take this cake with this coffee, then you agree to conclude a no-fault marriage and you welcome all the legal disturbances ensuing from this wilfully or unwilfully and without any further que-e-stions." Everyone thought this is merely the next promotion, and even more so as Mr. Coffeetime was honoured with the responsible task of sprinkling rose petals everywhere, whereas Gerard had to sweep them up after him. Socrates whistled Mendelson and this is how, all in all, everything went on peacefully and humbly.
- J:** But, look here now, this is all just lovely, however, there is no escaping a fine for copyright breach and know-how... And wasn't there "You may kiss the bride and stuff"
- SS:** Well, we simply exchanged glances. I know you disapprove of drivelling stuff in the café, and if we would have begun kissing – oh-o-oh, it would've taken a great deal of time and people would have found out this is more than a promotion. You should understand me clearly – one witness is enough to ruin it all.
- J:** Eh, at least this you have taken into account!!! I will propose at the next General Meeting that you do not get punished too harshly!
- SS:** For which I would be sincerely obliged to you.
- J:** Well, then, tell me, please, how did you two get to know each other?
- SS:** Err, you know how these things happen sometimes, from one promotion to the next, from one emotion to another.
- J:** So, he is a client of the café!
- SS:** So, you are sending me on a guilt trip for a conflict of interest now!
- J:** And what do you suggest?





- SS:** And how did you and Mr. All-or-Nothing meet each other?
- J:** We used to be colleagues, then – neighbours, then – you see what the situation is at the moment!
- SS:** And what is the most romantic thing he has ever done for you?
- J:** He pretends he has lost his glasses when I gain weight!
- SS:** Oh, but he's been horribly romantic! Oh, my goodness!
- J:** See, see! What are his glasses doing on your desk?
- SS:** But, please!
- J:** These are his glasses! I know them! Tell me right now!
- SS:** Well, I did. I hid them until I fix the budget!
- J:** Hm, and I thought he was romantic!

# *Madagascar*



## Part 13

EVERYBODY: A, C, CZG, J, G, S, CC

- J:** MISS JULIA BLUR – VICE CEO OF MARCH HARE CAFÉ LTD, MARKETING DEPARTMENT MANAGER AND EMPLOYEE AT “PACK, WRAP, ROCK AND DROP,” PACKAGING FACTORY AND AT THE MARCH HARE CAFÉ LTD
- SS:** MISS SLIDE-AND-SHOOT (SHOOTIE) – A WAITRESS AND AN ACCOUNTANT
- CZG:** MR. CRA-ZY-GUY – A CLIENT, BECOMES SHOOTIE'S HUSBAND
- A:** MR. ALL-OR-NOTHING – FRANCHISEE, CEO OF MARCH HARE CAFÉ LTD
- C:** MR. COFFEETIME – FOUNDER AND BARTENDER OF THE MARCH HARE CAFÉ LTD
- G:** GERARD – AN ASSISTANT
- S:** SOCRATES – A DENTIST, A SUBSTITUTE, A SECRET AGENT
- CC:** CUSTOMER CARE

- J:** Slide-and-Shoot, let's fix this budget, please!
- SS:** Whatever you say, Mrs. Blur! Let's fix it! It's good we had a word about it today!
- J:** It's kind of on the thin side to me! Under 3 million incomes ... this has never happened before!
- SS:** I have not included the contracts from the yellow folder! I was just about to register them today!
- J:** Lovely! Let's see what is in there! A million a hundred and twenty-eight thousand, isn't too bad, isn't it? No need to account for them in any way!
- SS:** I was going to register them as costs anyway!
- J:** That's right! Please, pass on to Mr. All-or-Nothing that the money



- J: is in a safe place and that, as for this accounting year the business has marked a dramatic slump, an unheard-of, unseen-so-far slump!
- SS: Ah yes, I know when there is no romance, you cannot breathe altogether. You have my full understanding and support for this decision, Mrs. Blur!
- J: You can call me Julie or Blurry for short! I am leaving. You are going to tell him, aren't you, please?
- SS: I am leaving. Don't you remember I still have some honeymoon to do?!
- J: Well, a *home* honeymoon!
- SS: But a *honey* one!
- J: Eh, ok, then. We will leave a message to Customer Care Service, Mr. All-or-Nothing, he, will understand. He has always meant strictly business. This he can assimilate. And how are you financially? You know, a honeymoon is better spent on the islands of Bali or Majorca, or something of that kind.
- SS: Oh, just do not bother! Just made a killing. It is the journey that doesn't agree with me! My joints are killing me!
- J: But where did you get the money from?
- SS: From your insurance policy! Just a moment! See what it says in here?
- J: But where did you get my prenuptial agreement from?
- SS: The March Hare Cafe corporate lawyer told me that for this amount of pay, I can do the job, so I just crossed the T's and dotted the I's for you.
- J: And now what?
- SS: Everything is plain and clear in here: "In the absence of care, respect, romance and, god forbid – trust, Mrs. Slide-and-Shoot shall receive the whole amount in the insurance policy in her capacity of a matrimonial agent, custodian, and trustee entitled to exercise control over the spousal relations effective as of the moment of the finding of fact or the moment when suspicions arise as to the loss of the abovementioned attributes of bona fide marriage affairs. As of that moment onwards, Mrs. Slide-and-Shoot automatically slithers upwards along the ladder of hierarchy to the position of a transferee of the entire matrimonial property specified in Appendix 1 of the current agreement."



- SS:** Appendix 1 of the current agreement.”
- J:** Stop, stop, stop! Well, that’s nice, but the time has come to check out what you signed when you accepted the position of a waitress at the March Hare Café.
- SS:** Eh, isn’t it all the same old boilerplate agreement?
- J:** Here it is now, blah-blah-blah-blah... Ha! In cases of breach of trust, misuse of company or company-related information, fraud, and fraudulent or negligent misrepresentation, malfeasance, and other offences, the employee is liable to restore the stolen property as well as to pay an amount five times the equivalent of the value of any harm incurred.
- SS:** I will kill you! You cause me to despair! Drat!
- J:** Let’s see now who will do whom first! *(They grab each other by the throat!)*
- G:** Put your hands up, both of you! I am armed and dangerous!
- A:** What the heck’s going on here?
- S:** The recording is submitted to SANS, boss! Everything is under control! Don’t listen to those two! They were conspiring to rob you! The amount of tape we rolled was incredulous but we made it to the archive in the end. This is going to be history one day! The colleagues from the District Police will be here any moment now!
- A:** Oh, I think stress got over me, my jaw is stiff! See, I can hardly speak!
- S:** For tomorrow I can book you for 3.45. I will also check your shoes. Oh – no! Your arms are skewed. This is a stroke! Call an ambulance!
- G:** Damn ambulances are not many. Let’s prick his fingers and he will get it through. It’s an old custom. Give me a needle!
- J:** Here is my hair slide and some whiskey!
- SS:** Oh, look! He is back! Looks much better!
- J:** Oh, blood! I will faint!
- S:** Come on now, dear, no need for that! Haven’t they ever taken blood off your finger?
- J:** They... have not. *(And she sits down slowly.)*
- G:** The police is running rather late, I am afraid. I call for private justice! Let’s get matters in our own hands!



- S:** Come on now, dear, no need for that! Everyone has breached against everyone, forces meet and cancel out, therefore it is not necessary neither to resort to private justice nor to public.
- G:** Simply go get yourselves a hammock and off onto the first flight to Hawaii we go!
- S:** When trust turns into a consumable and negotiable item, everything is headed for disaster!
- EVERYBODY:** DISASTER! DISASTER! DISASTER! DISASTER! DISASTER! DISASTER!
- G:** *(Answers his mobile.)* Ah, hello, Mr. Coffeetime! How are you today?
- C:** Gerard, the weather is fantastic here. Just can't wait to see you all! By the way, could you send someone to go get Mr. All's limo to service? One of the tyres is flat and we need a new shade for the balcony. There was a storm, you know
- G:** Already did, Sir.
- C:** Thank you, dear! When is everyone coming? Madagascar is waiting!
- G:** Eh? Today's promotion is about flying everyone to Madagascar.
- EVERYBODY:** What about Hawaii??
- G:** Boss, said 'Madagascar'! What is it that is still not clear?

*(Everybody grabs a cake and a suitcase and gets on the plane. Gerard arrives last, rolling a spare tyre on board and shouldering the new shade.)*

# *On the Plane*



## **Part 14**

EVERYBODY: A, C, CZG, J, G, S, CC

**J:** MISS JULIA BLUR – VICE CEO OF MARCH HARE CAFÉ LTD, MARKETING DEPARTMENT MANAGER AND EMPLOYEE AT “PACK, WRAP, ROCK AND DROP,” PACKAGING FACTORY AND AT THE MARCH HARE CAFÉ LTD

**SS:** MISS SLIDE-AND-SHOOT (SHOOTIE) – A WAITRESS AND AN ACCOUNTANT

**CZG:** MR. CRA-ZY-GUY – A CLIENT, BECOMES SHOOTIE'S HUSBAND

**A:** MR. ALL-OR-NOTHING – FRANCHISEE, CEO OF MARCH HARE CAFÉ LTD

**C:** MR. COFFEETIME – FOUNDER AND BARTENDER OF THE MARCH HARE CAFÉ LTD

**G:** GERARD – AN ASSISTANT

**S:** SOCRATES – A DENTIST, A SUBSTITUTE, A SECRET AGENT

**CC:** CUSTOMER CARE

**J:** Guess what! My cake doesn't seem to finish! There is more and more coming out!

**SS:** The only thing I didn't quite get is what exactly do they put in those cookies on the Cafe website? Do you happen to have any idea? They look good.

**CZG:** No, but I thought it's something in the coffee there.

**SS:** Maybe we are all in love, are we?

**CZG:** Mr. All-or-Nothing including?

**SS:** Well, except him.


**CZG:** Possible.

**J:** I think we are all subjects in a social experiment.

**S:** Eh, come on!



- J:** They keep us infatuated as a kind of sedation while they lead us around by the nose!
- CZG:** And where are they leading us?
- J:** Somewhere we wouldn't possibly know.
- S:** Do I seem infatuated to you? Do I?!
- SS:** Socrates! Let me look at you!
- S:** Eh, look! What is there to look at?
- G:** He is totally in love, but .... secretly. Otherwise, he is head over heels for someone, I am telling you!
- J:** And how did you know?
- G:** By the aura.
- J:** Hey! Then look at mine as well!
- G:** You are the same!
- J:** Really?
- CZG:** OK, ok if we are the ones in love, then who are the social experimentators?
- S:** They must not be left unpunished!
- SS:** All those who are not in love are suspects!
- G:** Eh, I am in love, too, but ... alternatively.
- J:** What do you mean *alternatively*?
- G:** This is sensitive personal information. How do you want me to share it in such a public manner?
- J:** We did it. So can you!
- SS:** Well, he can, but .... alternatively it must be!
- G:** I am afraid my case is all imagination, but it is so vivid! Simply indescribable.
- J:** Are you in love or do you just wish you were?
- G:** I am when I dream.
- J:** Ok, then, let him join with this caveat. Do you agree to let him in with a caveat?
- EVERYBODY:** Yes, yes, we do!
- S:** What we have to do now is call Mr. All-or-Nothing and ask him. Who will be asking the questions?

- 
- J: I'd rather it would be someone else. I am in a conflict of interest, or I could be.
- SS: Yes, of course, Ms. Blur. Here you are, now. *(The loudspeaker turns on.)* The line is free. The answering machine turns on: "Hello! I am busy at the moment. If you would like, you can leave a message after the beep. If your inquiry is of a business nature, please, press 1. If it is a personal matter, you can address it with Customer Care, they usually know. In 10 seconds your call will be redirected automatically. Your time is important to us."
- J: One. Press one.
- SS: Ok. *(Presses.)*
- CC: Good afternoon! Customer Care. How can I help you?
- SS: We have the following extremely business question. Is Mr. All-or-Nothing in love?
- CC: You are speaking to his beloved.
- J: *(Grabs the receiver.)* What! His beloved! I am still his wife!!! And who are you?
- CC: Well, his beloved.
- J: His beloved telephone operator, his beloved what?
- CC: His beloved *everything*.
- J: This is simply preposterous! *(Puts down the receiver.)*
- S: Well, that's it. We have the everything woman here.
- J: False pretenses! Fair enough! A-all right!
- SS: Dear! You must insist on your shortcomings, they are what makes everything else so marvelous!
- J: I can't think of any other grounds for preserving this marriage but love.
- A: My beloved shortcomings! Love! Where are you? My glasses have gone somewhere! I haven't seen them for a few days! Thank goodness, the headlights are still here! *(Mr. All- or-Nothing's voice comes over the office camera microphone)*

**The End**



LANGUAGE  
PRACTICE  
MATERIALS







## VOCABULARY PRACTICE TEST 1

1. Replace the underlined words with a suitable word/phrase from the list. Be careful, as NOT ALL words fit! The words from the list may not be exact synonyms to the underlined words but such that fit into the sentence in this context.

a clue	give your permission	put you up
added to	hold on	Survey
an extension	in person	the point I made
appreciate	Marketing Services	the words I said
concern	matters	to arrange a reservation
Customer Care	missed the point of	to enquire
customer satisfaction	on your behalf	to get acquainted with
discount	ordered	to make a complaint
don't mind	otherwise	to make an appointment
earn	people's joy	Transcripts
extra	put you through	

1. What is important is not the size.
2. I asked the bartender to bring me a coffee.
3. I will call them as your agent and inform them about your offer.
4. I don't have an idea about who our new boss is going to be.
5. If you would like to receive more information, you can contact our Clients Services.
6. They are very polite. Alternatively, they will lose their jobs.
7. If you want to call me, you need to ask for a separate phone line number.
8. If you would like to speak with the manager, you need to book a time for a meeting.
9. He expressed his worry about the service he received.
10. He wanted to say how dissatisfied with the service he was.
11. I can't give the letter to anybody but you. You have to come physically to the post office, I am afraid.
12. We value your time.
13. We are glad that you came to this meeting to get to know our services.
14. I think you didn't understand what I was trying to say
15. What I said was that I am completely disappointed with the quality of your services.




16. Could you just wait a minute and I will transfer you to our Marketing Department.
17. Herewith, I would like to ask about the prices on offer.
18. By participating in this survey, you will get a 50% discount.
19. The deduction from the price will go up if you buy more than 10 machines.
20. If you allow us, we will stop the process and service the machine.
21. Collecting information about how happy our clients are is part of our Marketing Policy.
22. The information you gave will be put together with the exact copies of the interviews.
23. The study aims to find out the public opinion about coffee prices.
24. If you agree, I can bring you a few books to choose from.
25. An additional 2% reduction of the price was offered.

\_\_\_\_\_ /27

2. Replace the underlined words with a suitable word/phrase from the list. Be careful, as NOT ALL words fit!

Available	Financially	my pleasure
a hand	fit into	Tend
according to	go for	on offer
actually	has expired	profits
an arm	has marked a steady growth	provide for
are at their peak	have the intention	purchase
are running out of	Hire	reasonable
beneficial	human rights	Recommended
convenient	is alright with	Requirements
copyright fees	items	sales revenue
deplete	make it	save from
double	Merged	Shares

1. If it is not a problem for you, your personal details will be used in our programme.
2. The book you requested is not in store at the moment.
3. If you would like to buy or rent a bike, you can check the pricelist on our website.
4. I would definitely choose the second option.
5. The waiter said we should try the red wines.
6. You must hurry because you don't have much time.

- 
7. 'Thank you for a lovely dinner!' **You are welcome.**
  8. Most of the **things** on the menu are really expensive!
  9. **In practice**, if you read a book in a café, you don't spend much money.
  10. The time spent reading will **be twice as much** if you drink a nice cup of tea.
  11. Sales **have reached a maximum.**
  12. We have a lot of books **to choose from.**
  13. **In the opinion of** Prof. Brown, reading clients are the best ones.
  14. Investments are not always **profitable** for the business.
  15. **In terms of monetary dealings,** the business is doing well.
  16. They **have the tendency** to offer a lot of promotions.
  17. When my savings **finish**, I will take a loan from the bank.
  18. We **economise on** staff by managing the work electronically.
  19. We pay for **using the author's rights** once a year.
  20. His driving licence **is no longer valid.**
  21. Our income over the last 10 years **has been increasing gradually.**
  22. Our latest developments **match** the new tourist **regulations.**
  23. Investors wanted to buy **units of ownership** in our company.
  24. As a result, we **united and formed an enterprise** with a bookshop.
  25. We work hard in order **to guarantee** our clients **fair** prices.
  26. The **earnings** were not big in the beginning.
  27. If the time is **suitable** for you, we can **arrange to meet** at 3 pm.
  28. Can you give me **some help** with the equipment?

\_\_\_\_/32

Total: \_\_\_\_/59

## VOCABULARY PRACTICE TEST 1 – ANSWER KEY

1. Replace the underlined words with a suitable word/phrase from the list. Be careful, as NOT ALL words fit! The *words from the list* may not be exact synonyms to the underlined words but such that fit into the sentence in this context.



a clue  
added to  
an extension  
appreciate  
concern  
Customer Care  
customer satisfaction  
discount  
don't mind  
earn  
extra

give your permission  
hold on  
in person  
Marketing Services  
matters  
missed the point of  
on your behalf  
ordered  
otherwise  
people's joy  
put you through

put you up  
Survey  
the point I made  
the words I said  
to arrange a reservation  
to enquire  
to get acquainted with  
to make a complaint  
to make an appointment  
Transcripts

1. What **is important** **MATTERS** is not the size.
2. I **asked the bartender to bring me** **ORDERED** a coffee.
3. I will call them **as your agent** **ON YOUR BEHALF** and inform them about your offer.
4. I don't have **an idea** **A CLUE** about who our new boss is going to be.
5. If you would like to receive more information, you can contact our **Clients Services** **CUSTOMER CARE**.
6. They are very polite. **Alternatively** **OTHERWISE**, they will lose their jobs.
7. If you want to call me, you need to ask for **a separate phone line number** **AN EXTENSION**.
8. If you would like to speak with the manager, you need **to book a time for a meeting** **TO MAKE AN APPOINTMENT**.
9. He expressed his **worry** **CONCERN** about the service he received.
10. He wanted **to say how dissatisfied with the service he was** **TO MAKE A COMPLAINT**.
11. I can't give the letter to anybody but you. You have to come **physically** **IN PERSON** to the post office, I am afraid.
12. We **value** **APPRECIATE** your time.
13. We are glad that you came to this meeting **to get to know** **TO GET ACQUAINTED WITH** our services.
14. I think you **didn't understand** **MISSED THE POINT OF** what I was trying to say.
15. **What I said** **THE POINT I MADE** was that I am completely disappointed with the quality of your services.
16. Could you just **wait a minute** **HOLD ON** and I will **transfer you** **PUT YOU THROUGH** to our Marketing Department.



17. Herewith, I would like **to ask about** **TO ENQUIRE** the prices on offer.
18. By participating in this survey, you will **get** **EARN** a 50% discount.
19. The **deduction from the price** **DISCOUNT** will go up if you buy more than 10 machines.
20. If you **allow us** **GIVE YOUR PERMISSION**, we will stop the process and service the machine.
21. Collecting information about **how happy our clients are** **CUSTOMER SATISFACTION** is part of our Marketing Policy.
22. The information you gave will be **put together with** **ADDED TO** the **exact copies** **TRANSCRIPTS** of the interviews.
23. The **study** **SURVEY** aims to find out the public opinion about coffee prices.
24. If you **agree** **DON'T MIND**, I can bring you a few books to choose from.
25. An **additional** **EXTRA** 2% reduction of the price was offered.

\_\_\_\_\_ /27

**2. Replace the underlined words with a suitable word/phrase from the list. Be careful, as NOT ALL words fit!**

Available	Financially	my pleasure
a hand	fit into	Tend
according to	go for	on offer
actually	has expired	profits
an arm	has marked a steady growth	provide for
are at their peak	have the intention	purchase
are running out of	Hire	reasonable
beneficial	human rights	Recommended
convenient	is alright with	Requirements
copyright fees	items	sales revenue
deplete	make it	save from
double	Merged	Shares

1. If it **is not a problem for** **IS ALRIGHT WITH** you, your personal details will be used in our programme.
2. The book you requested is not **in store** **AVAILABLE** at the moment.
3. If you would like to **buy** **PURCHASE** or **rent** **HIRE** a bike, you can check the pricelist on our website.
4. I would definitely **choose** **GO FOR** the second option.
5. The waiter **said we should try** **RECOMMENDED** the red wines.
6. You must hurry because you **don't have much** **ARE RUNNING OUT OF** time.





7. 'Thank you for a lovely dinner!' **You are welcome** MY PLEASURE.'
8. Most of the **things** ITEMS on the menu are really expensive!
9. **In practice** ACTUALLY, if you read a book in a café, you don't spend much money.
10. The time spent reading will **be twice as much** DOUBLE if you drink a nice cup of tea.
11. Sales **have reached a maximum** ARE AT THEIR PEAK.
12. We have a lot of books **to choose from** ON OFFER.
13. **In the opinion of** ACCORDING TO Prof. Brown, reading clients are the best ones.
14. Investments are not always **profitable** BENEFICIAL for the business.
15. **In terms of monetary dealings** FINANCIALLY, the business is doing well.
16. They **have the tendency** TEND to offer a lot of promotions.
17. When my savings **finish** DEplete, I will take a loan from the bank.
18. We **economise on** SAVE FROM staff by managing the work electronically.
19. We pay for **using the author's rights** COPYRIGHT FEES once a year.
20. His driving licence **is no longer valid** HAS EXPIRED.
21. Our income over the last 10 years **has been increasing gradually** HAS MARKED A STEADY GROWTH.
22. Our latest developments **match** FIT INTO the new tourist **regulations** REQUIREMENTS.
23. Investors wanted to buy **units of ownership** SHARES in our company.
24. As a result, we **united and formed an enterprise** MERGED with a bookshop.
25. We work hard in order **to guarantee** TO PROVIDE FOR our clients **fair** REASONABLE prices.
26. The **earnings** PROFITS were not big in the beginning.
27. If the time is **suitable** CONVENIENT for you, we can **arrange to meet** MAKE IT at 3 pm.
28. Can you give me **some help** A HAND with the equipment?

\_\_\_\_/32

Total: \_\_\_\_/59



## VOCABULARY PRACTICE TEST 2

1. Replace the underlined words with a suitable word/phrase from the list. Be careful as NOT ALL words fit! The *words from the list* may not be exact synonyms to the underlined words but such that fit into the sentence in this context.

appropriate  
at present  
belongs to  
breach  
concerning  
consider  
constitutes  
damaged  
deemed  
enjoy  
exclusively  
flaws

follow  
hold  
holder  
honour  
in charge of  
inclusively  
indemnification  
lets it  
mandatory  
non-negotiable  
null and void  
obligations

Onerous  
Report  
Stage  
stated hereby  
Terms  
to be open  
to be polite  
to inform you  
to warn you  
understood you  
Wage

1. At this point of the negotiations, our offer is final.
2. Currently, we have two franchisees.
3. Some of the clauses lay quite hard-to-follow conditions.
4. To put it mildly, the conditions are unreasonable, but honestly they are absurd.
5. The owner of the patent is from Germany.
6. This is just to let you know that I will be late for the meeting.
7. My daily income is not enough to cover my expenses. I need to look for another job.
8. Please, put for later any calls during the meeting.
9. It is such a/an pleasure to have you here!
10. Have I got you right here?
11. One of the things I have to do according to the contract is to wear a costume.
12. I would like you to write a detailed account of your activity for the last month.
13. As for advertising, our budget is limited.
14. They must comply with the rules we have.
15. What is a/an suitable day for you to meet next week?
16. If you don't agree, we can say that the agreement is invalid.



17. I will **think about** your offer and tell you later.
18. The person **whose name is in this document** is the one **responsible for** the project.
19. This offer is **only** for you.
20. This clause is **thought** to be **obligatory**.
21. If any **defects** are found, you can receive **compensation**.
22. If the machine gets **broken**, we will send our technician to your place.
23. This **is** a major **violation** of the contract.
24. The whole land on which the company is built **is owned by** him.
25. He **gives people the right to use it** against payment, but it remains his property.

\_\_\_\_/32

2. **Replace the underlined words with a suitable word/phrase from the list. Be careful as NOT ALL words fit! The words from the list may not be exact synonyms to the underlined words but such that fit into the sentence in this context.**

amounts to  
assess  
awarded  
benefits  
conduct  
contributors  
deal  
essential  
excessive

excuse me  
forgive me  
goes to  
harms  
he had better  
he had rather  
he would rather  
holds  
in terms of

insist on  
is employed by  
is staffed by  
Review  
Sustenance  
take place  
take time  
what's more

1. This is the laboratory where we **make** experiments.
2. Innovation is **central** to our business.
3. **In addition**, we take pride in our modern building.
4. **If we talk about** financing, everything is already fixed.
5. The funding **is** £200 000.
6. **I advise him to** start doing something else. This job is not suitable for him.
7. **He prefers to** start his own business.
8. Their job is to **examine** the reports and **evaluate** the employees.
9. The firm **has** only 6 employees.
10. The meeting will **be** at 5 pm in the Conference Hall.



11. We are looking for more **people who could help us** in this discussion.
12. The opposite **is** true as well.
13. I really **would stress the importance of** collaboration in our teams
14. **Keeping the business going** is even more difficult than starting up a business.
15. Can you **manage** with this problem or do you need more help?
16. The **advantages** and **disadvantages** flow both ways.
17. The values of variability around target specifications are **too big**.
18. **Sorry for** the question, but isn't it too complicated?
19. You will be **given** a bonus.

\_\_\_\_/21

**3. Match the words/ phrases from a- p with synonymous ones from 1-16.**

- |   |                          |    |                              |
|---|--------------------------|----|------------------------------|
| a | A clue                   | 1  | Deplete                      |
| b | To appreciate            | 2  | Contrarily                   |
| c | Otherwise                | 3  | In practice                  |
| d | On behalf of             | 4  | Extra                        |
| e | To merge with            | 5  | To be alright with something |
| f | To acquaint oneself with | 6  | To get to know               |
| g | To put somebody through  | 7  | To transfer a call           |
| h | To hold on               | 8  | View positively              |
| i | To enquire               | 9  | An idea, a hint              |
| j | Not to mind              | 10 | To the name of               |
| k | To bear in mind          | 11 | To come together             |
| l | To run out of            | 12 | To wait                      |
| m | To sob                   | 13 | To keep in mind              |
| n | To purchase              | 14 | To weep, cry                 |
| o | Additional               | 15 | To buy                       |
| p | Actually                 | 16 | To ask                       |

\_\_\_\_/16

**Total: \_\_\_\_/69**



## VOCABULARY PRACTICE TEST 2 – ANSWER KEY

1. Replace the underlined words with a suitable word/phrase from the list. Be careful as NOT ALL words fit! The *words from the list* may not be exact synonyms to the underlined words but such that fit into the sentence in this context.

appropriate  
at present  
belongs to  
breach  
concerning  
consider  
constitutes  
damaged  
deemed  
enjoy  
exclusively  
flaws

follow  
hold  
holder  
honour  
in charge of  
inclusively  
indemnification  
lets it  
mandatory  
non-negotiable  
null and void  
obligations

Onerous  
Report  
Stage  
stated hereby  
Terms  
to be open  
to be polite  
to inform you  
to warn you  
understood you  
Wage

1. At this **point** **STAGE** of the negotiations, our offer is **final** **NON-NEGOTIABLE**.
2. **Currently** **AT PRESENT**, we have two franchisees.
3. Some of the clauses lay quite **hard-to-follow** **ONEROUS** conditions.
4. **To put it mildly** **TO BE POLITE**, the **conditions** **TERMS** are unreasonable, but honestly they are absurd.
5. The **owner** **HOLDER** of the patent is from Germany.
6. This is just **to let you know** **TO INFORM YOU** that I will be late for the meeting.
7. My **daily income** **WAGE** is not enough to cover my expenses. I need to look for another job.
8. Please, **put for later** **HOLD** any calls during the meeting.
9. It is such a/an **pleasure** **HONOUR** to have you here!
10. Have I **got you right** **UNDERSTOOD** you here?
11. One of the **things I have to do** **OBLIGATIONS** according to the contract is to wear a costume.
12. I would like you to write a **detailed account of your activity** **REPORT** for the last month.
13. **As for** **CONCERNING** advertising, our budget is limited.
14. They must **comply with** **FOLLOW** the rules we have.



15. What is a/an **suitable** **APPROPRIATE** day for you to meet next week?
16. If you don't agree, we can say that the agreement is **invalid** **NULL AND VOID**.
17. I will **think about** **CONSIDER** your offer and tell you later.
18. The person **whose name is in this document** **STATED HEREBY** is the one **responsible for** **IN CHARGE OF** the project.
19. This offer is **only** **EXCLUSIVELY** for you.
20. This clause is **thought** **DEEMED** to be **obligatory** **MANDATORY**.
21. If any **defects** **FLAWS** are found, you can receive **compensation** **INDEMNIFICATION**.
22. If the machine gets **broken** **DAMAGED**, we will send our technician to your place.
23. This **is** **CONSTITUTES** a major **violation** **BREACH** of the contract.
24. The whole land on which the company is built **is owned by** **BELONGS TO** him.
25. He **gives people the right to use it** **LETS IT** against payment, but it remains his property.

\_\_\_\_/32

2. Replace the underlined words with a suitable word/phrase from the list. Be careful as **NOT ALL** words fit! The *words from the list* may not be exact synonyms to the underlined words but such that fit into the sentence in this context.

amounts to  
assess  
awarded  
benefits  
conduct  
contributors  
deal  
essential  
excessive

excuse me  
forgive me  
goes to  
harms  
he had better  
he had rather  
he would rather  
holds  
in terms of

insist on  
is employed by  
is staffed by  
Review  
Sustenance  
take place  
take time  
what's more

1. This is the laboratory where we **make** **CONDUCT** experiments.
2. Innovation is **central** **ESSENTIAL** to our business.
3. **In addition** **WHAT'S MORE**, we take pride in our modern building.
4. **If we talk about** **IN TERMS OF** financing, everything is already fixed.
5. The funding **is** **AMOUNTS TO** £200 000.
6. **I advise him to** **HE HAD BETTER** start doing something else. This job is not suitable for him.



7. He prefers to HE WOULD RATHER start his own business.
8. Their job is to examine REVIEW the reports and evaluate APPRAISE the employees.
9. The firm has IS STAFFED BY only 6 employees.
10. The meeting will be TAKE PLACE at 5 pm in the Conference Hall.
11. We are looking for more people who could help us CONTRIBUTORS in this discussion.
12. The opposite is HOLDS true as well.
13. I really would stress the importance of INSIST ON collaboration in our teams
14. Keeping the business going SUSTENANCE is even more difficult than starting up a business.
15. Can you manage DEAL with this problem or do you need more help?
16. The advantages BENEFITS and disadvantages HARMS flow both ways.
17. The values of variability around target specifications are too big EXCESSIVE.
18. Sorry for FORGIVE ME the question, but isn't it too complicated?
19. You will be given AWARDED a bonus.

\_\_\_\_/21

3. Match the words/ phrases from a- p with synonymous ones from 1-16.

a - 9  
b - 8  
c - 2  
d - 10  
e - 11  
f - 6  
g - 7  
h - 12

i - 16  
j - 5  
k - 13  
l - 1  
m - 14  
n - 15  
o - 4  
p - 3

\_\_\_\_/16

Total: \_\_\_\_/69

## VOCABULARY PRACTICE TEST 3

1. Replace the underlined words with a suitable word/phrase from the list. Be careful as NOT ALL words fit! The words from the list may not be exact synonyms to the underlined words but such that fit into the sentence in this context.

acknowledge	irregularly	tend
are aware of	irretrievably	the requirement
are informed by	irreversibly	the supposition
ascribed	not to mention	thus
capital equities	obstacle	to spare
concerned	posed	unproven sentences
fashion	scrutiny	unsupported allegations
fluctuations	see to	

1. The information was lost **forever** because of a server breakdown.
2. The files disappeared **without a possibility to be restored**.
3. The **difficulty** this time was nothing but her way of thinking which had to be changed.
4. As far as Peter was **affected**, this meant writing his reports again.
5. He lost data, missed several deadlines, and **on top of that** a few nights' sleep.
6. The sales trend for 2014 exhibited minor **changes**.
7. Nobody wanted to **recognise the existence of** a problem.
8. The broken equipment was repaired and the production quality was put under **closer observation** for the next 24 hours.
9. **What they supposed** was that the defect may occur again.
10. She made **statements for which she had no proof**.
11. Staff cost **stood** as a problem to be solved.
12. In this **way** we can continue to monitor quality.
13. Monthly bonuses were given to the best employees. **In this way**, the company motivated their staff to work hard.
14. Do you have a minute **free**?
15. I hope you **know about** the problem.
16. They **attributed** their success to the work of the Customer Care Department.
17. I will **take care of** this issue.
18. The **risk shares** are held by the owner.

\_\_\_\_/18





## VOCABULARY PRACTICE TEST 3 – ANSWER KEY

1. Replace the underlined words with a suitable word/phrase from the list. Be careful as **NOT ALL** words fit! The *words from the list* may not be exact synonyms to the underlined words but such that fit into the sentence in this context.

acknowledge  
are aware of  
are informed by  
ascribed  
capital equities  
concerned  
fashion  
fluctuations

irregularly  
irretrievably  
irreversibly  
not to mention  
obstacle  
posed  
scrutiny  
see to

tend  
the requirement  
the supposition  
thus  
to spare  
unproven sentences  
unsupported allegations

- The information was lost **forever** **IRREVERSIBLY** because of a server breakdown.
- The files disappeared **without a possibility to be restored** **IRRETRIEVABLY**.
- The **difficulty** **OBSTACLE** this time was nothing but her way of thinking which had to be changed.
- As far as Peter was **affected** **CONCERNED**, this meant writing his reports again.
- He lost data, missed several deadlines, and **on top of that** **NOT TO MENTION** a few nights' sleep.
- The sales trend for 2014 exhibited minor **changes** **FLUCTUATIONS**.
- Nobody wanted to **recognise the existence of** **ACKNOWLEDGE** a problem.
- The broken equipment was repaired and the production quality was put under **closer observation** **SCRUTINY** for the next 24 hours.
- What they supposed** **THE SUPPOSITION** was that the defect may occur again.
- She made **statements for which she had no proof** **UNSUPPORTED ALLEGATIONS**.
- Staff cost **stood** **POSED** as a problem to be solved.
- In this **way** **FASHION** we can continue to monitor quality.
- Monthly bonuses were given to the best employees. **In this way** **THUS**, the company motivated their staff to work hard.
- Do you have a minute **free** **TO SPARE**?



15. I hope you **know about** **ARE AWARE OF** the problem.
16. They **attributed** **ASCRIBED** their success to the work of the Customer Care Department.
17. I will **take care of** **SEE TO** this issue.
18. The **risk shares** **CAPITAL EQUITIES** are held by the owner.

\_\_\_\_/18

GRAMMAR  
PRACTICE  
+  
ANSWER  
KEY



## Grammar Tasks & Exercises

1. **Grammar Task:** In pairs or small groups, look for conditional sentences in the text. See how many you can find. Which conditional are they? (*Classroom practise.*)
2. **Grammar Task:** What types of questions are there in this part of the text? Can you find examples of any yes-no questions, special questions, tag questions, indirect questions or reported questions? (*Classroom practise.*)
3. **Grammar & Style Task:** Which of the questions function as rhetorical questions in the text? (*Classroom practise.*)
4. **Grammar & Style Task:** Which formal/informal expressions/questions can you find in the text? What is their purpose? Why does the character use them? (*Classroom practise.*)
5. **Grammar Exercise:** Choose 'would rather' or 'had better' to form the sentences. (Sometimes both are possible with a difference in meaning. What is the difference?)
  - 1) **Would you rather/ had you better** say nothing or call your boss to tell her you will be late?
  - 2) He **would rather/ had better** leave before they find out his mistake.
  - 3) You **would rather/ had better** not go to the party as your ex will be there.
  - 4) They **would rather / had better** you worked harder for less pay.
  - 5) He **would rather/ had better** start coming on time, if he doesn't want to lose his job.
  - 6) We **would rather/ had better** start now because we are running late.
  - 7) I **would rather/ had better** you did the presentation because my oral skills are poor.
  - 8) You **would rather/ had better** apply for the vacancy now or it will be taken.
  - 9) He **would rather/ had better** she wrote the letter of enquiry for him because her English is better.
  - 10) They **would rather/ had better** hire new staff or the factory will have to stop.



Answer Key Ex.5	
1)	<i>Would you rather</i> (expressing preference)
2)	Both possible. ( <i>would rather</i> – preference; <i>had better</i> – advice)
3)	<i>had better</i> (advice)
4)	<i>would rather</i> (The speaker informs about the actor's preferences)
5)	<i>had better</i> (advice)
6)	Both possible ( <i>would rather</i> – actor's(=speaker's) personal preference; <i>had better</i> – the speaker's advice to themselves)
7)	<i>would rather</i> (personal preference)
8)	<i>had better</i> (advice)
9)	<i>would rather</i> (preference)
10)	<i>had better</i> (advice)

6. **Grammar Exercise:** Put the verb from the brackets into a suitable form to complete the sentences:

- 1) This is an unwritten rule in our company: 'If you (do) \_\_\_\_\_ better than expected, you (receive) \_\_\_\_\_ a bonus.
- 2) Sometimes, if you (do) \_\_\_\_\_ better, you (not receive) \_\_\_\_\_ a bonus.
- 3) Last week, if I (do) \_\_\_\_\_ Peter's report, he (be) \_\_\_\_\_ dismissed.
- 4) If I (be) \_\_\_\_\_ him, I (buy) \_\_\_\_\_ you a nice present. Did he?
- 5) If he (buy) \_\_\_\_\_ me a present, I (be) \_\_\_\_\_ surprised.

#### Answer Key Ex.6

- 1) This is an unwritten rule in our company: 'If you (do) **do** better than expected, you (receive) **receive** a bonus.
- 2) Sometimes, if you (do) **do** better, you (not receive) **do not receive** a bonus.
- 3) Last week if I (not do) **had not done** Peter's report, he (be) **would have been** dismissed.
- 4) If I (be) **were** him, I (buy) **would have bought** you a nice present. Did he?
- 5) If he (buy) **had bought** me a present, I (be) **would have been** surprised.



**7. Grammar Exercise:** Fill in the conditionals.

- 1) If we (not merge) \_\_\_\_\_ with the bookshop last year, we (have to) \_\_\_\_\_ close down actually.
- 2) If we (not merge) \_\_\_\_\_ with the bookshop last year, we (have to) \_\_\_\_\_ be closing down actually.
- 3) If I (need) \_\_\_\_\_ a hand with the service for an hour, (be) \_\_\_\_\_ you \_\_\_\_\_ able to cover me?
- 4) If I (not be) \_\_\_\_\_ that impressed, I (not be) \_\_\_\_\_ here.
- 5) If it (not be) \_\_\_\_\_ for the way we offer our products, we (be) \_\_\_\_\_ out of any market share now.
- 6) Unless you (keep) \_\_\_\_\_ clients in suspense, they (get) \_\_\_\_\_ bored.
- 7) If you (order) \_\_\_\_\_ a chocolate cake, I (eat) \_\_\_\_\_ it on your behalf.

**Answer Key Ex.7**

- 1) If we (not merge) **had not merged** (*third conditional*) with the bookshop last year, we (have to) **would have had to/ would have to** (*third conditional/ mixed*) close down actually.
  - 2) If we (not merge) **had not merged** (*third conditional*) with the bookshop last year, we (have to) **would have to be** (*mixed conditional*) closing down actually.
  - 3) If I (need) **need** a hand with the service for an hour, (be) **will/ would** you **be** (*first conditional*) able to cover me?
  - 4) If I (not be) **was not** that impressed, I (not be) **would not be** here.
  - 5) If it (not be) **was not** for the way we offer our products, we (be) **would be** out of any market share now.
  - 6) Unless you (keep) **keep** clients in suspense, they (get) **will get** bored.
  - 7) If you (order) **order** a chocolate cake, I (eat) **will eat** it on your behalf.
8. Using ideas from the text, create five more conditional sentences, i.e. one for each type from 0-3 and one mixed.

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# SPEAKING PRACTICE



## Speaking Tasks

1. **Brainstorm:** In pairs or small groups, brainstorm additional ideas for absurd conditions or promotions in the March Hare Café.
2. **Role-play:** Role-play a conversation between the March Café characters. You can make changes to the characters and how they speak.
3. **Role-play:** Role-play a conversation between Mr Coffeetime and Mr All-or Nothing at the Negotiation Table. You can make changes to the characters and how they speak.
4. **Speaking:** Present a company service or product: Imagine you are Mr Coffeetime. How would you present your business to prospective investors?
5. **Role-play:** In pairs, conduct job interviews of prospective candidates for the following roles at the March Hare Café: a bartender, a waiter, an accountant, a marketing director, a franchisee, a chauffeur, and an innovations and developments researcher.

## Discussion Questions

1. What do people usually do in a café?
2. Why do people go to a café?
3. What do you find unusual about the March Hare Café?
4. What conditions does the café set for the clients?
5. Would you agree with such conditions if you were a client of the March Hare Café? Why? Why not?
6. What kind of clients would like this place?
7. Are there any cases of discrimination in the play?
8. Are there any cases of character acceptance or rejection in the story by other characters?
9. Is there a moral of the story?
10. What might be the conclusions if this play was a social experiment?
11. What themes can you discover in the play?
12. What cognitive schemata are at work in the story?
13. What points of conflict are there?
14. How are conflicts solved?
15. Is the ending pessimistic or optimistic?





16. Is the story a tragedy, a comedy, or a different genre?
17. Which of the characters do you empathise with the most?
18. Which of the characters would you give a cold shoulder to in real life?
19. What dilemmas are there in the minds of the characters?  
What solutions do they find?
20. Which moral values are at work in the play?
21. What contracts do the characters conclude?  
How enforceable are they?
22. Assuming the story is a metaphor, what does it stand for?
23. Are there any acts in the play that would be considered illegal in real life?
24. What might have been the lives of the characters before the events in the play?
25. What might their future be like?
26. Can you identify any heroic deeds by any of the characters in the play?
27. What would it be like to be an employee/a client/a manager of the March Hare Café?
28. What questions remain unanswered in the play?
- 29 & 30. What instances of magic can you find in the play? Everyday magic and magic magic?

# WRITING PRACTICE



## Writing Task 1

Write a letter of complaint to Mr Coffeetime or to Customer Care Service.  
Write a Letter of Complaint concerning your order at the March Hare Café on Friday, August 23rd.

### Useful Vocabulary:

#### MAKING A COMPLAINT

- I am concerned about
- I was disturbed to see
- Last Friday, I ordered...
- The project proposal laid out..
- This does not appear to be consistent with
- I don't want to have to cancel
- We have enjoyed a long-standing relationship, but
- This type of misunderstanding makes it difficult for us
- I was under the impression that we had agreed on
- I was expecting / My expectation was that/ we have customers/employees who expect...
- The reason this is difficult is
- In our previous discussions, we said
- I appreciate your attention to this
- What alternatives can you suggest?
- The effort is not up to standard.
- I appreciate your effort. However...

#### Tips

- » Be tactful. State your point firmly. Do not be harshly critical or sarcastic. Exercise restraint.
- » If possible, precede the complaint with something positive about the vendor or your relationship.
- » Focus on the subject of complaint; avoid mentioning previous complaints or other peripheral issues.
- » Keep the complaint between you and the vendor initially. Do not 'cc' anyone because it will appear that you are trying to intimidate the reader.



## Writing Task 2

Write a Customer Service Letter to Regain the Customer's Confidence

### Useful Vocabulary:

- Thank you for your letter.
- I appreciate your letting us know about
- We take great pride in our customer service.
- We appreciate your business.
- You have been a long-time customer, and we appreciate your support.
- The fact that this happened disturbs me.
- We will do whatever we can to ensure that you are satisfied.
- You can return the (product) to us.
- I looked into what happened, and I learned that.
- I have asked our product manager, Pam Jones, to call you to explain what happened and to find out what we can do.
- It is important to me that you be pleased.
- We have made a few changes to ensure that this does not happen again.
- I understand how disappointing/disturbing/frustrating this must have been.
- We are extending to you a discount.
- I regret the mistake.
- It should not have happened.
- Please accept my apology.
- I have spoken with her.
- To ensure that it does not happen again, we..
- This was an oversight, and it should not have happened.
- I/We accept responsibility for..
- I appreciate your understanding.
- You are welcome to call me to discuss this further.
- We will ship you.
- Again, my sincere apology. I hope that we can look forward to working with you in the years ahead.



### **Tips**

- » Say that you appreciate the person notifying you and that you truly are concerned about the problem.
- » State clearly what you will do to help the customer
- » Explain what happened but do not dole out excuses; the reader is not interested. It is your problem. Accept responsibility for it, and pledge to do whatever you can to prevent it from recurring.

*(The useful vocabulary and tips are from "Perfect Phrases for Business Letters" By Ken O'Quinn)*

### **Writing Task 3**

Write a letter of recommendation for Ms Blur or a person of your own choice for a March Café Franchisee.

#### **Useful Vocabulary:**

#### **Reference Letters – Recommending**

- I have known the candidate for years.
- I wholeheartedly endorse him/her for the position of...
- I am happy to support her candidacy...
- It is my pleasure to recommend...
- He/ She frequently participated in ...
- He/ She was a delight to work with..
- He/ She was among my top employees...
- You could not ask for a person more dedicated...
- ...has always been reliable...
- ...is a professional in every sense of the word...
- Her demonstrated leadership.../ ...has leadership abilities/ qualities
- ...was enthusiastic and diligent...
- ...had a positive presence...
- ...a joy to work with...
- ...self-motivator/ self-starter...
- ...good communicator...
- ...she was a central figure in...
- ...was instrumental...
- ...played a critical/crucial role in...



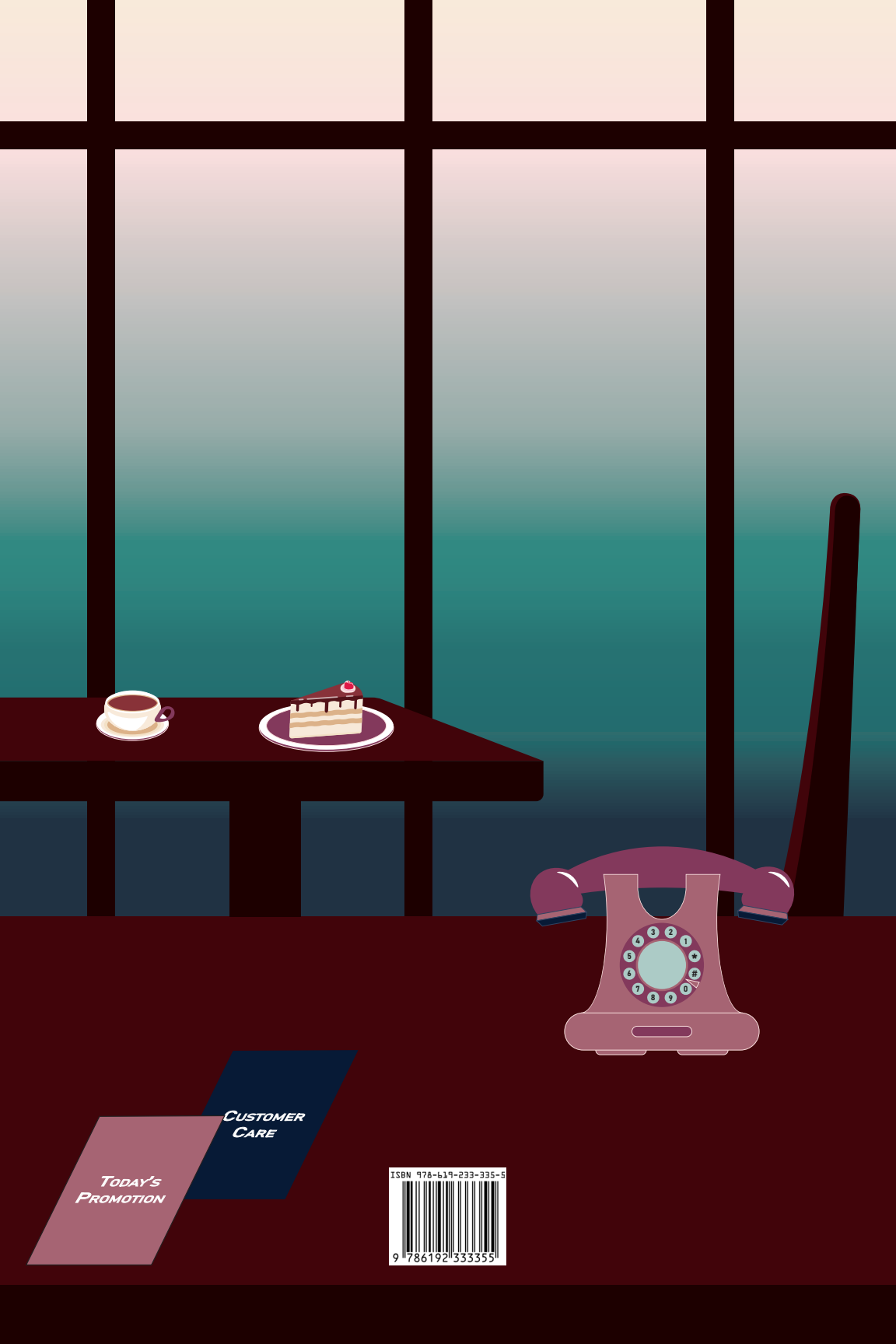
- Displayed initiative...
- A good listener...
- Unselfish...
- ...Sensitive toward colleagues...
- ...is focused and goal-oriented.
- ...possesses a strong sense of purpose...
- ...highly respected by colleagues...
- Although... Is enthusiastic and diligent...occasionally needs to take greater care in...
- ...'s genuine interest in helping people achieve excellence sometimes leads to impatience.
- ...could be more consistent.
- ...needs to recognise/ be more mindful of...
- ...she can help herself if she realizes...
- The more tactful he is, the more likely he is to get the results he wants.
- Is better suited for...
- ...willll perform best in an environment where...

### **Tips**

- » Start with stating how long you have known the person and in what capacity.
- » Be specific.
- » Make your letter tight and to the point to ensure it is being read.
- » Include information from your own working experience with the person.

*(The useful vocabulary and tips are from "Perfect Phrases for Business Letters" By Ken O'Quinn.)*





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