

Chatterbox #193 – Interview with Andrew's sister

Episode description

Meeting someone's family and learning about their hometown is a great way to get to know them better. So get ready to learn all about Andrew! In this special Chatterbox episode, he interviews his sister, Heather. Join them as they talk about British Columbia and the best places to study English in Canada.

Fun fact

In this episode, Andrew interviews his sister in their hometown, Kelowna. If you think Kelowna sounds like a strange name for an English-speaking city, you're on to something! The names of many cities in Canada are taken from the language of the Indigenous Peoples of Canada. So Kelowna isn't an English word at all; it comes from the Interior Salish word for grizzly bear.

Expressions included in the learning materials

- To bottleneck
- A home base
- To suck it up
- Business as usual
- Off the top of your head



Transcript

Note: The words and expressions that appear in **bold text** within the transcript are discussed in more detail in the Detailed Explanations section that follows the transcript.

Andrew: Hey everyone. My name's Andrew, and you are listening to Culips.

Welcome to another edition of Culips. Today, guys, I think I have a really fun episode for you. I was recently back in my hometown, and while I was there, I had the opportunity to interview some of my family members. My brother was out of town, so I wasn't able to talk to him, but I did get the chance to talk with my mother, father, and younger sister. And I talked to them about the topic of hometowns because they all have different hometowns. Actually, my sister and I, we were born in different places but we kind of share the same hometown.

So when I talk to my sister about our hometown, it's a very familiar conversation. But when I talk to my mom and dad about their hometowns, there's a lot I didn't know. So that was really cool, actually, to have that conversation.

But anyways, in this episode, you'll get to hear my interview with my sister, Heather. And in later episodes, I'll release the interviews with my folks, so make sure to stay tuned for that. But yeah, today, you'll hear me speak with my sister, Heather. In the episode, sometimes you'll hear me call her Heth, and this is kind of the nickname that we have for her in my family.

Now, just before I play the interview for you, two things I want to talk to you about. The first is that, of course, if you want to get the most out of this episode—maximize your study potential—you should study along with the learning materials for this episode. You can find all the information for how to download those on our website, Culips.com. Guys, essentially if you sign up to become a Culips member, then you have access to the learning materials. And that includes a transcript, detailed vocabulary explanations, and examples. So any of the difficult or slangy or idiomatic expressions that come up, we'll explain those and give you examples of how to use them.

And you'll also get a quiz so that you can test your comprehension after studying. So there's a lot of good stuff in the learning materials, and if you head on over to Culips.com, you can download those right now.

The second thing I wanna mention is that I recorded this interview on my phone outside. So the quality isn't amazing, but it's not bad either. It's listenable, but you'll hear some birds in the background and a little bit of traffic. At a couple of points, I believe a plane flew over our head, so there is

some background noise. But please just ignore that and try to focus on the interview. All right, here it is, my interview with my little sister, Heather.

So we're in Kelowna, British Columbia, our hometown.

Heather: Mmhmm.

Andrew: But we don't live here anymore. We're back visiting our parents. We're sitting outside enjoying the summer day. It's a hot day, but like you said, we're on a covered deck.

Heather: Yeah, we can see the Okanagan Lake. Well, Andrew can't but I can.

Andrew: Barely.

Heather: Barely.

Andrew: How big is the lake? Talk about the lake, OK.

Heather: I'm not the greatest person to be answering this question, but it's a very long lake. It goes from the south to the north, goes from Penticton, British Columbia to Vernon.

Andrew: So I don't know how long it is either.

Heather: I think it's one of the longest lakes in Canada. Is it?

Andrew: Hmm, I wouldn't say that, but I would say that it's very long.

Heather: Long.

Andrew: Probably between 130 and 150 kilometres long, if I had to guess.

Heather: Yeah.

Andrew: All right, so let's talk about our hometown a bit.

Heather: Okay.

Andrew: So where do you live now, just for reference?

Heather: I live in Langley, which is a 4-hour drive from Kelowna. And it's just outside of Vancouver. It's 40 minutes east of Vancouver.

Andrew: Right, it's a suburb of Vancouver.

Heather: It's a suburb.

- Andrew: So how often do you come back to Kelowna then?
- Heather: I try to come back every couple of months. In the summer, it's more because the weather is nice and the highway isn't a threat. In the winter, I come back about once or twice, just because it's harder to come back in the wintertime.
- Andrew: Yeah, so you said it's a threat. What do you mean? Why is it a threat in the winter?
- Heather: Oh, because it's mountainous, taking it from Langley to Kelowna, and there's only one way, one highway to get to Langley from Kelowna. And when the snow is there, it is very dangerous, so I do not come back as often.
- Andrew: Yeah, there's a lot of snow in the winter. It's tough to drive that mountain pass.
- Heather: So I come more in the summer.
- Andrew: And it's quite lovely in the summer.
- Heather: Mmhmm.
- Andrew: What's the nickname of Kelowna?
- Heather: The California of Canada.
- Andrew: The California of Canada, and some people even call it Kelownafornia, right? Kelownafornia. Would you agree with that? I've never been to California, but you've been to California.
- Heather: I would somewhat agree with that. It's desert-like, so that's a similarity with California. But I guess so. I don't know. It's to each their own opinion.
- Andrew: Yeah, many people, I think, would be surprised about the climate in this area of Canada because it is very dry and hot in the summertime.
- Heather: Yeah.
- Andrew: That kind of goes against people's expectations of what Canada is all about. They think cold, foresty, but really, here it's hot and dry. It causes a lot of problems. We've had a lot of forest fires this year.
- Heather: We have. It's been very devastating.
- Andrew: Devastating, a lot of people have had their houses burned down. Property is damaged. That's one of the big news stories this summer.

Heather: Mmhmm.

Andrew: Turn on the news. What do you see?

Heather: Forest fires.

Andrew: Forest fire coverage.

Heather: There's hundreds of them in the whole province, so it's a pretty big deal.

Andrew: OK, back to Kelowna. What is the best part of Kelowna? What do you like to do when you come back and visit?

Heather: We go to the beach.

Andrew: Yup.

Heather: That is something we do probably daily.

Andrew: Yeah, we've been to the beach to swim in the lake. I think every day.

Heather: Yeah, that's what you do when you come here. And the fruit.

Andrew: The fruit.

Heather: Yes.

Andrew: Yeah, what about the fruit?

Heather: Okanagan Valley.

Andrew: What about the fruit?

Heather: Kelowna and the Okanagan Valley, which Kelowna is in.

Andrew: Right, the name of the region is the Okanagan Valley. Kelowna is located at the bottom of the valley, with the lake.

Heather: Mmhmm, it is the fruit capital, I would say, and wine capital.

Andrew: Yeah, that's one major industry, agriculture, especially fruit growing. What fruits?

Heather: Cherries, peaches, apples, grapes, plums.

Andrew: Now, when I was a kid, probably when you were a kid too, there were a lot of apple orchards, a lot of cherry orchards, but over the last decade, those have slowly been disappearing and they're replaced with vineyards.

Heather: Yes.

Andrew: Because I guess some smart people discovered that you can make a lot more money selling wine—growing grapes and selling wine.

Heather: Than fruit.

Andrew: Than selling apples.

Heather: It's true.

Andrew: So yeah, if we look straight ahead, we can see vineyards, and actually, right on the other side of the road in front of the house, there's a really, really big orchard. An orchard is a place where there's lots of fruit trees. It's kind of like a fruit farm. Isn't it, an orchard?

Heather: It is.

Andrew: And what do they grow there? Do you know?

Heather: That looked like cherries.

Andrew: Cherries. What's your favourite Okanagan fruit?

Heather: Probably the peaches.

Andrew: The peaches?

Heather: Hmm.

Andrew: Really?

Heather: Yeah.

Andrew: Oh.

Heather: And cherries.

Andrew: I like the cherries, I think.

Heather: But the peaches are just very delicious.

Andrew: OK, now let's talk about the opposite. We said the best thing about Kelowna is the beach and the lake. What are the worst things about Kelowna? What do you dislike about this place?

Heather: I dislike the traffic. There's only one bridge going from West Kelowna to Kelowna. We live ... Our parents live in West Kelowna, and our brother lives

in Kelowna. So when we go visit our other brother, it takes a long time to get there. So that's an annoyance to me.

Andrew: Right, yeah.

Heather: 'Cause it's very hot as well.

Andrew: Well, West Kelowna is a much smaller area, and it's on the west side of the lake. So when you wanna go into the city proper, you have to actually cross over the lake. And there's a bridge, and this has always been a problem in Kelowna, this bridge.

Heather: It has.

Andrew: There used to be a three-laned, floating bridge. So the problem is you have a four-lane highway that gets squeezed down into three lanes to cross this bridge, right?

Heather: Mmhmm.

Andrew: It was a major problem because the traffic **bottlenecked** there, and there's a lot of congestion. So the government realized that was a problem, and they decided to build a new bridge. But what was the problem with the new bridge they built?

Heather: Well, when you're going into Kelowna, it's three lanes, and when you're coming out of Kelowna into West Kelowna, it's two lanes. So they really didn't fix the problem.

Andrew: Right, they added an additional two lanes, but it's still an odd-laned bridge, odd numbers with five lanes.

Heather: Very odd.

Andrew: So I don't know.

Heather: I don't know either.

Andrew: That's a problem. Luckily, I don't drive so ...

Heather: Yeah, it's just for me. But that's one thing.

Andrew: Yeah, what else do you not like?

Heather: It's a smaller town, so you ...

Andrew: Yeah, what's the population?

- Heather: I don't know off my heart. Do you?
- Andrew: Yeah, I would say Greater Kelowna—the big ... Including West Kelowna and some of the other neighbourhoods—is about 150,000, maybe a little bit less than that. So for Canada, this is a medium-sized city, medium to large actually, maybe even cracking the top ten. But globally, this is a pretty small city, yeah.
- Heather: Yeah.
- Andrew: So the size is an issue for you?
- Heather: Well, no. It's just when you go out, either the chances of you running into someone you know are higher than ... Because it is smaller and we did grow up here.
- Andrew: Mmhmm.
- Heather: Because we kinda got a ...
- Andrew: One thing I've noticed—I'm not sure if this is true for your graduation class as well—is that a lot of people leave Kelowna.
- Heather: Yes.
- Andrew: It's not a place where ... Well, people do grow up and stay here, and have families.
- Heather: Or they come back.
- Andrew: Or they come back.
- Heather: 'Cause it's more affordable.
- Andrew: Right, compared to Vancouver or some of the other cities. But at least for me, a lot of people leave once they graduate high school.
- Heather: Yeah, I would say that's true. But I also know a lot of people that return.
- Andrew: Yeah. Well, I guess if you want to settle down and have a family, it's not the worst place in the world to live.
- Heather: No, it's pretty nice. I mean our brother loves it here. He won't leave.
- Andrew: Yeah, he's travelled. He went travelling for a year.
- Heather: He's seen a lot.

- Andrew: But he ... And he works. Actually, right now, he's not working in Kelowna. He works up North, in Northern Canada, but his **home base** is still Kelowna. And as far as I remember, he's never lived anywhere else.
- Heather: No, he has not.
- Andrew: Yeah.
- Heather: But if you are an outdoor person, like our brother is—he really enjoys hiking and kayaking and all outdoor thing—Kelowna is a great place to live for that.
- Andrew: Yeah, right, 'cause there's lots of mountains.
- Heather: The lake.
- Andrew: The lake, a lot of ski mountains too. So in the winter, you can go skiing or snowboarding.
- Heather: Mmhmm.
- Andrew: Yeah, I do think that Kelowna is a great place for outdoor activities, biking jogging. I like to go jogging by the lake. Let's talk a little bit more about the winter because the climate does change quite dramatically. It shifts in the winter. Like we said earlier, it's hot and dry in the summer. But in the winter, what is it like in Kelowna in the winter?
- Heather: Kelowna gets a lot of snow, surprisingly enough. Kelowna is in the valley, so it tends to stay when there is a big snowfall. Yeah, we always had to go to school, though. They never cancelled school when there was a big snowfall.
- Andrew: Right. We just **sucked it up** and went.
- Andrew: In some places, like Vancouver and Victoria, where ... Actually, it doesn't snow very often. Sometimes there'll be what's called a snow day, where school is cancelled for the day because nobody's prepared to deal with the snow. And they don't want to send the school buses out in the snow.
- Heather: Too dangerous.
- Andrew: But in the rest of Canada, where we are very accustomed to snow, there's no such thing as snow days. It's just **business as usual**.
- Heather: Yeah.
- Andrew: One of the things that I don't like about Kelowna in the winter is how cloudy and gray it is. For about 6 months, it's just all gray, isn't it?

- Heather: It is. It can be difficult.
- Andrew: Because of the valley, the cloud just hangs low in the valley, so you just have a ceiling of clouds from about October to April.
- Heather: Yup, I'd say that's very accurate. And it can snow every day too, so that's hard to deal with as well.
- Andrew: Mmhmm, so because of that, a lot of people ... Well, Kelowna is an interesting place because although Canada is a very multicultural country ... Like if you visit Vancouver—or I was just in Montreal—Toronto, the big cities are very multicultural, really diverse. But Kelowna's not so much like that. It is very, very ... Well, we have the expression WASP. Do you know what a WASP is, Heth?
- Heather: Yes.
- Andrew: What's a WASP?
- Heather: It's a white person.
- Andrew: Yeah, we say white Anglo-Saxon Protestant. So a white, English-speaking, Christian person. Kelowna, in my opinion, unfortunately, is very waspy. And a lot of the people that live here are senior citizens. They're old, and when the summer's over, they take off.
- Heather: They do. They go down south.
- Andrew: They go down south to the United States, to Arizona or California or Texas, Florida. Who knows where they go? What do we call these people?
- Heather: Umm ...
- Andrew: Snowbirds.
- Heather: Snowbirds, that's right. Because they like to enjoy the summer all year long.
- Andrew: And because of the nice climate in the summer, that population actually swells considerably. There's a lot of tourists that visit here ... And yeah, so I do like Kelowna, but the winter is difficult. The winter is difficult.
- Heather: Yeah, way better in the summer, unless you are a skier or a snowboarder, which you still are. You don't do it as much, but as a child, a teenager, you did. Then that's fun too, snowshoeing.
- Andrew: Oh, snowshoeing's great
- Heather: Yeah.

- Andrew: One of the really great things about skiing and snowboarding is when you go to the mountain, the closest mountain ... Actually, not the closest, but the best mountain. It's called Big White.
- Heather: Mmhmm.
- Andrew: And Big White is high enough that often you get above the low-hanging valley cloud. So when you're up at the top of the ski hill, it's actually sunny and nice, so that's a way to get some of that vitamin D.
- Heather: Yeah, a lot of bluebird days.
- Andrew: Yes, exactly. OK, the last thing I want to talk to you about, Heth, is a question that I get asked frequently is ... It goes something like, "I'm coming to Canada to study English. Which city should I go to?" And well OK, first of all, what would you ... What would be just **off the top of your head**? Where should people come to study in Canada?
- Heather: To study? Well, Vancouver is, in my opinion, the most beautiful city in Canada. I have been to Montreal and Toronto, and those are the three main cities. I have not been to the East Coast. I want to. One day in my life, I will. UBC is an excellent school. I have not been, but I've heard wonderful things about it. It's multicultural. It's ... Lots of programs, it's right in the heart of the city.
- Andrew: Mmhmm. But this is what I want to throw out there. What about coming to Kelowna to study? Because this is one of the major problem, guys, is if you're Korean or if you're Japanese or if you're Brazilian, whatever, you come to a city like Vancouver and you join the language school at UBC, University of British Columbia, for example. And you get to class, and who's in your class? Koreans, Japanese people, and Brazilians, and then you just speak your native language.
- But like we said, Kelowna is very waspy. It's not very multicultural, which means it's quite easy to speak English all the time.
- Heather: Mmhmm.
- Andrew: And so that's why I would say it could be a nice place to come and study.
- Heather: There is a nice university here too.
- Andrew: Yeah, there's a decent university. There's a couple of language schools, and like you said, it's not too far from Vancouver. So if you're a big city person, you can always hop the bus for the weekend and visit Vancouver.
- Heather: Mmhmm, it's very affordable to do that.

- Andrew: It's very affordable to do that. So if you are thinking about studying in Canada, there are probably lots of places to go. But I would say do some research into Kelowna because of the nice summers. The gray winters are a bummer, but you can deal it.
- Heather: You can get through them.
- Andrew: They're not too cold, though.
- Heather: This is true. It's not like Toronto or Montreal where it gets freezing.
- Andrew: Yeah.
- Heather: Here is very doable.
- Andrew: It's a mild winter, maybe -5 to -10 Celsius.
- Heather: Just enough for the snow to stick.
- Andrew: Exactly, so consider Kelowna. Thanks for talking to me, Heth.
- Heather: No, thanks for having me, Andrew.
- Andrew: How much longer are you in Kelowna?
- Heather: Until tomorrow. We are leaving together.
- Andrew: Yup.
- Heather: Dropping you off at the ferries.
- Andrew: There we go. OK, bye.
- Heather: Bye.
- Andrew: Well, that brings us to the end of today's episode. I certainly hope that you enjoyed listening to it. A couple of quick reminders before I let you go. The first is please visit our website, Culips.com, and consider signing up to become a Culips member. This is an awesome way to study English. You'll get access to our learning materials, which we make for each and every episode. And they're designed to help you improve your English and become a better speaker. Please shoot us an email. The address is contact@Culips.com. That is it for now, but we'll be back soon and I'll talk to you then. Bye!

Detailed Explanations

To bottleneck

To understand the verb **to bottleneck**, you must first understand the noun **bottleneck**. As a noun, **a bottleneck** is something that delays progress or movement. You will also hear **a bottleneck** used to refer to a section of road where there is little movement because of heavy traffic.

So **to bottleneck** means to cause delays or impede progress, and is commonly used to talk about heavy traffic on roads. In this episode, Andrew and his sister talk about a bridge in Kelowna that is known to have problems with heavy traffic. Andrew says that the traffic was **bottlenecked**. In other words, the movement of traffic was slowed down because there were a lot of cars trying to drive along this narrow route.

However, you don't just have to use **to bottleneck** to talk about delays in traffic. **To bottleneck** can be used to refer to any action that causes delays or stops progress. For example, imagine that you're waiting in line to pay at the grocery store. If there are a lot of people wanting to pay and only one cashier, you can say that the line is **bottlenecked** because there aren't enough cashiers.

So you can use **to bottleneck** to describe any process or movement that is slowed or halted by something.

Here are a couple more examples with **to bottleneck**:

Maya:	OK, I'm almost ready to go. How long do you think it'll take us to drive to your sister's place?
Allen:	If traffic is good, then it should only take us 30 minutes. But we should get going soon because it's almost rush hour.
Maya:	Good point! I hate driving in busy traffic. The highway always gets bottlenecked .

Gertie:	Hey, are you finished using the washing machine? I need to do some laundry.
Frank:	Sorry, I still have a load of laundry that's waiting to be dried. The dryer is taking forever, so the laundry line is bottlenecked .

A home base

Home base means home. It refers to the place, whether a house, shelter, city, or town, that someone primarily lives in or operates out of. You can use **home base** to refer to someone's primary home or workplace.

For example, in this episode, Andrew mentions that his brother works in the North, but Kelowna is still his **home base**. In other words, despite working in another city, Andrew's brother's home is in Kelowna. You'll hear **home base** used a lot in this situation, where someone works in one location and primarily lives in another. That is, if you travel a lot for work, the city that you consider to be your home is called your **home base**.

Home base can also mean main or principal. For instance, if a company has offices in multiple cities, their main office or headquarters would be that company's **home base**. For example, Google has offices in 50 countries, but their **home base** is in Mountain View, California.

Here are a couple more examples with **a home base**:

Greg:	Hey! Do you want to come hiking with us next weekend? You should invite your friend Jessie too!
Katie:	I'll come hiking for sure, but Jessie won't be able to make it.
Greg:	Why is that?
Katie:	She works in Montreal, but lives in Toronto. She always heads back to her home base for the weekend.

Steve:	Oh man, I'm worried about this test that I have coming up.
Caroline:	Me too. Do you want to study together? We could help each other out.
Steve:	That sounds like a good idea. Let's go to the library after class tomorrow.
Caroline:	Sure! We can meet at the comfy chairs on the third floor—it's my favourite spot. I always go there to study.
Steve:	That's my home base at the library too! I love that spot.

To suck it up

To suck it up is an informal expression that means to emotionally accept an unpleasant or uncomfortable situation. When someone **sucks it up**, they control their emotions and put up with a negative situation.

In this episode, Andrew and Heather talk about the harsh winters in Kelowna. They mention that when they were kids, school was never cancelled when there was a lot of snow. Andrew says that they just **sucked it up** and went to school anyway. In other words, while going to school in the snow is unpleasant, they had to accept the situation and go to school anyways.

You will often hear **suck it up** used as a command or a harsh piece of advice. If you're complaining about a situation, someone might tell you to **suck it up**. This means that you should control your emotions, stop complaining, and deal with the situation.

Telling someone to **suck it up** can be considered rude. Avoid using this expression in polite conversations or at work.

Here are a couple more examples with **to suck it up**:

Nicki:	How was your day at work?
Robert:	Terrible! I can't stand my boss. I just want to quit.
Nicki:	Well, can you quit? Do you have enough money saved or any other jobs lined up?
Robert:	No, I don't. I've been looking, but I haven't found anything yet. I'm stuck at this job, and it's awful.
Nicki:	Well, it sounds like you need to suck it up until you find something else!

Leah:	I've had this toothache for a week now. It really hurts!
Davis:	Why don't you go to the dentist?
Leah:	I hate going to the dentist!
Davis:	Well, your toothache isn't going to fix itself. You probably have a cavity or something. You need to go see a dentist if you want the pain to go away.
Leah:	I know, you're right. I'm afraid of the dentist, but I guess I'm going to have to suck it up and go anyways.

Business as usual

Business as usual is an expression that means something is unchanged or continuing normally. This expression can be used in two situations.

First, **business as usual** can be used to say that nothing new or different has occurred, and that everything is happening as it normally does. For example, if you ask someone how they are doing and they respond with, “**business as usual**,” they are saying that nothing out of the ordinary has happened lately.

Second, **business as usual** can be used to describe a situation where things continue normally, despite a difficult situation. So when something bad happens, but things continue as they always do, you can say, “It’s **business as usual**.” For example, in this episode, Andrew says that it was **business as usual** when talking about having to go to school in the winter during heavy snowfalls. In other words, despite there being so much snow that some cities would cancel school for the day, in Kelowna, school stayed open, just like it would any other day.

So you can use **business as usual** to refer to any situation that continues to operate in the normal or usual way!

Here are a couple more examples with **business as usual**:

Ian:	Hey Margot! I haven’t seen you in forever! How’s work going?
Margot:	It’s just business as usual . Nothing strange or interesting has happened at work in a while.
Ian:	Well, I guess that’s better than something bad happening.
Margot:	You’ve got that right!

Lewis:	Did I miss anything while I was away on vacation?
Brenda:	You sure did! There was a fire in the office.
Lewis:	What? That’s terrible! Was anybody hurt?
Brenda:	No, everyone was fine. It was a small fire. Nobody was hurt, and it only caused damage to one room. The next day it was back to business as usual .
Lewis:	Wow, that’s lucky! I’m glad no one was hurt and everything is back to normal.

Off the top of your head

Off the top of your head is an idiom with two meanings, both related to making a statement without looking up information or checking facts. First, **off the top of your head** can mean to relay information based on a memory or a guess. Second, **off the top of your head** can mean to relay information with little or no preparation.

We typically use **off the top of your head** in a question or in response to a question. For example, in this episode, Andrew asks Heather to answer a question **off the top of her head**. In other words, he's saying that Heather shouldn't take time to think about the best answer, she should simply say the first thing that comes to her mind. If someone tells you to answer a question **off the top of your head**, they're asking you to respond quickly and without preparing an answer. Similarly, if someone asks you a question, you can begin your response with **off the top of my head** to let them know that your response is unprepared.

Off the top of your head can be used to describe an action that is done in an unplanned or spontaneous manner. For example, if you start singing and make up a song, you've written a song **off the top of your head**.

Be careful: **off the top of your head** is not an adjective. It cannot be used as a synonym for impromptu or spontaneous.

Here are a couple more examples with **off the top of your head**:

Ava:	Where is the closest bank? I need to take out some cash.
Hugh:	Hmm, I can't remember off the top of my head . I know there's one about six blocks away, but I'm not sure if it's the closest.
Ava:	OK, I'll just look it up online.

Jill:	Wow, this salad is delicious! Can you give me the recipe?
Carlos:	I didn't follow a recipe. I just made it up off the top of my head .
Jill:	I'm impressed! I could never make something so tasty without following a recipe.

Quiz

1. The primary place someone lives or works is called their _____.
 - a) first base
 - b) home base
 - c) main squeeze
 - d) home run

2. True or false: If someone answers a question off the top of their head, they put a lot of planning and preparation into their answer.
 - a) true
 - b) false

3. When someone controls their emotions in a difficult situation, this is called _____.
 - a) sucking it in
 - b) breaking it down
 - c) sucking it up
 - d) blowing it out

4. If something is bottlenecked, its movement or progress is _____.
 - a) helped
 - b) slowed down
 - c) unlikely
 - d) sped up

5. What does business as usual mean?
 - a) to continue normally
 - b) to move strangely
 - c) to continue superbly
 - d) to move poorly

Quiz Answers

1.b 2.b 3.c 4.b 5.a

Episode credits

Today's guest: Heather Bates

Hosts: Andrew Bates

Music: *Something Elated* by Broke For Free

Episode preparation/research: Andrew Bates

Audio editor: Andrew Bates

Learning materials writer: Morag St. Clair

English editor: Stephanie Minelga

Business manager: Tsuyoshi Kaneshima

Project manager: Jessica Cox