

- 1 (A) The cars are crossing over a river.
(B) A roadway is congested with vehicles.
(C) A highway has been closed for construction.
(D) A lane has been blocked by a fallen branch.

- 2 (A) The man is pointing at a notebook.
(B) They're typing on a keyboard.
(C) The woman is purchasing a computer.
(D) They're looking at a monitor.

- 3 (A) The woman is waving to a passenger.
(B) The woman is reaching for a phone.
(C) The woman is standing near an entrance.
(D) The woman is checking the time.

- 4 (A) Tables are being assembled.
(B) The wall is lined with windows.
(C) Students are looking for their seats.
(D) People are exiting the library.

- 5 **(A) Some footwear has been placed on the floor.**
(B) Formal dresses are being gathered together.
(C) High-heeled shoes are being polished.
(D) Clothing is on display in a store window.

- 6 (A) One of the men is standing by a doorway.
(B) A woman and a man are shaking hands.
(C) Images are reflected in the surface of the table.
(D) One of the men is distributing some papers.

- 7 (A) A man is stepping onto a staircase.
(B) A man is emptying a trash can.
(C) A man is using public transportation.
(D) A man is returning a bus ticket.

- 8 **(A) The tables are covered with cloths.**
(B) An archway is decorated with lights.
(C) Some chairs are being stored in a closet.
(D) Some dishes are ready to be washed.

- 9 (A) The men are protecting their ears with earmuffs.
(B) The men are facing each other.
(C) One of the men is cutting boards into pieces.
(D) One of the men is packing lumber into a crate.

- 10 (A) Some binoculars are sitting on a shelf.
(B) People are viewing the city from a balcony.
(C) A railing is casting shadows on the ground.
(D) Some buildings are undergoing repairs.

PART 2

- 11 Who's been put in charge of selecting a new location?
(A) Wow, I'm so proud of you.
(B) Mr. Brown has.
(C) At no charge, I guess.

- 12 When is someone coming to install the projector?
(A) Restart the system.
(B) Yes, he's tall.
(C) Sometime this afternoon.

- 13 Why is Ms. Zhang taking six months off?
(A) Because she is pregnant.
(B) No, she works part-time.
(C) Actually, the light is on.

- 14 Where should I put the extra extension cords?
(A) In the top drawer.
(B) The deadline is strict.
(C) After today's meeting.

- 15 How often should the windows be washed?
(A) Please pass me my glasses.
(B) At least twice a year.
(C) Friday, March 3.

- 16 I'd be happy to make you dinner.
(A) Thanks, but let's go out.
 (B) At most 50 dollars.
 (C) It was wonderful.
- 17 Which shoes fit you best?
 (A) He's physically fit.
 (B) Make sure to tie them tight.
(C) The striped ones.
- 18 Is this the theater box office?
 (A) The head office is in Chicago.
(B) Yes, you can buy tickets here.
 (C) The play was impressive.
- 19 Where is the entrance to the parking garage?
 (A) It's \$10 per hour.
(B) Take a right turn up ahead.
 (C) The entrance exam was difficult.
- 20 Do you have the key to the meeting room or should I ask someone else?
 (A) The meeting will last over an hour.
(B) I think I have it in my desk.
 (C) It's a key factor.
- 21 Did Mark submit a proposal yet?
 (A) Yes, he's in charge of waste disposal.
 (B) Print it double-sided.
(C) No, he is still working on it.
- 22 Would you please help Janet move that table?
(A) Where should we put it?
 (B) Yes, she made a great impression.
 (C) On the third floor.
- 23 What style of dress do you want to buy?
 (A) In the dressing room.
 (B) I'd like to try this on.
(C) Something appropriate for summer.
- 24 When is the new department store scheduled to open?
(A) In time for Christmas.
 (B) I never opened it.
 (C) Yes, you can use a shopping cart.
- 25 The advertisement has been effective, hasn't it?
 (A) No, it was an Internet advertisement.
(B) Yes, sales have increased.
 (C) Turn on the television.
- 26 How can I help out?
 (A) I was inside the room.
 (B) It was helpful.
(C) You could wash the dishes.
- 27 Why hasn't the delivery person come all this week?
(A) I heard he was sick.
 (B) No, I read it in the newspaper.
 (C) I think it's \$5.
- 28 I don't expect to be able to finish this work in time.
 (A) A finished product.
(B) Maybe you should ask for help.
 (C) We should inspect the equipment.
- 29 Shall we ship this package at an express or normal rate?
(A) It's not an urgent shipment.
 (B) It was a very large ship.
 (C) Due to the high unemployment rate.
- 30 Why don't you buy a new suit for the presentation?
 (A) Did you win the award?
(B) Hmm... I'll follow your advice.
 (C) It'll suit your company's needs.
- 31 Where can I call a taxi?
(A) At the intersection over there.
 (B) Today at 3:00 P.M.
 (C) No, there is no tax on this.
- 32 We had dinner at the new Italian restaurant last night.
 (A) You will have a good time.
 (B) Yes, he's a chef from Milan.
(C) I still haven't been there.
- 33 The merger hasn't been finalized yet, has it?
 (A) They exceeded the initial sales forecast.
(B) No, but it will be soon.
 (C) I'll return it by the end of the day.
- 34 Who reserved the convention center?
 (A) It's located near a subway station.
 (B) She deserved the award.
(C) An election candidate.

- 35 Don't you need to get to the airport at least three hours early?
(A) I need a few hours to read it.
(B) No, that's unnecessary.
(C) She lost her boarding pass.
- 36 Why don't we take a tour of the house?
(A) No, I already saw this exhibit.
(B) Sure, I'd like to take a look too.
(C) Because the tenant will be moving out soon.
- 37 How long has this company been in business?
(A) It was founded in 1958.
(B) The meeting is at 5 o'clock.
(C) It's around 5 meters, I guess.
- 38 Jonathan knows the sales figures.
(A) Enter the figures in the spreadsheet.
(B) Is he in the office now?
(C) I can't figure out what's going on.
- 39 Should I send the document by e-mail or regular mail?
(A) The road is closed on a regular basis.
(B) Please send him immediately.
(C) I'd prefer a paper copy.
- 40 Won't Mr. Baker need to be present at the negotiations?
(A) Yes, he is arriving this afternoon.
(B) Thank you for your present.
(C) They will be resumed tomorrow.

41-43 conversation

- W ⁽⁴¹⁾ Hello, I'm calling to reserve a hotel room for this weekend.
- M ⁽⁴²⁾ There is a music festival scheduled this weekend, so almost all of our rooms are booked. What kind of accommodations are you looking for?
- W Well, I'll be traveling with my husband and two children, so we would need a room with two beds.
- M At the moment, we don't have any rooms with two beds. ⁽⁴³⁾ However, if we receive a cancellation and a room becomes available, we will call you right away. Please let me know your name and your phone number.

44-46 conversation

- M Hi, Jane. I'm glad I ran into you like this. As you know, a client will be coming this afternoon to discuss a business transaction. ⁽⁴⁴⁾ He's coming at lunchtime, but I haven't had time to make a restaurant reservation. Could you do that for me?
- W Sure. There's a nice Italian restaurant near Camden Street. ⁽⁴⁵⁾ Do you know if the client is a vegetarian or has any food allergies?
- M As far as I know, he's not a vegetarian and has no allergy to any food. I'll leave now to pick him up from the airport. Please send me a text message after you make the reservation.
- W I see. ⁽⁴⁶⁾ Don't forget to give me a receipt later so you can be reimbursed.

47-49 conversation

- W Hello, Mr. Cotton. This is Selena Hernandez from Clear Optics. ⁽⁴⁷⁾ Your glasses are ready to be picked up at your convenience.
- M Oh, that was fast. However, I was thinking that I would also like a pair of contact lenses. ⁽⁴⁸⁾ I work at an automobile factory, and sometimes my glasses get in the way.
- W ⁽⁴⁹⁾ OK, but we will need you to come in for an appointment in order to examine your eyes.

50-52 conversation

- M I just talked to Jim in the break room and he said next Wednesday's project meeting has been canceled. Do you know why?
- W Yeah, I heard that too. ⁽⁵⁰⁾ I think it's because a few of the project team members are leaving on a business trip to Mexico.
- M Ah, I see. Well, I was planning to ask you some questions at the meeting. ⁽⁵¹⁾ Since it's canceled, how about we meet over lunch today in order to discuss a few things?
- W I'm sorry, but I'm really busy now. ⁽⁵²⁾ I have to submit a quarterly budget report today and I think I'll have to work at lunchtime.

53-55 conversation

- W Marcus, have you finished designing the layout for our new online clothing store? ⁽⁵³⁾ I'm really excited to start selling our clothes online as well as at the offline store. Can I see the Web site?

M Sure, but there are still a few changes I would like to make. I'm worried that some customers might get confused while navigating the Web site. ⁽⁵⁴⁾ **I think I need to simplify the interface more.** What do you think?

W Actually, I like it the way it is. I don't think it's too confusing. ⁽⁵⁵⁾ **However, I think we need to add more photographs of the products.** If customers can't see exactly how the products look, they might be discouraged from making a purchase online.

56-58 conversation

M ⁽⁵⁶⁾ **Ms. Potter, the package that you sent to the advertising agency in Tokyo was returned today.** It seems that you sent it to the wrong address.

W ⁽⁵⁷⁾ **Actually, I received an e-mail from the Tokyo office today informing me that they relocated their office yesterday.** I wish they had told me earlier.

M Well, that's unfortunate. It seems unfair that you had to pay for the postage. It must have been expensive to send such a large package.

W Yes, it was. ⁽⁵⁸⁾ **I'm going to request that the company in Tokyo pay me back.**

59-61 conversation

M This is Mike Judge, your host for the morning news here at QBC 99.5. Today our guest is business leader Karen Chambers. ⁽⁵⁹⁾ **She recently opened a chain of health food stores across the state.** How did you get the idea, Ms. Chambers?

W Well, I majored in food and nutrition and I minored in business administration. ⁽⁶⁰⁾ **So, my goal was to utilize what I learned in college to open a successful company.**

M Ah, I see. What factor do you think has contributed most to the success of your chain of stores?

W ⁽⁶¹⁾ **I think it's due to the recent trend of people showing enormous interest in health and fitness.**

62-64 conversation

M ⁽⁶²⁾ **Hello, I'm here because I'm interested in buying an instrument.** My son just turned seven years old today and I thought it would be a great birthday present. Could you give me some advice

on what to buy?

W ⁽⁶³⁾ **Well, I usually suggest that children start by learning the piano.** String instruments such as guitars or violins can be difficult for children to hold. On the other hand, a piano is fine for children and they can learn musical principles easily.

M I see. However, do you think my son is too young to begin learning an instrument?

W Not at all. Actually, children can learn as young as three years old. ⁽⁶⁴⁾ **Here is a pamphlet that will give you some information about the lessons for children that we offer.**

65-67 conversation

W ⁽⁶⁵⁾ **Steve, did you notice that this month there was a slight decrease in the number of viewers for our show?** ⁽⁶⁶⁾ **I'm worried our new host, Jim Cruz, isn't very popular with viewers.**

M I know. I was expecting a lot more viewers. ⁽⁶⁷⁾ **I think we need to spend more money on advertising.**

W I see. Maybe a lot of people are just unaware of the show. I'll get in touch with an advertising agency right away.

M Thanks. Tell me if you need any assistance.

68-70 conversation

M Good morning, Ms. Spencer. ⁽⁶⁸⁾ **Why did you come to work particularly early today?** Usually I'm the only one here at this time.

W ⁽⁶⁹⁾ **Well, I have to leave work early today in order to attend my sister's wedding, so I came in early.** By the way, do you think you could do me a favor?

M Sure, I'd be happy to. What seems to be the problem?

W The stapler ran out of staples. ⁽⁷⁰⁾ **Do you think you could bring me some more from the supply closet on the second floor?** I have something to do right now.

71-73 telephone message

M Hello, my name is Rick Dunn. ⁽⁷¹⁾ **I was in your store today and I'm worried I may have left my wallet there.** Earlier today I was in the home furniture section looking at some couches. ⁽⁷²⁾ I

think my wallet may have slipped out of my pocket while sitting on one of the couches. If you could please look for it, I would really appreciate it. ⁽⁷³⁾ **I'd like to stop by your store when you open it at 9:00 A.M. tomorrow.** I hope you have good news for me. My phone number is 023-555-6541. Thank you in advance.

74-76 instructions

- W Welcome to the Gould Museum of Ancient Artifacts. ⁽⁷⁴⁾ **I'll be your guide today for the Ancient Egypt exhibit.** ⁽⁷⁵⁾ **The majority of the artifacts you will see today are being put on public display for the first time.** In particular, this exhibit features the everyday objects used by ancient Egyptian people. These items include jewelry, pots, and kitchen utensils. ⁽⁷⁶⁾ **After this tour, you can purchase a book in our gift shop that includes photographs of the artifacts with more detailed background information explaining their origins.**

77-79 announcement

- W Attention, passengers. Our arrival in Chicago is expected to be somewhat behind schedule. ⁽⁷⁷⁾ **Due to the heavy snowfall, our bus driver must use appropriate caution and drive at a slower speed.** ⁽⁷⁸⁾ **Therefore, we will probably be arriving an hour later than our scheduled arrival time, which was 5:00 P.M.** Although these circumstances are out of our control, we do apologize for any inconvenience it may cause you. ⁽⁷⁹⁾ **We would like to remind passengers that this bus offers a free Wi-Fi connection.** This is just one of the amenities that make riding with us more comfortable than with our competitors.

80-82 radio broadcast

- M Good afternoon, dedicated listeners. You are listening to the weekly broadcast of *World Table*, the program that explores culinary traditions from all around the world. ⁽⁸⁰⁾ **On today's show, our guest is Cindy Mills, a renowned documentary producer.** Ms. Mills is going to speak about her new documentary, *Food and Life of China*. ⁽⁸¹⁾ **She produced the documentary while visiting traditional Chinese restaurants and interviewing chefs and restaurant patrons.** ⁽⁸²⁾ **If you visit the Web site at [www.](http://www.tmostation.com)**

tmostation.com, you can view a trailer for the documentary.

83-85 talk

- W Here is the next stop on our campus tour. ⁽⁸³⁾ **If you do decide to attend our college, this is where you will be living.** Our residence halls over there were built just last year, and the facilities are clean and modern. ⁽⁸⁴⁾ **However, students who live in the residence hall have to be back in their rooms by midnight, when the gates will be closed.** ⁽⁸⁵⁾ **Next we'll be heading to the cafeteria, where everyone will be able to enjoy lunch at no cost.**

86-88 telephone message

- M Hello, this is Jay Nichols from the maintenance office calling for Ms. Hunt in the marketing department. ⁽⁸⁶⁾ **Management has decided to replace all the incandescent bulbs in the building with fluorescent light bulbs.** Incandescent bulbs are outdated and wasteful. ⁽⁸⁷⁾ **Although this change is initially somewhat expensive, it will reduce the company's monthly electricity bill in the long run.** Therefore, we will be replacing all the bulbs in your department tonight. I'm calling to make sure that no one will need to be working late tonight. We would like to begin around 7:00 P.M. ⁽⁸⁸⁾ **I'll be waiting for your approval before we begin.**

89-91 radio advertisement

- W Looking to change your style? This week at Jay's Hairdressing, we are offering a special deal. ⁽⁸⁹⁾ **If you bring someone with you to get a haircut, each of you will get 20 percent off the normal price of a haircut.** ⁽⁹⁰⁾ **You can use our state-of-the-art three-dimensional visualization software in order to find a look that is right for you.** You can also browse our large selection of hairstyle magazines and catalogs. ⁽⁹¹⁾ **We are expecting a lot of customers this week, so we recommend you make an appointment by calling ahead at 657-555-6842.** We look forward to helping you try a new style at Jay's Hairdressing.

92-94 excerpt from a meeting

- W I'd like to welcome all of the warehouse workers to today's special training session. We will be introducing you to new software called Invent XM. ⁽⁹²⁾ **The software will help the company keep track of inventory and improve operation efficiency in the warehouse.** ⁽⁹³⁾ **We are holding this training session in the conference room so that we can first show you a training video.** After watching the video, Chris Hunter from the information technology department will explain how to utilize Invent XM. ⁽⁹⁴⁾ **If you have any questions, please ask them after his talk so that they can be answered by Mr. Hunter and his co-workers.** Thank you.

95-97 telephone message

- M Hello, Mr. Holmes. ⁽⁹⁵⁾ **This is James Hood at the Milford Public Library.** I noticed you e-mailed us about some late fees that you were confused about. ⁽⁹⁶⁾ **After reviewing your account, I've determined that you are right and you were wrongly charged for late fees on your most recently returned books.** I am so sorry about that. If you stop by the library sometime this week, we will reimburse you for those incorrect late fees. ⁽⁹⁷⁾ **Please just make sure to bring your library card with you at that time.** Again, we apologize for the mistake and hope to see you again soon.

98-100 introduction

- M Tonight's guest speaker is athlete Debra Sawyer. ⁽⁹⁸⁾ **Although a business conference may be a strange place for a soccer player to give a talk, I think what Ms. Sawyer has to say about teamwork on the soccer field applies to the workplace as well.** ⁽⁹⁹⁾ **After Ms. Sawyer retired from professional women's soccer last year, she became a professional motivational speaker.** She has visited a lot of companies and schools in the country to spread her message of teamwork. ⁽¹⁰⁰⁾ **Today she is going to share some methods for communicating effectively in the business world.** Now, please join me in welcoming Debra Sawyer.

- 1** (A) Some men are packing up their instruments.
(B) Musicians are giving a performance outdoors.
(C) Pedestrians have lined up for a show.
(D) Guitars are being stored in a display case.
- 2** (A) The lamp on the nightstand has been turned off.
(B) The sheets on the bed are being changed.
(C) Some flowers have been placed in a vase.
(D) Food is being carried on a wooden tray.
- 3** (A) He's putting papers into piles.
(B) He's printing out some forms.
(C) He's searching for a cabinet.
(D) He's wearing glasses.
- 4** (A) The people are greeting each other.
(B) The woman is passing a pen to the man.
(C) The man is making notes on a laptop.
(D) The people are looking at the same document.
- 5** **(A) Lights are suspended from the ceiling.**
(B) People are entering the building.
(C) A corridor has been closed to the public.
(D) Travelers are seated in a waiting area.
- 6** (A) Some equipment is in operation.
(B) A construction sign is being posted.
(C) Some machinery has been left unattended.
(D) Stones are being removed from a building site.
- 7** **(A) He's examining a wall.**
(B) He's plugging in a tool.
(C) He's choosing some wallpaper.
(D) He's measuring some furniture.
- 8** (A) Some people are standing side by side.
(B) One of the men is pointing at a chart.
(C) A presenter is showing a video.
(D) Some people are seated on the bench.
- 9** **(A) The door of the aircraft is open.**
(B) An airport is crowded with people.
(C) An airplane has taken off from the ground.
(D) Some passengers are getting off the plane.
- 10** (A) She's strolling through a park.
(B) She's walking up the stairs.
(C) She's using an elevator.
(D) She's wearing a coat.
- 11** How do I get on the freeway?
(A) Take this on-ramp.
(B) Until Friday.
(C) The toll is free.
- 12** What time will the movie finish?
(A) Buy three tickets.
(B) A famous director.
(C) At 9:30.
- 13** Do you want me to put this in the back seat or in the trunk?
(A) We met him in front of the building.
(B) In the back seat.
(C) I'll be back right away.
- 14** Where are the training materials being distributed?
(A) Please pass me the stapler.
(B) In Room 403.
(C) On-the-job training.
- 15** Is this the last train?
(A) Yes, it's the nature trail I visited a month ago.
(B) It'll last two hours.
(C) No, there will be another.

- 16 Jesse left an envelope for me, didn't he?
(A) It's at the front desk.
 (B) No, turn right at the corner.
 (C) Yes, he will develop a new product.
- 17 When will the construction be completed?
(A) In three months.
 (B) They're building a bridge.
 (C) It was too complicated.
- 18 Won't you try the dessert?
 (A) Try on this one.
 (B) The area is mostly desert.
(C) Sorry, but I'm full.
- 19 Why didn't you call our client today?
 (A) I saw it yesterday.
(B) I e-mailed her instead.
 (C) Thank you for calling us.
- 20 Who still hasn't arrived yet?
(A) I'll ask Mr. Simpson.
 (B) He arrived an hour ago.
 (C) The train has been delayed.
- 21 What do you think about our new television advertisement?
 (A) I watched the show yesterday.
 (B) Through the advertising agency.
(C) It's very eye-catching.
- 22 Where are the stairs to the basement?
 (A) He stared at the sign.
(B) At the end of the hall.
 (C) There's no elevator in the building.
- 23 Can you give me a hand now, or should I ask again later?
 (A) Please hand out these flyers.
(B) How about after lunch?
 (C) It's my pleasure.
- 24 Should we hire a new employee to handle this project?
(A) Yes, we'll need help.
 (B) Turn the handle.
 (C) A little higher, please.
- 25 The concert hasn't been sold out yet, has it?
 (A) The guitarist is Andy Gordon.
(B) No, its tickets just went on sale today.
 (C) I sold my vehicle.
- 26 I'm here to return some shoes.
(A) Do you have the original receipt?
 (B) They fit perfectly.
 (C) Before the race starts.
- 27 Have you tested the product?
 (A) Yes, it was an aptitude test.
 (B) I saw it on the news.
(C) No, should I?
- 28 Who had lunch delivered to the office today?
 (A) Ms. Adams will.
(B) I don't know since I just arrived.
 (C) In the meeting room.
- 29 What's the address of our Hong Kong buyer?
(A) Check the client database.
 (B) From the shipping company.
 (C) Fragile contents.
- 30 Would you like to go through the quarterly report?
(A) I already did.
 (B) How about through the consulting firm?
 (C) According to the news report.
- 31 Did you purchase a ticket for the performance?
 (A) No, it's a one-way ticket.
(B) We could watch it live on television.
 (C) The band is world-famous.
- 32 Do you remember the name of the presenter?
 (A) No, I didn't present my ID card.
(B) It's written on the program.
 (C) He was named after his grandfather.
- 33 How did you find my wallet?
 (A) It was less than \$50.
 (B) He paid in cash.
(C) I asked at the lost and found.
- 34 Why didn't Sam publish his book yet?
(A) He is still revising it.
 (B) The library is closed today.
 (C) I'll book a flight.

35 Could you post this announcement on the front door?

(A) **Sure, wait a minute.**

(B) Yes, he applied for the post.

(C) They made an announcement yesterday.

36 Didn't the courier already come today?

(A) I replaced the broken part.

(B) **No, he usually arrives after lunch.**

(C) It was an international carrier.

37 We can't accept credit cards at our store for now.

(A) It was on sale.

(B) The last four digits of my credit card.

(C) **What about checks?**

38 Why don't you bring a camera along?

(A) In a frame.

(B) An amateur photographer.

(C) **Actually, I don't have one.**

39 Have they started cleaning the pool?

(A) **No, they will this weekend.**

(B) There is no lifeguard on duty.

(C) The water is deep.

40 Didn't you hear that Julie had a baby girl?

(A) Here it is.

(B) Thank you for your cooperation.

(C) **Yes, I'm happy for her.**

41-43 conversation

W Hey, Jim. ⁽⁴¹⁾ **Thanks for helping me repaint the walls this beautiful blue color.** I should have done this a long time ago. It looks great!

M You're right, Jill. ⁽⁴²⁾ **It really brightens the atmosphere of the store.** I'm sure your customers will be satisfied with this change.

W Yeah, I think so too. In addition, this change has really inspired me. ⁽⁴³⁾ **I think I might try moving some tables and chairs around as well.**

44-46 conversation

M Hello, Ms. Thompson. This is Chris Rockman from Strengs Art Hall. ⁽⁴⁴⁾ **I'm calling to see if you can stop by to discuss the details of your upcoming exhibition at our space.**

W Sure, I'd be happy to. What time should I come

by?

M ⁽⁴⁵⁾ **Well, tomorrow I have to attend a fundraising event here, so how about this Wednesday?**

W Yeah, I have some time around lunchtime this Wednesday. ⁽⁴⁶⁾ **Oh... but traffic is usually bad around that time, so I'll be there around mid-afternoon.**

47-49 conversation

W Good afternoon, Alex. ⁽⁴⁷⁾ **Do you know if the new office desk and chair were delivered yesterday?**

M No, I don't think so. The delivery person stopped by yesterday, but there weren't any large packages.

W That's a real disappointment. We have a new employee starting work today and he will need some space to work. ⁽⁴⁸⁾ **Maybe he and I will have to use the same desk.**

M ⁽⁴⁹⁾ **I'll check the supply room and see if we have at least a spare chair.**

50-52 conversation

M Hello, Ms. Palmer. ⁽⁵⁰⁾ **This is the delivery person for Swift Services.** I have been looking for your house for the past thirty minutes, but I can't find your address. I'm relieved you finally answered the phone.

W Oh, I'm sorry. ⁽⁵¹⁾ **I was in the garden when you called before.** Did you see the Quick Stop gas station? I live across the street from there.

M Oh, I actually passed that a while ago. ⁽⁵²⁾

I'm worried that if I go back I'll get behind schedule today. I'll have to make your delivery tomorrow instead. I'm really sorry about that.

W I understand. I'll make sure to be near my phone tomorrow.

53-55 conversation

M Hello, this is Axel Fischer calling. I placed an order last week for a blouse that I was going to give to my wife as a present. However, I think I bought the wrong size. ⁽⁵³⁾ **I'd like to cancel the order.**

W ⁽⁵⁴⁾ **I'm sorry, but that item was already shipped.** You'll have to wait until it arrives and then return it. But don't worry. We can still refund your purchase.

M Oh, thanks. Wow, I'm surprised it was shipped so

soon after the order was placed. By the way, will I have to pay for shipping?

- W Unfortunately, yes. According to our policy, in this case you will have to pay for the return shipping.
 (55) **I'll send you a return shipping label via e-mail. What's your e-mail address?**

56-58 conversation

- W Hello, this is Julia Kramer calling from Human Resources. (56) **I gave your department a laptop computer to be fixed last week and I still haven't received an update.** The keyboard needed to be replaced.
 M Ah, yes, Ms. Kramer. We have had a lot of work orders lately, so we are a little behind with repairs. Is the matter urgent?
 W (57) **Well, I just forgot to copy an important file off the hard drive that I need for my work.**
 M I can transfer that file onto a storage device for you. (58) **Come to my office at your convenience.**

59-61 conversation

- M Hello, Ms. Turner. This is Michael Schmidt calling from the Yorkshire Seaside Hotel. It says here that you would like to be informed if a seaside room became available. (59) **Well, someone has just canceled, so if you would like to upgrade, you may.**
 W Oh, great. Thanks so much for informing me.
 (60) **How much more is the upgraded room compared to the standard room?**
 M Well, it will cost an extra \$50 a night. However, the room comes with a larger bed and a hot tub. I recommend you visit our Web site to see pictures and information on the room.
 W OK. (61) **I'll look at your Web site and then call you back with my decision.**

62-64 conversation

- M Hello. Since I bought an air conditioner from your store, I have never changed the air filter. (62) **Should I replace it soon?**
 W When did you buy it? (63) **We recommend changing the filter once a year at a minimum.** If you suffer from allergies, you should change it even more often.
 M (63) **Oh, I guess I'm due for a new filter then.** How can I purchase a replacement? Do you carry it there?

- W Yes, we do. (64) **All you need to tell us is the model number of your air conditioner.** Do you happen to know it?

65-67 conversation

- M (65) **Katrina, I'm going to pick you up at 5 o'clock to go to the rock festival.** I had such a great time last year. I hope it's even better this year.
 W Yeah, I'm excited too. (66) **However, are you sure if we leave at 5:00 we will still get there on time?** It starts at 5:30 and I think it takes at least an hour to get there.
 M Huh? (67) **Isn't it being held in Harpersville like last year?**
 W (67) **No, the festival is being held in Bristol this year.** The festival organizers are expecting more attendees this year. They were concerned that there wouldn't be enough parking spaces, so they moved it to Bristol.

68-70 conversation

- M (68) **Stephanie, did you see the flyer hanging on the bulletin board in the hallway?** It says a yoga class will be available to all employees free of charge. Are you planning on signing up?
 W Yeah, I saw that. (69) **It looks like a great opportunity, but the class is held on Wednesday nights and that's the same day as my jazz dance class.**
 M Oh, I didn't know you took a dance class. You have so many talents I didn't know about. I would love to see you dance sometime.
 W (70) **Well, actually, we are putting on a performance next month at the Mond Theater.** I would be so happy if you and our team members came.



71-73 telephone message

- W Hello, my name is Alice Keller. (71) **I'm calling to reserve some tables for a private party next Thursday.** (72) **I have been a loyal customer of your restaurant for years, and trust it will be the perfect place for my wedding after-party.** We are expecting around fifty guests and will pay for food and drinks to be served to all guests. (73) **One of our requests is that vegetarian options be available for some guests.**

74-76 talk

- M Welcome to the Taylor Footwear factory. ⁽⁷⁴⁾ **On this tour, you will see how shoes are made and packaged before they are shipped to our distributors.** ⁽⁷⁵⁾ **One aspect that makes our factory special is that everything is done by hand.** Unlike most factories, where automated machines do all the work, at Taylor Footwear factory everything is done by a team of experienced shoemakers. ⁽⁷⁶⁾ **Before this tour ends, everyone will get a chance to try making soles of leather sandals themselves with the assistance of some of our staff members.**

77-79 announcement

- W ⁽⁷⁷⁾ **The last item on today's meeting agenda is preparations for next week's business conference in Germany.** Linda Wong from marketing and Chris Owen from sales will be representing our company at the conference. ⁽⁷⁸⁾ **This conference will connect us with more clients and more advantageous business opportunities.** ⁽⁷⁹⁾ **Therefore, everyone is asked to e-mail a departmental status report in the first quarter to both Ms. Wong and Mr. Owen before the end of the week to help them prepare.** Thank you.

80-82 introduction

- M Welcome to the opening ceremony for this year's Young Novelists Seminar. ⁽⁸⁰⁾ **This seminar is available to students from high school to university and will help aspiring would-be novelists grow and develop into the masters of tomorrow.** ⁽⁸¹⁾ **The first thing we ask everyone to do is to fill out a name tag and attach it to your clothes.** There are over one hundred students here, and it's difficult to keep track of everyone. ⁽⁸²⁾ **Next up, Natasha Marsh, the renowned literary critic, is going to give the opening speech of the ceremony.** Please listen up. She has some inspiring words for everyone today.

83-85 radio broadcast

- W This is *Morning Update* on radio TZX. ⁽⁸³⁾ **Today marks the beginning of the seventh annual Salem Blues Festival.** The festival has been growing every year, and this year promises to be the largest yet. ⁽⁸⁴⁾ **As a result, local businesses**

have been reporting increased traffic and sales. It seems that over 25,000 town visitors will come to see the festival this time. ⁽⁸⁵⁾ **And now, we will be interviewing Robert Stam, one of the musicians who will be performing today.** As many of you know, Mr. Stam is a world-famous blues guitarist.

86-88 announcement

- M ⁽⁸⁶⁾ **Next, I'd like to introduce our newest member of the Bailey Logistics team, Vince Tang.** ⁽⁸⁷⁾ **I first met Mr. Tang when we both worked in the sales department at a different international logistics company.** Now I'm happy to work with him again at our company. ⁽⁸⁸⁾ **Mr. Tang is a software expert and computer technician, and has always been able to fix any problem thrown his way.** Please join me in giving a warm welcome to Mr. Tang.

89-91 talk

- W Hello, everyone. ⁽⁸⁹⁾ **Welcome to the first day of training here at Rainbow Falls Water Park.** I'm Rose Delpy and I'll be training you today. Being a lifeguard is an extremely important duty, and each and every one of you is critical to the functioning of this facility and keeping patrons safe. ⁽⁹⁰⁾ **Before we continue, I will collect everyone's lifeguard certification.** After that, I will take everyone to the locker room, where you will be assigned your own locker. ⁽⁹¹⁾ **In this locker, you can store any personal things that you have brought with you.** If you have any questions during the training, feel free to ask. Now, let's get started.

92-94 radio advertisement

- M Looking for a perfect vacation spot for you and your family this summer? ⁽⁹²⁾ **Look no further than the White Sands Resort in Newport Beach, California.** ⁽⁹³⁾ **The television show *Happy Traveler* recently reviewed our resort and praised it for the quality and diversity of our recreational facilities.** We offer swimming, golf, tennis, dining, and much more. Book now and you can receive an extra day for free. ⁽⁹⁴⁾ **All you have to do is call now and mention this radio advertisement.** So why wait? Give us a call at 555-8945!

95-97 speech

W Hello, I'm honored to be given the opportunity to speak to you all today here at the 4th Annual Cosmetics Research Conference. ⁽⁹⁵⁾ **My name is Amy Marsh and I'm a senior researcher at Your Beauty Cosmetics.** ⁽⁹⁶⁾ **This month we are launching a new product line specifically for elderly women.** As you know, most cosmetics are targeted at younger demographics, so there are very few products for this group. However, our research has found that many elderly women want products tailored to their needs. Particularly, they want cosmetics that help moisturize dry skin and protect it from further sun damage. ⁽⁹⁷⁾ **Now I'd like to tell you about this research and explain how our company is taking advantage of this untapped market.**

98-100 telephone message

M Hi, Estelle. This is Ray Morton calling. ⁽⁹⁸⁾ **You know the five-story building on Oak Street we're trying to sell?** Well, I was contacted by a potential buyer today. However, he lives in another state, so he can't tour the property in person. He asked if we could post some more photos of the property on our Web site. ⁽⁹⁹⁾ **Do you think you could go there today and take some more photos?** I'd really appreciate it if you would take both interior and exterior shots. Once you're finished, please send me all the photos in an e-mail attachment. ⁽¹⁰⁰⁾ **I'll upload them to our Web site immediately.** Thanks.

- 1 (A) A man is sewing a suit.
(B) A man is adjusting his glasses.
(C) A man is buttoning his jacket.
(D) A man is holding a tie.
- 2 (A) A man is writing on a clipboard.
(B) Both of the men are talking on radios.
(C) A man is rolling up some documents.
(D) One of the men is wearing glasses.
- 3 (A) A street has been closed to pedestrians.
(B) Some people are walking outdoors.
(C) A man is riding a motorcycle.
(D) The pavement is being repaired.
- 4 **(A) Various objects have been placed on the furniture.**
(B) Broken pots have been left on the floor.
(C) Some pottery has been packed into containers.
(D) Some vases have been filled with flowers.
- 5 (A) Some folders are being collected from the people.
(B) There are some documents under the table.
(C) One of the men is gesturing to another man.
(D) One of the women is giving a presentation.
- 6 **(A) A vehicle has been raised off the ground.**
(B) A tire is being replaced.
(C) A mechanic is speaking to a customer.
(D) A car has been parked along the curb.
- 7 (A) Lines are being painted on the street.
(B) Flags are hanging from some poles.
(C) Trees are being planted along a road.
(D) Vehicles are stopped at an intersection.
- 8 (A) She's taking some medicine.
(B) She's putting on gloves.

- (C) She's washing the containers.
(D) She's working in a laboratory.

- 9 (A) They are signing a contract.
(B) Two men are shaking hands.
(C) Both of the men are facing the window.
(D) A man is greeting some customers.
- 10 (A) Some windmills are being erected.
(B) Waves are crashing on the shore.
(C) Ducks are floating on the water.
(D) A bridge passes over a waterway.

PART 2

- 11 Where is the closest post office?
(A) Next week.
(B) Across from the bank.
(C) The last package.
- 12 Who's drafting the quarterly sales report?
(A) I heard Ben is.
(B) When the report is finished.
(C) The river rafting is scheduled tomorrow.
- 13 Which backpack contains the water bottle?
(A) Mountain climbing.
(B) I packed a lunch.
(C) The red one.
- 14 When will the meeting be held?
(A) After lunch.
(B) Yes, it will be.
(C) Next to the conference room.
- 15 Do you want me to sign this document?
(A) The recent documentary.
(B) Yes, right here.
(C) I can't read them.
- 16 Who will be responsible for interviewing new job applicants?
(A) Before the New Year.

- (B) **That's Jenny's duty.**
(C) Just apply online.
- 17 How many hotel rooms would you like to reserve?
(A) **I think at least five.**
(B) He stayed overnight.
(C) At the beginning of March.
- 18 Was that the last speaker of the conference?
(A) The conference schedule.
(B) At 5:00 P.M.
(C) **No, there will be another this afternoon.**
- 19 When will workshop registration happen?
(A) The shop opened last year.
(B) He is the new instructor.
(C) **It will begin next week.**
- 20 Where should I store these books?
(A) Yes, they are for sale.
(B) **Please put them in the closet.**
(C) He came in first place.
- 21 Could you pick up our client from the airport as soon as possible?
(A) It's a domestic flight.
(B) Check the contract.
(C) **Sure, I'll leave now.**
- 22 You locked the front door after you left, didn't you?
(A) No, she left early.
(B) It's in the front.
(C) **Yes, don't worry.**
- 23 Why was the quarterly training session canceled?
(A) He's undergoing intensive training.
(B) **Actually, it was rescheduled.**
(C) Because the pencil was broken.
- 24 Can you give me the e-mail address for the sales department?
(A) **I'll forward it to you.**
(B) It's a sale price for a limited time.
(C) What a nice dress!
- 25 Didn't you get my proposal?
(A) It's not a new garbage disposal.
(B) **Yes, and I replied.**
(C) I didn't get there in time.
- 26 Are you interested in a year-long membership or something short-term?
(A) **I'll try just a month at first.**
(B) It's only available for members.
(C) This loan offers low interest.
- 27 You can park your car in front of our building.
(A) **Oh, that's convenient.**
(B) I ran out of gas.
(C) It overlooks an amusement park.
- 28 Is this laptop very portable?
(A) **Yes, it's small and lightweight.**
(B) It's comfortable to sit on.
(C) No, it wasn't on my lap.
- 29 How can I find a roster of all the volunteers?
(A) He volunteered to attend the conference.
(B) Please register your complaint.
(C) **Just access the company database.**
- 30 Please take a brochure before the presentation.
(A) **Thanks. I'll read it.**
(B) At the podium.
(C) I forgot her present.
- 31 Ms. Schneider didn't call yet.
(A) They did call for help.
(B) **Don't worry. She will soon.**
(C) Please transfer her call to me right away.
- 32 Shouldn't we inform our customers of the policy change soon?
(A) Yes, it's custom furniture.
(B) That was my application form.
(C) **I'll let them know.**
- 33 You can fix my bicycle, can't you?
(A) I ride the bus to work.
(B) **Sure, but it will take some time.**
(C) Yes, I can teach a graphics course.
- 34 I didn't turn in the assignment punctually.
(A) Take a left turn at the corner.
(B) We appreciate your punctuality.
(C) **Maybe you should contact your professor.**

- 35 What kind of ink does the printer use?
 (A) He's a world-famous sprinter.
(B) Consult the manual.
 (C) It's very kind of you to say so.
- 36 Would you like to go out for lunch?
 (A) It was tasty.
 (B) The lights will go out after 7:00 P.M.
(C) When is your break?
- 37 Why was the manuscript I submitted rejected by the editor?
 (A) Submit the form online.
(B) Actually, I'm not in charge of editing.
 (C) It was written on the menu.
- 38 I need to confirm your reservation.
(A) I'll send the confirmation number.
 (B) No, there is no room.
 (C) The seat was fairly firm.
- 39 The new keyboards have been distributed to all the employees, haven't they?
 (A) They hired around 50 people.
(B) Yes, we did that yesterday.
 (C) At the distribution center.
- 40 Do you want a bigger or smaller size?
 (A) Yes, I think it looks good on me.
(B) I prefer a looser fit.
 (C) I'll post the want ad near the entrance.

41-43 conversation

- M Hello, Stephanie. This is James. Can I talk to you for a minute? I'm having trouble using this new software. ⁽⁴¹⁾ **Could you come to my office to give me a hand?**
- W Hello, James. Actually, there is going to be a training session for my team this afternoon. ⁽⁴²⁾ **Some of my team members are having similar difficulties after our bank introduced the new accounting software, so we're having a special training session.** You're welcome to attend it.
- M Oh, really? ⁽⁴³⁾ **I'll definitely attend it.** I could use some assistance. How can I do that?
- W Just come to my office at 3:00 P.M. today. You can

bring your team members if they want to attend, too.

44-46 conversation

- W Hello, Mr. Sullivan. This is Jessica calling from the Sanders Inn. ⁽⁴⁴⁾ **We would like to inform you about an ongoing promotion for our premium members.** ⁽⁴⁵⁾ **If you stay for two nights at one of our locations by the end of the month, you can get a third night for free.**
- M Oh, actually, I'm planning on going on a business trip to Denver, Colorado, next Wednesday. Will this promotion be available there?
- W Yes, it will. If you give me some information about your trip, I can reserve a room for you. ⁽⁴⁶⁾ **Afterwards, I'll send you an e-mail to confirm the details of your reservation.**

47-49 conversation

- W ⁽⁴⁷⁾ **I will be moving to a new house next week and I am looking to hire a few men to help me move.**
- M Sure, we can help you with that. If you visit our Web site, you can see price quotes for various services. We are also running a spring promotion right now. ⁽⁴⁸⁾ **From April to May, we will provide moving insurance free of charge in case anything is damaged during the moving process.**
- W OK, that's great. Also, do you accept credit cards as payment?
- M Yes, we do. ⁽⁴⁹⁾ **When you come to our office, just make sure to bring a photo ID along with you.**

50-52 conversation

- W ⁽⁵⁰⁾ **Do you know anything about the leadership workshop next week?** I heard it's being led by Lily Poole from company headquarters. I would like to sign up, but I don't know how.
- M ⁽⁵¹⁾ **I'm sorry to tell you, but there are no open spaces left.** However, I think there will be another workshop held later next month. ⁽⁵²⁾ **Why don't you e-mail John Frisk in human resources about it this afternoon?** He is very helpful with these kinds of matters.
- W Oh, that's a shame. This workshop is such a great opportunity for me to advance my skills. Thanks for the tip, though. ⁽⁵²⁾ **I'll do that.**

53-55 conversation

- W Hi, Josh. You work at Sentry Insurance, don't you? ⁽⁵³⁾ **I heard from a friend they are expected to merge with another company. Is your position secure?**
- M Yes, no problem. I will be keeping my position. ⁽⁵⁴⁾ **In fact, my company plans to expand internationally so that we can compete with other global corporations.** I'm certain it will be beneficial for both me and my company.
- W I'm glad to hear that. Actually, I've recently been thinking about changing my line of employment. Will there be any opportunities for getting hired at your company?
- M ⁽⁵⁵⁾ **Well, you should visit my company's Web site because we are posting new job positions that will be available after the merger.**

56-58 conversation

- M Hello. ⁽⁵⁶⁾ **Last Thursday, I arranged to have cable television installed at my house this Wednesday.** Unfortunately, I will have to be out of town that day because of some urgent matters and would like to reschedule the appointment for Friday afternoon.
- W OK, that shouldn't be a problem. ⁽⁵⁷⁾ **However, I would like to warn you that there is a \$5 rescheduling fee.** That's our company's policy. Can I have your name, please?
- M Oh, I see. My name is Charlie Kramer. I'm living in Hainesville. Do you know when I will have to pay this fee?
- W ⁽⁵⁸⁾ **I'll e-mail you soon about a user name and temporary password that you can use on our Web site.** Please check the e-mail and pay all your bills through our Web site.

59-61 conversation

- M Hi, Tiffany. Do you know what happened to the company car? I tried to reserve it today, but I was told it's being repaired.
- W ⁽⁵⁹⁾ **When Mark was driving yesterday, he got a flat tire.** I just heard that the car should be out of the repair shop by this evening. I'll let you know when they call me.
- M Oh, that's good news. ⁽⁶⁰⁾ **I was worried because I need it tomorrow morning to pick up an important client from the airport.**
- W Ah, isn't that Mr. Lee from Beijing? ⁽⁶¹⁾ **Just in case, why don't you call a local car rental**

business and reserve a car for tomorrow? If the company car is fixed in time, you can cancel.

62-64 conversation

- W Hello, this is Kelly in the accounting department. ⁽⁶²⁾ **The ink cartridge in the printer on the fourth floor has run out.** Do you think you could come to replace it today?
- M Sure. By the way, can I ask you a favor? ⁽⁶³⁾ **I need you to let me know what model the machine is so I can bring the correct one.** Actually, I'm not in the office right now, so I can't see what it is.
- W OK. But how can I find out that information? Do I have to open the printer cover or press some function buttons?
- M No, you don't. ⁽⁶⁴⁾ **Just ask Mr. Hills in your department.** He should have a complete list of all the hardware on the fourth floor.

65-67 conversation

- M ⁽⁶⁵⁾ **Hello, I saw your advertisement on TV promoting your grand opening.** Can you tell me about your clothing store?
- W Welcome to our store. Our store specializes in men's suits and formal wear. ⁽⁶⁶⁾ **As a grand opening promotion, we are offering free delivery on all purchases this month.**
- M Wow, that's great. I need to buy a suit for my wedding, so I stopped by. Could you show me something I might like?
- W Sure. We have a variety of wedding suits. Please come here. ⁽⁶⁷⁾ **First, I would like to have my assistant take your measurements so we can find a suit that fits you well.** It won't take much time.

68-70 conversation

- W Nice to meet you, Mr. Gomez. ⁽⁶⁸⁾ **I'm sure after you hear about our business, you will want us to provide food and beverages for your company's various events.**
- M Nice to meet you, Ms. Gates. Thank you for coming today. I haven't inquired about your services because your company is located out of town. ⁽⁶⁹⁾ **I didn't think you could provide services to us.**
- W Rose and Lily Co. is willing to travel anywhere within the state in order to meet our clients' needs. Our prices don't change depending on

distance, so you don't need to worry about that.

- M Oh, I'm glad to hear that. In that case, we will consider your services. What are your specialties? ⁽⁷⁰⁾ **Do you think I could sample some of the food and beverages you provide?**

71-73 announcement

- W Attention, conference attendees. Thank you for your patience while you wait for us to solve this delay. ⁽⁷¹⁾ **Unfortunately, the computer that is to be used during the keynote speaker's presentation is having problems.** As a result, we are currently transferring the necessary files onto a different computer. ⁽⁷²⁾ **We plan to get underway with the presentation in half an hour.** In the meantime, feel free to enjoy some of the refreshments provided near the entrance. ⁽⁷³⁾ **We will dim the lights in order to indicate that the presentation will be beginning.** Please return to your seats at that time.

74-76 radio broadcast

- M Welcome back to your local radio station WXFD 93.7 with the morning news update. ⁽⁷⁴⁾ **Yesterday, the Clinton town council passed a new law prohibiting pet owners from bringing their pets onto public beaches.** ⁽⁷⁵⁾ **Tim Kellerman, who was newly elected to the town council last month, justified the decision by arguing that pets can bother other beachgoers.** Those who violate the law will have to pay a fine of \$300. ⁽⁷⁶⁾ **Up next, we will be taking calls from listeners to hear their reaction to this new measure.**

77-79 talk

- W Welcome to our Holiday Sale here at Leeman's Department Store. We are currently running our Red Cart Savings Event. Pay just \$100 for all the clothing that you can fit in a single red cart. ⁽⁷⁷⁾ **You can get a cart immediately inside the main entrance to the store.** Make sure to take advantage of this sale. It only happens once a year! ⁽⁷⁸⁾ **In order to accommodate the high volume of customers, we have extra staff located throughout the store. You can spot them easily because they are wearing green vests.** Also, you can enter your name into our

raffle event by visiting the front desk. ⁽⁷⁹⁾ **I will announce the results at the end of the day.**

80-82 advertisement

- M ⁽⁸⁰⁾ **If you're looking for reasonable prices on ink toner, then stop by Quill Office Supplies in Rochester!** We have replacement ink toner to fit all models of printers and copy machines. ⁽⁸¹⁾ **During the month of April, we will send a technician to your location at no charge to help you remove an old ink cartridge and install a new one.** ⁽⁸²⁾ **If you sign up for regular cartridge refills, you can receive a 5% discount on all of your purchases.** For more information, please visit our Web site at www.quillofficesupplies.com.

83-85 telephone message

- W Hi, Nancy. ⁽⁸³⁾ **I have to change the date of this week's project meeting.** The meeting was originally planned for this Friday at noon. ⁽⁸⁴⁾ **However, an important client will be coming that day.** I want to make sure we give this client our full attention, so I think it would be better to have the meeting sometime next week instead. ⁽⁸⁵⁾ **In the meantime, please check your e-mail. I've attached a memo detailing some of the preparations we need to make before having a meeting with the client.** Thanks.

86-88 excerpt from a meeting

- M ⁽⁸⁶⁾ **This morning I would like to have a word with everyone working in the factory.** In order to strengthen safety here at the factory, there is a new measure we will be implementing. ⁽⁸⁷⁾ **From now on, every Monday, employees will carry out a safety inspection of all the equipment and facilities at our factory.** ⁽⁸⁸⁾ **After this talk, please speak to Steven Turner, as he will be in charge of distributing tasks and organizing the safety inspections.** Thank you for your time. If you have any questions, please don't hesitate to ask.

89-91 telephone message

- W Hello, Mr. Hoffman. My name is Ellen Cooper and I'm a customer service representative at Globe Airlines. I'm sorry to have to tell you that we have located your lost luggage, but it has still not arrived in New York. ⁽⁸⁹⁾ **It seems that it was**

mistakenly placed on a plane to Denver. ⁽⁹⁰⁾

In the meantime, if you log on to our Web site and input your baggage claim number, you will be able to receive updates concerning the location of your luggage. ⁽⁹¹⁾ Because you are one of our frequent flyer members, as soon as your luggage arrives I will have it delivered to your hotel free of charge with a small gift as a token of our apology. Thank you for your patronage.

92-94 excerpt from a meeting

- M ⁽⁹²⁾ I'm very concerned about the slump in sales we have been experiencing at most of our stores in the last few months. ⁽⁹²⁾ ⁽⁹³⁾ As you know, we ran an extensive ad campaign to promote our newest smartphone, but it wasn't as effective as we had hoped. Therefore, I have concluded that we don't have a clear idea of what our customers' preferences are. ⁽⁹⁴⁾ I think it's necessary for our company to do some market research and conduct customer surveys to discover what our customers want. What do you think, everyone?

95-97 talk

- W Welcome to the Davis Guitar Company factory tour. Davis guitars are praised around the world for their superior quality and craftsmanship. ⁽⁹⁵⁾ This is the largest factory of musical instruments in the country, and it is continually growing. First, we will be visiting the factory floor, where I will show you how guitars come to life through the hands of the craftsmen. ⁽⁹⁶⁾ We would like to remind you that no photography is allowed on the factory floor. ⁽⁹⁷⁾ After the tour, we encourage you to fill out a survey to help us improve visitors' experiences. If you have any questions, just let me know.

98-100 telephone message

- M Hello, Mr. Choi. This is James Hoover calling from Zippy Vehicles. When you called last Monday to reserve a compact car for this weekend, I said it would not be a problem. ⁽⁹⁸⁾ I regret to inform you that we accidentally rented all of our available compact cars. ⁽⁹⁹⁾ I'm sorry for this error and I'll be upgrading you at no extra cost to one of our standard class vehicles. We hope this won't be an inconvenience for you. ⁽¹⁰⁰⁾ I would also like to remind you that in addition to your driver's license, all customers need to bring a second piece of identification in order to rent a car.

- 1 (A) **She's using some lab equipment.**
(B) She's cleaning her glasses.
(C) She's sorting some containers.
(D) She's holding a watering can.
- 2 (A) Buttons are being pressed on a device.
(B) A screen is being installed on the equipment.
(C) **A credit card is being inserted into a machine.**
(D) An ID card is being presented to a clerk.
- 3 (A) One of the women is opening a notepad.
(B) One of the men is passing out some documents.
(C) **One of the women is resting her arms on the table.**
(D) One of the men is pouring coffee into cups.
- 4 (A) A road leads to a forest.
(B) A shutter is being closed.
(C) **A vehicle is parked in a garage.**
(D) A driveway has been resurfaced.
- 5 (A) Luggage is being loaded into a van.
(B) **A man is holding some paperwork in one hand.**
(C) A vehicle is transporting some boxes.
(D) A man is reaching for a hard hat.
- 6 (A) **They're looking at a screen.**
(B) They're standing by a door.
(C) They're putting a laptop into a case.
(D) They're exiting the meeting room.
- 7 (A) The walkway in the plaza is being replaced.
(B) Umbrellas have been set up on the beach.
(C) A crowd has gathered at an outdoor arena.
(D) **Railings run along the exterior of the building.**
- 8 (A) A wastebasket is being emptied.
(B) **Some trash has been left on the floor.**
(C) A file cabinet is being unlocked.
(D) Some office supplies have been placed in a box.
- 9 (A) One of the men is pointing at a toolbox.
(B) Both of the men are using tools.
(C) One man is handing a screw to another.
(D) **One man is bending over under the hood.**
- 10 (A) The woman is lighting some candles.
(B) The woman is filling a vase with water.
(C) **The woman is arranging some flowers.**
(D) The woman is clearing the plates.
- 11 Which charger works with this laptop?
(A) Charge my credit card.
(B) **The small black one.**
(C) I prefer a desktop.
- 12 Would you like some assistance with the finance report?
(A) **Yes, I'd appreciate it.**
(B) I'll report on the results.
(C) No, I'm full.
- 13 When will the package arrive?
(A) In the delivery truck.
(B) I'll check the receipt.
(C) **Sometime next week.**
- 14 Who's presenting the sales report at the next meeting?
(A) **I think Jason is.**
(B) It's already been sold.
(C) At the nearest port.
- 15 Would you prefer an appointment today or tomorrow?
(A) I arrived yesterday.

- (B) This afternoon is fine.**
(C) The office on the second floor.
- 16 How can you improve product quality?
(A) By using better materials.
(B) I can prove him wrong.
(C) Production costs.
- 17 Which road is fastest?
(A) Why don't I drive?
(B) Take the highway.
(C) Slow down.
- 18 Do you mind if I print a document?
(A) It's black and white.
(B) This is not mine.
(C) No problem. Go ahead.
- 19 Who's welcoming our guest?
(A) I think it's April 24.
(B) Please reserve a room.
(C) Mary is responsible for that.
- 20 That piano player was really talented, wasn't he?
(A) Yes, I was very impressed.
(B) It was rather expensive.
(C) I bought the player online.
- 21 Why is the copy center closed today?
(A) 300 copies, please.
(B) In the storage closet.
(C) It's Sunday.
- 22 Where can I apply for a job?
(A) The application fee.
(B) On our Web site.
(C) Mr. Marshall will conduct an interview.
- 23 I signed up for the leadership workshop.
(A) At the local community center.
(B) I've been assigned the role.
(C) Oh, so did I.
- 24 The wellness seminar is this afternoon, isn't it?
(A) Yes, don't be late.
(B) No, please register online.
(C) It was quite informative.
- 25 Where can I find the client's phone number?
(A) Before 5:00 P.M.
- (B) The secretary should know.**
(C) No, she never called back.
- 26 The network system isn't functioning.
(A) New login information.
(B) For the corporate function.
(C) It's being repaired.
- 27 Why are you still advertising this position?
(A) The new advertising strategy.
(B) We still haven't hired anyone.
(C) Every other week.
- 28 When are membership fees due?
(A) No, but you can upgrade.
(B) A bank account number.
(C) The last week of every month.
- 29 Are you scheduled for a private consultation?
(A) No, I forgot to call ahead.
(B) That was helpful.
(C) She departed on schedule.
- 30 Weren't you going to purchase a large-screen television?
(A) I bought a projector instead.
(B) How much did it cost?
(C) Turn down the volume.
- 31 Do you want to work on this task together?
(A) I'll walk on the treadmill for half an hour.
(B) A family get-together.
(C) Sure. When do you want to start?
- 32 The manager expects everyone to arrive by 7:00 A.M.
(A) I'll set the alarm.
(B) What did you expect?
(C) Leave it at the front desk.
- 33 Where do we store past years' sales records?
(A) I'll inform a store manager.
(B) Yes, it's an expense report.
(C) They have all been digitized.
- 34 Would you be willing to organize the conference?
(A) The keynote speaker.
(B) Regarding consumer preferences.
(C) Well, it depends on when it is.

- 35 Have you found a new intern, or are you still searching?
(A) The new intern starts tomorrow.
 (B) The sales department.
 (C) They will found a new company later this year.
- 36 Can I talk to Mr. Marquez in the finance department, please?
(A) Yes, I'll transfer you.
 (B) He lives in a studio apartment.
 (C) No, he's a finance expert.
- 37 Is it possible to have this repaired today?
 (A) Yes, a pair of scissors.
 (B) Won't the event be held tomorrow?
(C) No, we have to order new parts.
- 38 Why don't we send the parcel express?
(A) It still won't arrive in time.
 (B) Throughout the press conference.
 (C) They deliver supplies to your doorstep.
- 39 Didn't Bailey Comtech release a new software update?
 (A) They won't renew the lease on the office.
(B) Yes, I installed it already.
 (C) Up-to-date unemployment figures.
- 40 Should I make a phone call or visit the client in person?
 (A) I'm sorry I couldn't answer your call.
 (B) We expanded our client base.
(C) Why don't you speak face to face?

Part 3

41-43 conversation

- M Hi, Ms. Miller. This is Jake from Oakwood Techworld. ⁽⁴¹⁾ **I hope you are enjoying the new laptop you purchased from us last week.** ⁽⁴²⁾ **I'm calling to encourage you to go online and register your laptop on our Web site.**
- W I haven't done that yet since I've had a very busy week. How can I register my laptop? And what benefits do I receive?
- M Well, if you register your laptop, you will be able to receive special offers and promotions on a regular basis. ⁽⁴³⁾ **All you need to do is enter your name and the product number listed on your receipt.**

- W Oh, I see. The receipt must be in the desk drawer in my room. Thanks for calling.

44-46 conversation

- W Hello. ⁽⁴⁴⁾ **I came to retrieve the Blu-ray player that I brought in for repair last week.** Could you please get it for me?
- M Actually, we still haven't finished repairing it. ⁽⁴⁵⁾ **We had to order a special part from the supplier and it should arrive tomorrow.** I'm sorry for the inconvenience.
- W Oh, you should have told me. But I live nearby, so it's not a problem for me to stop by again. When do you think it will be finished?
- M Thank you for your understanding. ⁽⁴⁶⁾ **I will call you as soon as possible when the repairs are done and then you can come to pick it up.** Would that be OK?

47-49 conversation

- M Hello. ⁽⁴⁷⁾ **I'm the director of the play you just watched.** One of my actors mentioned that you wanted to speak with me. How can I help you?
- W Hi, Mr. Heller. My name is Ann Walker. First, I'd like to say I really enjoyed the production. I write for the Arts and Entertainment section of the *Chester Times* and I'm going to write a review of your play. ⁽⁴⁸⁾ **I was wondering if we could sit down somewhere so I could ask you a few questions.**
- M Sure. ⁽⁴⁹⁾ **Because our theater's two publicists recently quit their jobs, we have been experiencing difficulty promoting our play.** I think this could be a great opportunity to attract more publicity.

50-52 conversation

- W Good afternoon. My name is Angie Foster. ⁽⁵⁰⁾ **I'm here to discuss a purchase with Mr. Ward.** I plan on purchasing furniture for my new store. Could you let him know I arrived?
- M ⁽⁵¹⁾ **Actually, Mr. Ward is currently meeting with another client.** He should be finished shortly. Would you mind waiting for a moment?
- W That's no problem. I'll wait here in the lobby. Just let me know when he's ready.
- M Thanks for your cooperation. I'm sorry for the delay. ⁽⁵²⁾ **I'll get you something to drink right away.** What would you like to drink?

53-55 conversation

- W Hello. ⁽⁵³⁾ **I'm calling to ask about the landscaping services you advertised in the newspaper.** I moved into a new house two months ago and would like to have some work done on my front yard.
- M Thanks for calling us. Unfortunately, we are currently swamped with requests from a lot of customers. Summer is our busiest season. ⁽⁵⁴⁾ **I'm afraid you will have to wait a month until we can help you.**
- W Oh, I understand. I heard your business is professional and reliable, so it's worth the wait. In the meantime, I can provide you with a plan of what I have in mind.
- M OK, that would be great. ⁽⁵⁵⁾ **After reviewing your plan, I can send you an estimate of potential costs.**

56-58 conversation

- W Hi, James. This is Candice in the marketing department. ⁽⁵⁶⁾ **I'm supposed to be leading a weekly meeting in Room 302 soon, but I just discovered that the room is already in use.**
- M I'm sorry, Candice. Actually, I have been getting calls like this all day. ⁽⁵⁷⁾ **It looks like an error with our computer system is to blame for the mix-up.**
- W Oh, I see. Well, is there a currently vacant room that I could use for the meeting? The room will need to be equipped with a computer and a projector.
- M I'll need to check manually to determine which room will be available. ⁽⁵⁸⁾ **I'll let you know as soon as I find another suitable room.** Please wait for a moment.

59-61 conversation

- W Hi, Craig. ⁽⁵⁹⁾ **I was expecting you to submit the market analysis report yesterday, but I still haven't received it.** Do you need more time to work on it?
- M Hi, Ms. Watson. I'm really sorry I didn't send it to you by the determined deadline. I have recently been very busy with another urgent task. ⁽⁶⁰⁾ **I'll make sure I finish the report before doing anything else.** Is that OK?
- W ⁽⁶¹⁾ **Well, I really need that document for a meeting with a potential client tomorrow morning.** I'll stop by later today and help you so

that we can finish it in time.

62-64 conversation

- W Hello. ⁽⁶²⁾ **I'm interested in enrolling in your school's vocational training program to become a dental assistant, but I couldn't find any information about tuition on your Web site.**
- M Thank you for your interest. We offer a two-semester training program to become a dental assistant at our community college. Tuition for a single semester is \$6,500.
- W Oh, I see. Honestly, that is a little more than I expected. ⁽⁶³⁾ **I will have to ask my bank about the possibility of getting a student loan.** Is there anything else you can tell me?
- M ⁽⁶⁴⁾ **Well, one thing to keep in mind is that our community college offers night classes for all our programs.** This is very good for students who work during the day. And please remember that we are one of the top-ranked schools in the state, and so far more than 5,000 of our graduates have become dental assistants.

65-67 conversation

- M Did you enjoy this afternoon's training session for the new software? ⁽⁶⁵⁾ **I think it'll really help us improve the quality of our graphic design work.**
- W I thought it was very informative, but there are still a lot of details that I'm unsure about. ⁽⁶⁶⁾ **I wish the instructor had allowed some time for participants to ask questions.**
- M Yeah, I agree with you. However, I heard that the instructor of the training session left his contact information with the human resources department. ⁽⁶⁷⁾ **Why don't you try contacting him via e-mail?**

68-70 conversation

- M Welcome back, Catherine. I hope you are feeling better after recovering from the flu. ⁽⁶⁸⁾ **I wanted to make sure you know about the new policy concerning sick leave.**
- W I did hear that now we need to submit a doctor's note along with the sick leave form. ⁽⁶⁹⁾ **Will I still be paid the same amount for my sick leave as I would a normal workday?**
- M Actually, the terms of compensation have changed as well. ⁽⁷⁰⁾ **I'll print out a copy of the**

new policy and leave it on your desk later today. If you have more questions, you should contact Jennifer in human resources.

PART 4

71-73 telephone message

- M Hello, Ms. Grayson. ⁽⁷¹⁾ **This is Michael Cook calling from Alliance Financial Bank.** ⁽⁷²⁾ **It has recently come to my attention that some clients who renewed their credit card this month were sent the wrong card.** We have had multiple calls from bank members saying that they were sent a credit card with someone else's name on it. According to our records, you were also sent the wrong credit card. ⁽⁷³⁾ **We ask that you please dispose of the credit card by cutting it with a pair of scissors.** In the meantime, we will issue a new credit card and have it delivered by express mail. We apologize for the inconvenience.

74-76 announcement

- W ⁽⁷⁴⁾ **Attention, all shoppers. The West Point Mall will be closing in 10 minutes.** We thank you for shopping with us and greatly appreciate your business. ⁽⁷⁵⁾ **To purchase items, please bring them to the cashier right now.** Also, we would like to inform you that a wallet that was found inside the store has been sent to the front desk. ⁽⁷⁶⁾ **If your name is Catherine Goya, please stop by the front desk to claim the wallet.** Once again, we will be closing in 10 minutes. Please finish your shopping immediately.

77-79 recorded message

- M Thank you for calling Joyce Optical. If you are calling to check on the status of an order, press 1. ⁽⁷⁷⁾ **Remember, we are the only glasses store in town that offers the services of our opticians free of charge.** ⁽⁷⁸⁾ **That means you can get a complimentary eye examination as your vision changes.** ⁽⁷⁹⁾ **If you would like to meet with one of our opticians, press 2 now.** We appreciate you choosing Joyce Optical and we hope to see you soon.

80-82 advertisement

- M ⁽⁸⁰⁾ **Would you like to own a high-powered laptop that is small enough to fit in your suit pocket or purse?** Then the new compact laptop Hypertop from Hyperline is the one you have been waiting for. The laptop also boasts impressive graphics and fast processing times. However, this is not available at our stores for now. ⁽⁸¹⁾ **To purchase this laptop, you need to visit our Web site and place an order.** ⁽⁸²⁾ **If you order this laptop this week, we will provide a portable printer at no extra charge as a special promotion.** Don't hesitate. Take advantage of this amazing opportunity!

83-85 talk

- W Hello. ⁽⁸³⁾ **I'm Sally Adams and I'm going to be showing you around the sculpture garden of the Walker Art Center today.** ⁽⁸⁴⁾ **Unfortunately, there have been intermittent rain showers today and all of our tours have gotten a little behind.** Please feel free to look around the gift shop over there while we wait for the tour group ahead of us to finish. ⁽⁸⁵⁾ **Please make sure to come back to this spot within twenty minutes so we don't suffer any more delays.** Thanks.

86-88 announcement

- W Hello, everyone. Please listen carefully to the following announcement. ⁽⁸⁶⁾ **Our library has been lucky enough to receive a grant from the state government.** ⁽⁸⁷⁾ **After consulting with the administrators here at the library, we have concluded that the money will need to be used this summer to purchase new computers and wireless networking devices for the convenience of library members.** ⁽⁸⁸⁾ **Also, if you have any experience with informative education software, we would love to hear your suggestions.**

89-91 excerpt from a meeting

- M Hello, everyone. ⁽⁸⁹⁾ **Thank you for joining me in the meeting room today to talk about our upcoming business trip to Shanghai.** We will be meeting with representatives of the Atom Corporation to discuss a large purchase of microchips for our new models. ⁽⁹⁰⁾ **Last April we were not able to agree on a price, but this time I'm hopeful that we will be able to**

reach a compromise. ⁽⁹¹⁾ In order to assist us in negotiations, I have hired a freelance interpreter for effective communication.

Please work extra hard this week preparing presentation documents and other necessary jobs. Thank you for your time.

92-94 talk

W ⁽⁹²⁾ **Welcome, everyone, to the opening night of the Auburn Independent Film Festival.** This year has been a huge success, with all of our tickets having sold out during the first weekend of sales. ⁽⁹³⁾ **This year's film festival is an extremely momentous occasion because it is the 50th year since it started.** While the very first festival was only one day long, now it is an entire week. Today's festival also features filmmaking workshops and various interviews and talks. We would like to thank all of you for supporting this festival for such a long time. ⁽⁹⁴⁾ **After the opening ceremony, please take a festival program on your way out of the theater.** It contains the detailed history of the festival and brief information about famous directors and actors from the festival.

95-97 speech

M Good afternoon, everyone. ⁽⁹⁵⁾ **I am honored that your company has hired me and asked me to offer practical and professional advice to help market your new line of sportswear.** I have years of experience in the marketing field, and I'm sure I can help make your products succeed. ⁽⁹⁶⁾ **I plan on developing an innovative marketing strategy to appeal to customers such as teenagers and college students.** In my opinion, attracting this customer base, rather than older adults, is the key to your company's success. ⁽⁹⁷⁾ **This will be accomplished by strategically utilizing blogs and social networking sites.**

98-100 talk

W Good morning, everyone. ⁽⁹⁸⁾ **I would like to start off today's staff meeting by introducing you to our newest team member, Janet Price.** ⁽⁹⁹⁾ **Ms. Price has been transferred from the marketing department and I think she is going to be a huge asset for us in the personnel department.** She also has previous experience working in the sales department of a different company. She will be in charge of taking care of employee paychecks and our department's budget. ⁽¹⁰⁰⁾ **I am hoping that with her help we can avoid exceeding our allotted budget each month.** If you don't know her yet, I suggest you say hello after this meeting. Now, let's give Ms. Price a warm welcome.

PART 1

- 1 (A) He's writing on a piece of paper.
(B) He's looking at a document.
(C) He's polishing a window.
(D) He's leaning against a wall.
- 2 **(A) Both of the women are wearing hard hats.**
(B) A woman is sitting on a street curb.
(C) Two women are giving orders to a crowd.
(D) A woman is putting batteries in a radio.
- 3 (A) Light bulbs in the lampposts are being changed.
(B) Customers are using a dining area.
(C) Chairs are arranged in a circle.
(D) Tables have been set up along a railing.
- 4 (A) A woman is passing a pair of scissors to a man.
(B) A man is hanging a mirror in a hair salon.
(C) Some people are having their hair cut.
(D) A worker is showing the customers to their seats.
- 5 (A) The woman is leaving the meeting room.
(B) The man is holding a pen in one hand.
(C) The woman is sipping coffee from a cup.
(D) The man is pointing at a chart.
- 6 (A) The man is assisting a shopper.
(B) The man is reaching for an item.
(C) The man is folding up an apron.
(D) The man is sharpening a tool.
- 7 (A) Cyclists are riding along the sidewalk.
(B) Two bicycles have been parked outdoors.
(C) A bike rack is situated near an entrance.
(D) A bicycle wheel has become unattached.
- 8 **(A) A girl is resting her arm on one man's shoulder.**
(B) One of the men is making a drawing.
(C) A blueprint is being removed from the wall.
(D) The woman is taking paper from a printer.
- 9 (A) A tablecloth is being spread out on a table.
(B) Water is being poured into the glasses.
(C) Some utensils have been placed on a napkin.
(D) A meal has been served to a diner.
- 10 (A) A man is examining some wooden planks.
(B) Some boards are being loaded onto a truck.
(C) A construction site is being cleared.
(D) Some building materials are stacked up.
- ~~11. To the few, way no response issued a~~
- 11 What day do you usually do the laundry?
(A) That'll be 45 dollars.
(B) Usually on Sundays.
(C) Before I leave the house.
- 12 Where can I park my bicycle?
(A) I didn't notice.
(B) Next to the entrance.
(C) A faulty part.
- 13 Which car is yours?
(A) The black one over there.
(B) No, it isn't.
(C) Your car is under repair.
- 14 Who's responsible for the report?
(A) Sometime in the afternoon.
(B) In the news report.
(C) It's John Draper.
- 15 Where can I buy a ticket?
(A) A round-trip ticket.
(B) On the official Web site.
(C) By 5:00 at the latest.

- 16** Did Mr. Stacks show you the new work schedule?
 (A) Yes, he was.
 (B) It's behind schedule.
(C) Actually, Ms. Dwain did.
- 17** When should I call the travel agency?
(A) Sometime before Friday.
 (B) In my desk drawer.
 (C) We don't allow refunds.
- 18** How many tables should I set up?
 (A) It's a table for four.
 (B) There isn't enough time.
(C) At least twenty.
- 19** Let's take a short break.
(A) I'd like that.
 (B) It's a short-term contract.
 (C) I put the brakes on.
- 20** Why won't the television turn on?
 (A) Because of a scheduling conflict.
(B) Maybe it isn't plugged in.
 (C) It was yesterday.
- 21** Would you rather eat out or pack a lunch?
 (A) It was delicious.
 (B) We're preparing for a new product launch.
(C) Let's go to a restaurant.
- 22** Sam is a really great clerk, isn't he?
(A) Yeah, he is very hard-working.
 (B) Well, the clock is a few minutes slow.
 (C) No, he just moved last week.
- 23** How often does this bus come?
 (A) I will come up with some ideas.
(B) Every twenty minutes.
 (C) The train to Hemsville.
- 24** Isn't Mary having a baby?
 (A) No, it was a baby toy.
 (B) Of course. I'd love to.
(C) Sometime next month, I think.
- 25** Is this food enough, or should I prepare more?
 (A) The restaurant is busy.
(B) That will be plenty.
 (C) I need a pair of gloves.
- 26** When will the manager be making the announcement?
(A) At around 3:00 P.M.
 (B) Yes, that's what I heard too.
 (C) In the auditorium.
- 27** Which shirt did you decide to buy for your sister?
 (A) I decided to hire more employees.
(B) Actually, I bought a scarf instead.
 (C) How much is it?
- 28** Would you like me to return this book for you?
(A) No, I haven't finished it yet.
 (B) I'll book a room for you.
 (C) Please help me lift this.
- 29** I'm having a hard time choosing what to wear.
 (A) I bought the clothes last week.
 (B) Where is the exit?
(C) I can give you advice.
- 30** Isn't the museum closed on Mondays?
 (A) Sometime this morning.
(B) You're right.
 (C) We will open a new branch.
- 31** Mr. Yamaoka will be dropping by today, won't he?
 (A) Can you pick it up for me?
(B) No, he said he's too busy.
 (C) Yes, it was his first visit.
- 32** I think I need to fill the car up with gas.
(A) Take a right turn here, then.
 (B) It's a natural gas company.
 (C) Don't forget to pack the truck.
- 33** Could you come to the office early tomorrow?
 (A) It's reflected on the surface.
 (B) Yes, I met him in the office.
(C) What time?
- 34** Why hasn't the delivery arrived yet?
(A) Let me call Ms. Anderson.
 (B) I've signed the document.
 (C) A cardboard box.
- 35** Were you at the workshop this weekend?
 (A) I'll visit her next weekend.
(B) Yes, I attended with Jake and Melissa.
 (C) I was going to shop for groceries.

- 36 Would you prefer to meet this Wednesday or on Saturday?
 (A) I won't refer to the matter again.
 (B) We can meet the deadline.
 (C) **I'm most free on the weekends.**
- 37 Have you printed a copy of the itinerary for everyone?
 (A) **Yes, right here.**
 (B) A cup of coffee, please.
 (C) No one knows where she is.
- 38 This book is too difficult for me.
 (A) **Then I'll pick out a different one.**
 (B) The library is close by.
 (C) Try this hat on.
- 39 Why don't you enroll in a computer class?
 (A) Yes, Helen will play an important role.
 (B) The shop sells computer equipment.
 (C) **It's already past the sign-up deadline.**
- 40 Who will clean up the meeting room later this afternoon?
 (A) It's down the street.
 (B) I lent it to John yesterday.
 (C) **I think that's April's job.**

41-43 conversation

- W Hello, this is Barbra Fletcher. ⁽⁴¹⁾ **I'm coming in to see Dr. Lewis on Monday to get a dental treatment.** ⁽⁴²⁾ **I was wondering if I will be able to drive after the operation, or if I will need someone to pick me up.**
- M We will be using some special medication to alleviate the pain. You might be sleepy and dizzy for a few hours. Therefore, I'm afraid you cannot drive a car after the operation. ⁽⁴¹⁾ **If you can't have someone pick you up, we can arrange a taxi to pick you up.**
- W Thanks, but that won't be necessary. ⁽⁴³⁾ **I will just ask my father to do it.**
- M Oh, I see. Then, I'll see you on Monday.

44-46 conversation

- W Hello, and welcome to Martha's Flower Shop. What can I help you with?
- M ⁽⁴⁴⁾ **I'm looking for a pretty bouquet to give**

to my wife. This Friday is our 2nd wedding anniversary. She'll be coming from Denver to visit me then.

- W Oh, congratulations. However, if you plan to give her the flowers this Friday, I suggest you don't buy them today. ⁽⁴⁵⁾ **They could start to turn brown by then.** We could deliver the flowers to your wife in Denver.
- M No, thank you. I would rather give her the flowers in person. ⁽⁴⁶⁾ **I'll pick them up before our restaurant reservation on Friday night.**

47-49 conversation

- M ⁽⁴⁷⁾ **Hi, I'm a member here at the gym.** I came to do some weight training today, but I forgot my combination code for my locker in the locker room.
- W Oh, I see. ⁽⁴⁸⁾ **If you show me a valid form of photo identification, I can let you reset your combination code.**
- W Thank you. Also, I forgot to bring a towel. Is it possible to borrow one?
- W Of course. ⁽⁴⁹⁾ **Actually, they are provided free of charge by the gym. Just wait here and I'll get you one immediately.**

50-52 conversation

- M Hi, Anna. ⁽⁵⁰⁾ **Did you read the comments in the suggestion box?**
- W Yes. ⁽⁵¹⁾ **The most common suggestion from customers was that they would like our restaurant to be open for breakfast as well. I agree with them.**
- M That would be great, but we don't have any employees who can work in the morning. Do you have any good ideas?
- W ⁽⁵³⁾ **Well, I have a lot of job applications in my office. I'll meet a few of the applicants and see if anyone is available to work in the morning.**

53-55 conversation

- M Hi, Kelly. Did you see our advertisement in this month's issue of *Fishing Fanatic*? ⁽⁵³⁾ **The accompanying graphic shows how our fishing rods are stronger than any other product on the market.**
- W Yeah, I saw it this morning. ⁽⁵⁴⁾ **I'm hoping the advertisement will help convince customers to purchase our newest line of fishing rods.**

- M (54) I'm sure it will. (55) I'll get in touch with the advertising agency and request that the ad be placed in other magazines as well.

56-58 conversation

- W Hi, Mr. Joyce. This is Sally Walker calling from Frohman Publishing. (56) **My company has a three-page text that we need translated into Chinese. I know you sometimes do these kinds of short-term jobs for our company.**
- M Yeah, I would be happy to. (57) **However, you should know that it is my policy to be paid in advance. Is that OK?**
- W That's no problem. I'll transfer the money into your bank account immediately. (58) **The deadline for this translation hasn't been decided yet. Once I know, I will inform you.**
- M Thank you for your understanding. Please e-mail me the document. I'll do my best.

59-61 conversation

- W Good morning, James. (59) **Here is a copy of your expense report from last month's business trip to Tokyo.**
- M Thanks, Mary. (60) **Oh, while you're here, can you leave a message in this get-well-soon card for Bryce?** He had knee surgery yesterday and I was thinking this card might cheer him up.
- W Oh, did he? I didn't even know he was in the hospital. I was out of town yesterday. Is it serious?
- M Not that I know of. But he said he had to stay in the hospital for a few days. (61) **I'm planning on visiting him this evening after work.**

62-64 conversation

- W (62) **I need to talk to you about the interior decorations we are carrying out at the Carleton's property.** They are a major client, so we need to make sure that they are completely satisfied. Have you consulted with them about the furniture for the master bedroom?
- M I have. They agreed on all of our plans except for the choice for the master bed. (63) **They're worried it is too big and will occupy too much space, so I'm looking for something smaller that still fits the color scheme of the room.**
- W OK. (64) **I was planning on ordering all the furniture today, but I think we'll have to wait until we get their permission.**

65-67 conversation

- W (65) **Hi, I'd like to adopt a pet that doesn't have a home.** I live alone and feel that a dog would be great company.
- M You came to the right place. (65) **We have many cute dogs here who were rescued from the street and don't have a home.** What kind of dog are you looking for specifically?
- W (66) **Well, my house is not that big, so I was hoping for a dog small enough to hold in my lap.**
- M All right. (67) **Before we can allow you to adopt a dog, we need you to complete some official paperwork.** If you have a seat in the lobby, I'll bring you the documents immediately.

68-70 conversation

- M Hello, this is David Wright. (68) **I represent the guitar player Joe Jackson, who will be performing at your venue this weekend.** (69) **I wanted to remind you that Mr. Jackson requests that no cameras be allowed during the duration of his performance.**
- W Yes, I remember. We have posted flyers at the entrance prohibiting cameras and have asked our staff to remind guests that photography is not allowed.
- M Thank you for your cooperation. As you know, Mr. Jackson is very sensitive when he plays.
- W (70) **I'll make an announcement onstage before the show to inform the audience one more time about this restriction.**

W Announcement at (58) beginning of videotape

71-73 announcement

- W You are listening to the news for the town of Clinton on your local CCBN radio station. (71) **School district officials have announced that they will be extending the deadline for new candidates to register for the upcoming school board election this May.** (72) **Remember, you can find the location of your voting district by visiting the official Web site of the town of Clinton.** (73) **We encourage all of the citizens of Clinton to exercise their right to vote in the May election.**

74-76 radio advertisement

M Hello, everyone. ⁽⁷⁴⁾ **Help us celebrate the ten-year anniversary of Salem Furniture Outlet in downtown Marion.** ⁽⁷⁵⁾ **From now until the end of the month, you can get a free 22-inch flat-screen television with a purchase of over \$1,500 dollars or more!** So come on down and check out our fine selection of couches, chairs, dining room tables, and much more. ⁽⁷⁶⁾ **This anniversary offer only lasts until the end of the month.** Don't miss this great opportunity. Come in today!

77-79 instructions

M Thank you for attending today's safety workshop. My name is Tim Hines and I'll be instructing everyone on how to maintain a safe work environment. ⁽⁷⁷⁾ **As you know, a factory is full of safety hazards.** ⁽⁷⁸⁾ **I have looked over the history of accidents for this factory and it appears most accidents happen during the night shift.** ⁽⁷⁹⁾ **Therefore, my first suggestion for everyone here is to make sure you are getting enough sleep before your night shift.** Sufficient rest is one of the best methods for avoiding work accidents.

80-82 telephone message

W Hello, Roger. It's Jenna speaking. According to an e-mail I received from Tina Miller, our business trip to Moscow has been delayed until next month. ⁽⁸⁰⁾ **The factory we are scheduled to tour has been closed for some renovations.** ⁽⁸¹⁾ **We are waiting until the construction at the factory is finished.** ⁽⁸²⁾ **In the meantime, I'll send you the revised travel itinerary for you to review.** Let me know if you have any questions about this change.

83-85 announcement

M Attention, shoppers. ⁽⁸³⁾ **Due to the large demand for turkey before the Thanksgiving holiday, we have nearly sold out.** We are anticipating completely selling out in the next few hours. ⁽⁸⁴⁾ **Therefore, we ask all shoppers to please restrict themselves to one turkey per family.** ⁽⁸⁵⁾ **Also, customers who are not able to purchase turkey should try visiting our second store on Mason Avenue.** Thank you and have a nice holiday!

86-88 excerpt from a meeting

M Lastly, I'd like to remind everyone to check the sign-up sheet for our end-of-the-year party. ⁽⁸⁷⁾ **Last year many people brought the same food and drink items and we had too many leftovers.** ⁽⁸⁶⁾ **To avoid that, this year everyone will sign up to bring a specific dish.** ⁽⁸⁸⁾ **Also, I encourage everyone to bring some money or secondhand items to the party that will be donated to a local orphanage on behalf of the company.**

89-91 introduction

W Welcome to *Sunday Review*. I'm your host, Mary O'Neil. Today our guest is Dr. Casey Harper. ⁽⁸⁹⁾ **She'll be discussing the findings of her new research on the effect of soft drinks on the health of teenagers.** ⁽⁹⁰⁾ **The most shocking finding is that the average American teenage boy drinks an average of one can of soda every day. In contrast, teenage girls only drink an average of three cans of soda per week.** Dr. Harper says it is important to talk to your children about limiting soda consumption because it is a major contributing factor to the development of diabetes. ⁽⁹¹⁾ **Now, let's welcome Dr. Harper.**

92-94 telephone message

M Hello, Mr. Oliver. This is Mark Walsh in the human resources department. ⁽⁹²⁾ **I'm assembling a group of associates from our company to meet the representatives from our new German manufacturing client, Samson Electronics.** ⁽⁹³⁾ **I know you spent four years in Germany as a student, so I thought you would be a good fit for the team.** What do you think? You'd be in charge of arranging airport pick-up for the German representatives. ⁽⁹⁴⁾ **If you're OK with this, I'll let you know when you have to leave.** It'll take about half an hour to get there. Thanks.

95-97 excerpt from a meeting

W Hello, and welcome to our staff meeting with Phil King, a representative from Knights Insurance. ⁽⁹⁵⁾ **As you know, our company is going to change our employee health insurance provider next week.** As a result, there will be a lot of changes when it comes to how to file your insurance claims. The most important difference is that this new insurance plan only covers certain doctors

and hospitals. ⁽⁹⁶⁾ **Therefore, some of you will have to change your health care provider.** I'll let you know who is affected later this week. ⁽⁹⁷⁾ **Now, Mr. King is going to demonstrate how to file your insurance claims using the online customer service center.** Please listen to him carefully. Thank you for joining us, Mr. King.

98-100 news report

W Good morning. ⁽⁹⁸⁾ **You're listening to the weather report for Aspen, Colorado, on Radio 95.5.** The temperatures this week are exceptionally high for another week in a row. This means conditions at the ski hills are going to be less than desirable. ⁽⁹⁹⁾ **For a city that relies heavily on winter sports tourism, these high temperatures are adversely affecting tourism profits.** However, at the end of the month, we hopefully will start seeing some significant snowfall. Next, we'll be talking with Jason Bolton, president of the Resort Owners' Association here in Aspen. ⁽¹⁰⁰⁾ **He'll be telling us about the discounted ski pass prices many local resorts are offering in order to encourage skiers to hit the slopes.** Welcome, Mr. Bolton.

- 1 (A) Some vases have been piled up.
(B) Some pottery is being displayed.
(C) Some shelves are being assembled.
(D) Some containers are arranged in a glass case.
- 2 (A) He's making a sandwich.
(B) He's watching a TV program.
(C) He's adjusting his necktie.
(D) He's wearing a suit.
- 3 **(A) The people are seated side by side.**
(B) Some water is being poured into a glass.
(C) Some microscopes are in front of the people.
(D) The man is gazing at the woman.
- 4 (A) A kitchen counter is being cleared.
(B) Some vegetables are being harvested.
(C) A cutting board is being washed.
(D) Some food is being prepared.
- 5 **(A) Some boats have been left in a harbor.**
(B) A mountain overlooks a city.
(C) A bridge extends over the water.
(D) Passengers are boarding a ship.
- 6 (A) The man is exiting the laboratory.
(B) The man is stacking glass containers.
(C) The man is taking off his gloves.
(D) The man has put on some goggles.
- 7 (A) Some customers are looking at a menu.
(B) One of the men is carrying a laptop.
(C) The server is standing by the table.
(D) One of the women is clearing some dishes.
- 8 (A) The men are sorting some building materials.
(B) One of the men is holding a steering wheel.
(C) One of the men is pointing to himself.
(D) The men are riding to a construction site.
- 9 (A) Some paintings are being hung on the wall.
(B) People are walking past some artwork.
(C) Lights are suspended from the ceiling.
(D) A tour group has gathered at an aquarium.
- 10 (A) The table has been covered with a cloth.
(B) One of the chairs is unoccupied.
(C) They're glancing out the window.
(D) Beverages are being served from a teapot.
- 11 Where does the shuttle bus drop off passengers?
(A) Yes, at 7 o'clock.
(B) I'll drop by your office.
(C) At the intersection of 8th and Young Streets.
- 12 How often do you have to clean the supply room?
(A) Once every two weeks.
(B) Please leave the door open.
(C) In the meeting room.
- 13 When will you finish the report?
(A) Next to the printer.
(B) Before the end of the day.
(C) The ship was in Port Vans.
- 14 Who are you going to send on the business trip?
(A) I've picked Susan in accounting.
(B) It was a very rewarding trip.
(C) At the start of next year.
- 15 Why don't we go for a bike ride tomorrow?
(A) I gave Mr. Holland a ride to the airport.
(B) That sounds like fun.
(C) It was 3:30 P.M.
- 16 Did Monica answer the phone, or was she away from the office?
(A) I'll mark it on the calendar at the office.
(B) Please leave a message.
(C) She was meeting her client at that time.

- 17 Which theater is the movie showing at?
(A) He's a famous actor.
(B) Well, I'll have to check.
(C) She's over there.
- 18 Why is there a moving truck parked outside?
(A) We're removing coffee stains.
(B) Into a bigger office.
(C) Because new neighbors are moving in.
- 19 What should I bring on the camping trip?
(A) You'll need hiking boots.
(B) He's on a business trip with his colleague.
(C) Yes, we should.
- 20 You will receive five days off next month.
(A) I had a great time at the resort.
(B) I turned the equipment off.
(C) Will it be paid or unpaid?
- 21 Did Olivia already return the rental car?
(A) Yes, just this morning.
(B) There are several different models.
(C) I'm ready to order now.
- 22 Isn't this area off limits to motor vehicles?
(A) It's fifty percent off today.
(B) There is a walking path only.
(C) Actually, it's a stolen vehicle.
- 23 I'd recommend using the stairs today.
(A) Can you tell me why?
(B) No, I didn't stare straight into the camera.
(C) I usually use the copy machine at the corner.
- 24 When will I receive this month's paycheck?
(A) The conference will be held next month.
(B) Before March 3.
(C) In the bottom drawer.
- 25 Do we have enough gas to get to the airport?
(A) Who arrived at the airport yesterday?
(B) We don't have to worry about it.
(C) She's the chief flight attendant.
- 26 Why hasn't the travel itinerary been sent out yet?
(A) At Terminal 6.
(B) He was a travel agent.
(C) We haven't decided on the dates.
- 27 Who forgot to turn off the lights last night?
(A) We were waiting at the traffic lights.
(B) I'm guessing it was John.
(C) Kelly will take a day off tomorrow.
- 28 We are offering a promotional deal at the moment.
(A) Congratulations on your promotion.
(B) What benefit can I get?
(C) Jenny will deal with the complaint.
- 29 I can borrow your book for a few days, can't I?
(A) A few co-workers.
(B) Of course. It's no trouble at all.
(C) They booked tickets in advance.
- 30 Didn't your team improve your sales figures compared to last month?
(A) Yes, the budget proposal is due this Friday.
(B) Actually, they were about the same.
(C) I couldn't figure out how to use this product.
- 31 How can I find her contact information?
(A) We negotiated a contract.
(B) By Wednesday at the latest.
(C) Check the client list.
- 32 Where is the coffee shop you recommended?
(A) I usually wear a suit.
(B) It's across from the post office.
(C) It's 3 o'clock sharp.
- 33 Would you like to drive instead of me?
(A) It looks like he missed the bus.
(B) Yes, I'll call right now.
(C) Sorry, I can't. I forgot my glasses.
- 34 Did you say you were stopping by today or tomorrow?
(A) Actually I said this weekend.
(B) A nice day for a walk.
(C) Yeah, I thought so too.
- 35 Food will be catered for tonight's party, won't it?
(A) It was my birthday party.
(B) It's scheduled to arrive at 6 o'clock.
(C) No, he isn't registered here.

36 Isn't Mr. Rolland away from the office this week?

(A) **Yes, he comes back next Monday.**

(B) This product will be released next week.

(C) Don't throw the receipt away.

37 I fixed the printer in the break room this morning.

(A) You're welcome.

(B) **Was it out of order?**

(C) I was in the meeting room.

38 What did the tennis instructor say?

(A) **She said to practice more.**

(B) Have you decided on a date?

(C) I told you so.

39 Thanks to the landscaper, the front lawn looks great.

(A) He's sketching a landscape.

(B) I'm going to apply for a loan.

(C) **It does, doesn't it?**

40 Why don't you review the proposal?

(A) **I think John should do that.**

(B) You need to submit your proposal by Thursday.

(C) Because he didn't have an optimistic view.

41-43 conversation

M (41) **Hello, I'm interested in signing up for yoga lessons.** This is my first time here, but I have practiced yoga before.

W OK, great. (42) **However, in order to place you into the correct level, we'll need you to participate in a short consultation with one of our instructors.** It only takes five minutes and you can do it anytime.

M That's no problem. I'll do it right now.

W (43) **Also, in the meantime, I'll give you this registration form to fill out while you wait.**

44-46 conversation

W (44) **Hi, I have a pizza delivery here for Jim Jenkins at Fiber Network Solutions.**

M Oh, this is the correct place. You can leave the pizzas down the hall in Room 315. (44) (45) **We will be holding an end-of-year office party there momentarily.**

W Well, actually, there are ten more pizzas waiting in the delivery car downstairs. (46) **Do you think someone could help me bring them up?** I'd

really appreciate it.

M (46) **Sure, no problem.** Let me just get my coat and then I'll meet you in the lobby.

47-49 conversation

W Excuse me. (47) **Could you show me how to charge my subway transit card?** I just moved to the city this week and I'm a little confused.

M (47) **Actually, I need to charge my card as well.** Let me tell you how. You can charge your card here inside the subway station or at any convenience store.

W I see. Oh, no! (48) **I just realized that I left all my cash at home.** Can I use a credit card?

M Well, you can, but only at convenience stores.

(49) **If you walk back out Exit 3, there is a convenience store immediately on the right.**

50-52 conversation

M Hello, I ordered a set of tableware from your Web site last week. (50) **It arrived today and one of the plates was already broken when I opened the package.**

W Oh, I'm really sorry to hear that. (51) **I'll e-mail you a coupon code that you can use on our Web site to order a replacement plate free of charge.** Also, we'll deliver it in the fastest way possible at no extra cost.

M (52) **I appreciate your fast customer service.** I'll make sure to leave a comment on your Web site to let others know how well you dealt with this problem.

W That's very kind of you. We'll try not to disappoint you again in the future.

53-55 conversation

M Hi, Lindy. (53) **Jessica just left to go home because she had a bad headache.** I told her to take the day off tomorrow as well to go to the hospital. (54) **Do you think you could come in to fill in for her tomorrow morning?**

W Oh, I'm really sorry, but tomorrow I have to attend a close friend's wedding. (55) **However, I'll call around to see if any other employee is available to work tomorrow in place of Jessica.**

M OK, thanks. Just let me know immediately if you find somebody.

56-58 conversation

- W Hi, Mark. This is Julie in accounting. ⁽⁵⁶⁾ **Our printer has broken down again and nobody in our department knows how to fix it. Could you stop by and give us a hand?**
- M ⁽⁵⁷⁾ **I wish I could help, but I have a meeting with an important client in half an hour. I have to be fully prepared when he arrives.**
- W I understand. ⁽⁵⁸⁾ **I'll try to find an instruction manual. I hope it will help me figure out what exactly is wrong.**
- M All right. I'll check on you right after the meeting.

59-61 conversation

- W ⁽⁵⁹⁾ **Mr. Hawke, I just looked over our projected sales for this month and it looks like our current inventory of televisions won't be enough to meet demand.**
- M Do you think so? But I thought we increased our stock this month compared to last. How are we already running out?
- W Well, all of the advertisements we placed seem to be having the intended effect. ⁽⁶⁰⁾ **Thanks to the promotional sale this month, we are selling a lot more televisions than usual.**
- M ⁽⁶¹⁾ **OK, if anyone tries to buy a television that is out of stock, tell them that they can still get the same promotional deal next month as well.**

62-64 conversation

- M Ms. Simpson, can you tell me why you applied to work at our store? ⁽⁶²⁾ **Judging from your résumé, it appears you have no retail experience. What do you think makes you qualified for selling apparel?**
- W You're right. I previously worked as a secretary at a hospital. ⁽⁶³⁾ **At that time I learned that I really enjoy working with people.** So I thought working in retail would be a good fit for me.
- M Yes, that is very important. Here at our store, we expect all employees to be kind and helpful with each and every customer. ⁽⁶⁴⁾ **Next I'd like to ask about your availability during the week.**

65-67 conversation

- W Hello, this is Suzy Smith calling for Dan Harmon. I work at Danny Sweets. ⁽⁶⁵⁾ **I'm calling to let you know that the wedding cake you ordered is ready to be picked up at any time.**

- M Oh, thanks for calling. ⁽⁶⁶⁾ **I'm extremely busy making other preparations for the wedding tomorrow and won't have time to stop by.** Can you deliver the cake instead?
- W I'm sorry, but we don't offer any delivery service. ⁽⁶⁷⁾ **However, if you give us a name in advance, you could have someone else pick it up for you.**
- M ⁽⁶⁷⁾ **OK, I'll try to find someone to do that for me. I'll call back later.**

68-70 conversation

- W I have noticed that a lot of our customers are from all over the world. ⁽⁶⁸⁾ **I think it's because we provide exotic and delicious food, and we are near very popular tourist attractions.**
- M You're right. I have noticed that too. ⁽⁶⁹⁾ **I was thinking maybe it would be very helpful if some of our servers could speak others languages fluently.** That would make things much more comfortable for our customers.
- W ⁽⁷⁰⁾ **Actually, I have already scheduled two interviews next week with potential employees.** I'm going to interview a woman who can speak Japanese and a man who can speak Spanish.

71-73 radio advertisement

- W Are you feeling down this fall season? ⁽⁷¹⁾ **Then come down to Kim's Taekwondo Center and energize yourself with the healthy and exciting sport of Taekwondo.** ⁽⁷²⁾ **We are offering a special discounted membership to those with no prior experience.** So even if it's your first time, don't hesitate. Come sign up today. We are located on Main Street. ⁽⁷³⁾ **You can also come by bus by getting off at the bus stop near Geller Bank.** Now is the time to refresh yourself with Taekwondo.

74-76 introduction

- M ⁽⁷⁴⁾ **Welcome to the Museum of Electronics.** Here you can see some of the earliest televisions, radios, and telephones. This month we have a special exhibition that focuses on radar and other technologies developed during World War II. ⁽⁷⁵⁾ **George Butler, an expert in the field, will be giving a short talk describing the history**

behind this marvelous technology. ⁽⁷⁶⁾ There is also a workshop for students aged 13 to 19 where they can assemble their own radio transmitter. It will be a good opportunity to learn a few basic principles of electronic engineering.

77-79 announcement

W Attention, all conference attendees. ⁽⁷⁷⁾ Due to the late arrival of a shipment of food, the conference center cafeteria will not be able to serve lunch this afternoon. We apologize for this inconvenience. ⁽⁷⁸⁾ We will be issuing meal vouchers that can be used at any restaurant in the surrounding neighborhood. ⁽⁷⁹⁾ Please be back in the conference center by 1:00 P.M. in time for Janet Wallace's presentation on how to use the new client management software.

80-82 excerpt from a meeting

M Hello, everyone. ⁽⁸⁰⁾ Welcome to the planning committee, which is in charge of overseeing the construction of a new elementary school here in Eagleton. ⁽⁸¹⁾ I'm looking for someone to volunteer as the note taker during this meeting. His or her duty will be to keep track of what is debated. After this meeting, you will need to send a summary of it to all attendees. In order to perform this duty, he or she needs to be a detailed listener. ⁽⁸²⁾ But for now, I would like you to give personal introductions. That way, we can get to know each other better.

83-85 telephone message

W Hello, Ms. Jagger. This is your landlord, Amy Hill, calling. I'll be stopping by today around 4 o'clock to show the rental property to a potential new tenant. ⁽⁸³⁾ Because you are moving out next month, I will probably be visiting often. ⁽⁸⁴⁾ Therefore, I ask that you keep the house clean and orderly. I'll make sure to inform you in advance every time I stop by. ⁽⁸⁵⁾ By the way, you said yesterday that the bathroom faucet was dripping continuously. I scheduled to have a plumber come by this Friday to fix it. I hope this will be fine with you.

86-88 talk

M ⁽⁸⁶⁾ This concludes the tour of the historic birthplace of inventor James Winston. We hope this tour of his childhood home has given you meaningful insights. ⁽⁸⁷⁾ We remind you that a biography of James Winston is available for purchase at the entrance on your way out. Half of the proceeds are donated to educational programs for children. ⁽⁸⁸⁾ Also, please don't forget to retrieve any belongings that you may have placed in a locker at the beginning of the tour. Thank you for choosing Clarkson History Tour.

89-91 radio advertisement

W ⁽⁸⁹⁾ Tickets for the annual Clinton County Fair went on sale today. Enjoy thrilling carnival rides and tasty food and have a good time with family and friends. The fair will take place over the weekend from May 4 to May 6. ⁽⁹⁰⁾ This year, popular country singer Hal Johnson will be performing on the main stage. You can watch the show just by purchasing the general entry ticket into the fairgrounds. ⁽⁹¹⁾ And remember, if you are a craft vendor and want to apply for a spot inside the vendors' tent, you can do so by calling Tom Keller at 555-3221.

92-94 excerpt from a meeting

M I called this meeting because there is an urgent matter we need to deal with. ⁽⁹²⁾ As many of you may have heard, there has been a general recall of our new tablet computer, Slimline FS. ⁽⁹³⁾ There were a few cases where a battery overheated and burned the user. Therefore, all of the models are being recalled. Obviously, this is going to impact our company's profits negatively. At the same time, it may damage our public image. ⁽⁹⁴⁾ In order to resolve this crisis, I am putting Jean Sanders in charge of formulating an immediate plan that will make sure that customers' safety and satisfaction are our company's first priority. I hope all of you do your best to help the company get over this situation.

95-97 telephone message

W Hi, this is Samantha Hamilton calling. ⁽⁹⁵⁾

This message is for the customer service representative, Sylvia Gomez, who sent a technician over to hook up my computer to the Internet today. Although the connection was fine earlier in the day, it has suddenly stopped working. I'm trying to follow the directions in the booklet, but no matter what I do I can't get connected. ⁽⁹⁶⁾ **Therefore, I was hoping you could send someone over again at your earliest convenience.** ⁽⁹⁷⁾ **In the past, your technicians have always been very prompt and responsible, so I trust this will be taken care of in a timely manner.** Thanks.

98-100 telephone message

W ⁽⁹⁸⁾ **Hello, this is Tim Parker calling from the Children's Summer Writing Workshop.**

This message is for Washington Elementary School Principal Nick Watkins. I received your e-mail indicating that twenty students from your school would like to attend our creative writing workshop this summer. Unfortunately, we only have five vacant spots left in that workshop. ⁽⁹⁹⁾

However, we are willing to hire an additional instructor to accommodate an extra class. ⁽¹⁰⁰⁾

Please collect and send registration forms from those twenty students and then we can proceed with this process. Thank you so much for your interest.

- 1 (A) He's filling the car with gas.
(B) He's dialing a phone number.
(C) He's opening the vehicle's hood.
(D) He's leaning over the engine.
- 2 **(A) Some of the windows are covered with shades.**
(B) Balconies are being erected on the building.
(C) Some outdoor railings have been removed.
(D) Laundry is being hung on a clothesline.
- 3 (A) One of the men is buttoning his jacket.
(B) A guest is checking in at a hotel.
(C) One of the men is handing over some baggage.
(D) A suitcase is being unpacked.
- 4 (A) One of the men is folding some papers.
(B) One of the women is holding a notepad.
(C) People are leaving a meeting room.
(D) Some physicians are examining a patient.
- 5 (A) The man is putting away some tools.
(B) Some machinery is being delivered.
(C) The man is wearing protective gear.
(D) Some repairs are being made to a roof.
- 6 (A) Jam is being spread on some toast.
(B) A toaster is being plugged in.
(C) Some items have been placed on a tray.
(D) Some utensils are arranged in a row.
- 7 (A) One of the men is shutting a cabinet.
(B) Two men are shaking hands with each other.
(C) Both of the men are dressed in jackets.
(D) One of the men has his hand in his pocket.
- 8 (A) A walkway has been blocked.
(B) Some lampposts are being replaced.
(C) People are strolling in a meadow.
(D) Shadows are being cast on the ground.

- 9 (A) She's typing on the keyboard.
(B) She's turning on a computer monitor.
(C) She's examining a seating chart.
(D) She's sipping from a cup.
- 10 (A) Some hoses are being attached to a machine.
(B) Both of the people are taking notes.
(C) Some devices are being disassembled.
(D) Both of the people have put on hard hats.
- 11 Who will design the window display?
(A) That's Janet's area of expertise.
(B) The new products are on display.
(C) A pane of glass.
- 12 Where do you want me to sign the document?
(A) The same time next week.
(B) On the dotted line.
(C) Use a black pen.
- 13 When is Tammy coming back to work?
(A) Yes, she works in HR.
(B) I usually get to work before 8:30.
(C) Three months after she has her baby.
- 14 How often should I replace the battery in this device?
(A) It is in place.
(B) At least once a year.
(C) He often goes on business trips.
- 15 Where do you keep the spare tire?
(A) In the trunk of the car.
(B) For an unexpected emergency.
(C) Yes, I'm a little bit tired.
- 16 Weren't you going to send an e-mail with corrections to the document?
(A) Driving directions.
(B) I'll change the format.
(C) It's not finished yet.

- 17 Did you sign up for the special workshop on Monday?
(A) Yes, I'm looking forward to it.
 (B) No, I didn't see the road sign.
 (C) He rescheduled the appointment.
- 18 Haven't you backed up your files yet?
 (A) She installed the hardware.
(B) Actually, it does so automatically.
 (C) She'll be back soon.
- 19 When did I talk to you last?
 (A) No, not right now.
(B) Sometime last winter.
 (C) I'll take you there immediately.
- 20 The reservation is for 8:00 P.M., isn't it?
 (A) The dinner was a vegetarian meal.
 (B) He worked all night.
(C) Let me check the schedule.
- 21 We'd appreciate it if you would not park near the entrance.
 (A) The park closes before midnight.
(B) I won't do that.
 (C) Between the two buildings.
- 22 Which paint would be best for these walls?
 (A) Probably three or four cans.
 (B) Yes, we ordered it already.
(C) Light blue would look nice.
- 23 I can't find our tickets anywhere.
(A) You should check your backpack.
 (B) She already boarded the airplane.
 (C) It's more expensive than expected.
- 24 Who will be giving the keynote speech at the conference?
 (A) Mr. Franks wrote a reference letter.
 (B) It was very impressive.
(C) A famous novelist.
- 25 How do you get to work each day?
 (A) I have to leave home before 8:00.
(B) I ride my bike or walk.
 (C) The office on the first floor.
- 26 Will the contest be held in the courtyard or the auditorium?
(A) On a stage would be preferable.
 (B) He will announce the winner.
 (C) I'm too tired to go.
- 27 Could you move the air conditioner to the other room?
 (A) Yes, I've moved into a new apartment.
 (B) What is the temperature?
(C) I'll need help to do that.
- 28 Did you clean the meeting room for our clients?
 (A) The hotel is affordable.
(B) No, but I will shortly.
 (C) They were satisfied with our proposal.
- 29 Why didn't the train arrive on time today?
(A) It was delayed because of construction.
 (B) Yes, it's always punctual.
 (C) Actually, the tickets are non-refundable.
- 30 Should I put the clothes in the dryer or hang them outside?
 (A) No, this shirt is too small.
 (B) It's a brand-new hairdryer.
(C) Either is fine with me.
- 31 How did you access the company database?
 (A) He will accompany you.
(B) You need Mr. Harrison's permission.
 (C) At the annual conference.
- 32 Let's ask Mr. Miller to increase the budget for the business trip.
 (A) We're going to Atlanta.
(B) Yes, I will right away.
 (C) I booked the airplane tickets.
- 33 Can you make a reservation for the company dinner next week?
(A) Let me know how many people will attend.
 (B) We ordered too much food.
 (C) Because Ms. Dean has recently been promoted.
- 34 Who did you hire to fix your broken refrigerator?
 (A) I went grocery shopping this morning.
(B) This is his business card.
 (C) A little bit higher.

- 35 I've been reviewing several candidates for a vacant position.
(A) I hope you can find a qualified person.
 (B) The election is next month.
 (C) Congratulations on your new job.
- 36 Don't you want to see the apartment for rent next week?
 (A) I paid the rental fee.
(B) It's not close enough to the subway.
 (C) Because of a population increase.
- 37 This television isn't still under warranty, is it?
 (A) We replaced the item at no cost to the customer.
 (B) A trusted brand for over 30 years.
(C) I believe it expired just a month ago.
- 38 I just spoke with Jonathan on the phone.
 (A) A spokesperson for Hines Tours.
(B) Oh, is he feeling better?
 (C) I'll adjust the microphone.
- 39 Can you give me directions to your house?
(A) Haven't you been here?
 (B) He likes to collect maps.
 (C) Within the next two hours.
- 40 Which computer would best fit my needs?
 (A) I'll make sure to turn it off when I'm finished.
 (B) That won't fit my schedule.
(C) This one is both inexpensive and powerful.

41-43 conversation

- W Hi, Jim. ⁽⁴¹⁾ **Some of us at the office thought it would be fun to start an outdoors club.** Anybody is welcome to join, from beginners to experts. This Sunday we are going to bike to Iverson Lake and go swimming. Are you interested in coming?
- M That sounds like a lot of fun, but I can't make it.
⁽⁴²⁾ **I spend every Sunday volunteering at the public nursing home.** Maybe I can join you next time. I would love to participate.
- W Oh, that's great. ⁽⁴³⁾ **Anyway, I'll put you on the e-mail directory to keep you informed.**

44-46 conversation

- M ⁽⁴⁴⁾ **Hi, I'm wondering if I can make a reservation at Lucky Strike.** My son is turning 13 and I would like to have his birthday party there.
- W I'm very sorry, but we aren't accepting any guests for this week. ⁽⁴⁵⁾ **Because of last week's thunderstorm, we experienced some rain damage.** We are having the carpet replaced all this week.
- M Oh, I'm sorry to hear that. But actually I wanted to make a reservation for next week.
- W OK. ⁽⁴⁶⁾ **However, according to our policy, you will need to put down a fifty dollar deposit.**

47-49 conversation

- W Hi, Jason. ⁽⁴⁷⁾ **I heard you started working at a book publishing company.** How is that going?
- M I think the editing job is perfect for me. It fits my skills very well. Oh, by the way, my company is looking to hire a graphic designer to help design book covers. ⁽⁴⁸⁾ **Didn't you major in graphic design at college?**
- W ⁽⁴⁸⁾ **Yes, I did.** Is your company hiring right now? Actually, I've been looking for another job. My company is going to relocate to Chicago.
- M What a coincidence! ⁽⁴⁹⁾ **You should stop by next week and fill out an application.** I'll also recommend you to my boss. I hope we can work together.

50-52 conversation

- M Hello. ⁽⁵⁰⁾ **I'm calling because I'm interested in ordering a wedding cake from your company.** We plan on having around 500 guests, so we will need a considerably large cake.
- W That shouldn't be a problem at all. We specialize in large cakes for clients with specific needs. What flavor of cake were you thinking about?
- M Actually, I still haven't decided that. ⁽⁵¹⁾ **I need to talk to my fiancée first before I can tell you exactly.**
- W Well, there are a lot of options to choose from.
⁽⁵²⁾ **If you look at our Web site, you can see a lot of examples of the different shapes, sizes, and flavors we offer.**

53-55 conversation

- M Hi. ⁽⁵³⁾ **I was hired yesterday to work here on the night cleaning staff.** Today is my first day

and I'm not sure who I need to talk to.

- W Oh, welcome to the staff of the Hampton Lodge Hotel. ⁽⁵⁴⁾ **Mr. Carter is in charge of the cleaning staff, but he doesn't come into work for another hour.** I think you're here early.
- M They told me to report to work at 11 o'clock. Then what should I do in the meantime?
- W I see. ⁽⁵⁵⁾ **Well, normally new employees watch a series of training videos as part of their orientation.** Please follow me.

56-58 conversation

- W Hi, Chris. Our client from Japan, Mr. Takahashi, just arrived at the airport. I'm going to leave in a few minutes to pick him up. ⁽⁵⁶⁾ **Will everything be ready for the meeting once we arrive?**
- M ⁽⁵⁷⁾ **Oh, that's good to hear. I was worried he wouldn't be able to arrive today because of the bad weather.** I have just about everything prepared. All I need to do is print out a blueprint for the new prototype.
- W OK, great. ⁽⁵⁸⁾ **I'll call you thirty minutes before we arrive.** See you soon in the meeting room.

59-61 conversation

- W ⁽⁵⁹⁾ **Kevin, did you finish the billboard design for Frank's Tires Plus yet?** They want the advertisement to be up in time for their big sale next week.
- M ⁽⁶⁰⁾ **I was just about to finish it this morning when my computer crashed suddenly.** Unfortunately, I lost some of my data, including the work I had done on the billboard design.
- W Oh, no. That's a shame. ⁽⁶¹⁾ **I'll call Frank's Tires Plus and ask for a few more days to complete the design.** In the meantime, I hope you can find a solution.

62-64 conversation

- M Hello, this is Tim Mason speaking. I live on Maria Street. ⁽⁶²⁾ **All the electricity at my house has gone out.**
- W I'm very sorry, sir. It looks like a tree fell on a power line and knocked out all the power on your street.
- M Yeah, that's what I expected. Do you know how long it will take to restore the electricity?
- W ⁽⁶³⁾ **Because of all the storm damage, our repair teams are behind schedule.** ⁽⁶⁴⁾ **In the**

meantime, I suggest you stay at a family member or friend's house.

65-67 conversation

- W Hello, I need to send a package to my brother who lives overseas in Germany. What delivery method would be best?
- M Well, it really depends on what you're sending. ⁽⁶⁵⁾ **Because we are a public post office, we don't offer that many options.**
- W ⁽⁶⁶⁾ **Actually, it was my brother's birthday last week, but I forgot. So I'm in a hurry to send this package.** Also, what I'm sending is somewhat fragile.
- M ⁽⁶⁷⁾ **In that case, I suggest you use a private delivery service.** Private companies provide a larger variety of services that we don't offer.

68-70 conversation

- W Hi, Mr. Winston. This is Sharon Smith. ⁽⁶⁸⁾ **I was the person interested in buying the used Speedster sports car that you showed me last week.** I checked my financial situation and I've decided to go ahead with the purchase.
- M Hi, Ms. Smith. Well, unfortunately, we already sold that car to somebody yesterday. However, I have a similar model that you could look at. The car is used, but it is in great shape and just had new tires put on it.
- W Oh, that's too bad that you already sold the model. ⁽⁶⁹⁾ **That car had a really good safety rating, which is what I consider most important when buying a car.**
- M I see. Well, this similar model also has a five-star safety rating. ⁽⁷⁰⁾ **Why don't you come here this week? You can take a look at it and take it for a test drive.**

71-73 announcement

- M Hello, passengers. ⁽⁷¹⁾ **This is an announcement from your conductor.** Due to a freight train stalled at the next station, our departure will be delayed. The train ahead of us seems to be suffering a slight malfunction. ⁽⁷²⁾ **Once we receive official permission from the traffic control center, we will proceed as normal.** Unfortunately, we will arrive a little bit later than the scheduled arrival time. We apologize for this

inconvenience. ⁽⁷³⁾ **Please adjust your plans accordingly.** Thank you for your patience. We should be on the move shortly.

74-76 recorded message

W ⁽⁷⁴⁾ **Hello, you've reached Susan and Clare's Downtown Shop.** Beginning this Tuesday, we are closed for three days in order to expand the display space. ⁽⁷⁴⁾ ⁽⁷⁵⁾ **We will open this Friday with a much wider selection of women's pants and sweaters.** ⁽⁷⁶⁾ **To celebrate our renovation, we will be offering 10% off all purchases on our first day back in business.** Thank you for your interest.

77-79 radio advertisement

M Every winter, families waste hundreds of dollars paying unreasonable prices to heat their homes. ⁽⁷⁷⁾ ⁽⁷⁸⁾ **By installing Garcia MX insulated windows in your home, you can add an extra layer of protection against dust and noise as well as lower your monthly heating costs.** ⁽⁷⁹⁾ **You can get 20 percent off installation costs this month just by mentioning this radio advertisement when you call.** So why wait? Call today at 555-7263!

80-82 instructions

W ⁽⁸⁰⁾ **This is the end of today's product demonstration for our newest model of cell phone.** If you would like to become a beta tester for this cell phone, please wait and talk to our representative, James Goldman. ⁽⁸¹⁾ **Volunteers must have worked in the consumer electronics industry for at least 5 years.** ⁽⁸²⁾ **Remember, during the beta trial period, volunteers are strictly forbidden to release any details about the product.** Thank you very much for your interest in our brand-new model. I hope you enjoyed the presentation.

83-85 telephone message

M Hello, Ms. Tina Parker. This is Glen Wells calling from Claws and Paws. ⁽⁸³⁾ **I'm calling about the golden retriever puppy you were interested in buying.** ⁽⁸⁴⁾ **Last time you were here, you asked if the puppy had received all the proper vaccinations.** I checked its documents, and all of its vaccinations are up-to-date. Also, you said

this would be your first time raising a dog. ⁽⁸⁵⁾ **You might want to sign up for our dog training class offered on Wednesday evenings.**

86-88 talk

W As some of you may have heard, the company CEO will be stopping by our branch on Thursday morning. For most of you, this is the first time meeting him. ⁽⁸⁶⁾ **Therefore, everyone should make an additional effort to dress nicely and be punctual.** ⁽⁸⁷⁾ **Also, Susan Summers in the human resources department has printed a welcome banner to hang outside our main entrance.** ⁽⁸⁸⁾ **I would appreciate it if one of you could arrive early to help Susan hang it.**

89-91 advertisement

M Hello, everyone. ⁽⁸⁹⁾ **Researchers at the Duncan Research Institute are looking for volunteers willing to participate in a study about the effects of daily caffeine consumption on sleep habits.** Researchers say they require volunteers who currently do not drink coffee on a daily basis. ⁽⁹⁰⁾ **During the period of the study, volunteers are required to spend each night at the Duncan Research Institute.** They will be electronically monitored during their sleep. ⁽⁹¹⁾ **The research will continue from April 1 to the end of the month.** You can apply by calling the institute at 555-2341. Thank you.

92-94 telephone message

W Hello, Mr. Wagner. This is Marion Quinn, a customer representative with Zipline Cable. ⁽⁹²⁾ **You sent us an e-mail stating your wish to upgrade your service to the Gold Package.** ⁽⁹³⁾ **With the Gold Package, not only do you receive more channels, but you also have access to hundreds of on-demand movies.** ⁽⁹⁴⁾ **This Thursday afternoon, we will send over a technician who will install the receiver you need in order to use the Gold Package.** If you have any questions, please contact us at cs@ziplinecable.com or at 555-4851.

95-97 news report

- M Good morning, everyone. This is Chris Gibson. ⁽⁹⁵⁾
In today's morning news, Bowen Elementary School reported a sharp rise in new students this year. ⁽⁹⁶⁾ The increase has been attributed to the city of Bowen winning the "Most Livable City" award last year. The attention the city has received has been bringing new families who are attracted to the renowned education system and beautiful natural surroundings. Additionally, these families have tended to be wealthier than previous citizens, meaning the city of Bowen has seen a large increase in property tax revenue. ⁽⁹⁷⁾ The city plans to spend this extra revenue this summer by building a public swimming pool for residents.

98-100 advertisement

- W ⁽⁹⁸⁾ **All this month at the Santiago History Museum, there will be an exhibition featuring the hunting tools used by Ojibwe Native Americans over 200 years ago. ⁽⁹⁹⁾ These artifacts were discovered by French archaeologist Ferdinand Martin last year during an archaeological dig in the Midwest. Along with a display of artifacts such as bows, arrows, and spears, museum guests will have the opportunity to view a documentary about the lives of contemporary Ojibwe people. ⁽¹⁰⁰⁾ Please visit our Web site to watch a preview of the film and learn more about the exhibition.**

- 1 (A) He's bending over to pick up a pen.
(B) He's writing on a whiteboard.
(C) He's sitting at a desk.
(D) He's using his cell phone.
- 2 (A) The man is adjusting some equipment.
(B) The woman is holding a clipboard.
(C) They're standing by a door.
(D) They're wearing protective glasses.
- 3 **(A) Some pedestrians are heading in the same direction.**
(B) Some vehicles are waiting at an intersection.
(C) Some umbrellas are being sold in the street.
(D) Some billboards are being hung in a building.
- 4 (A) The window panes are being replaced.
(B) The plants are hanging from the balconies.
(C) The flowerpots have been stacked on the floor.
(D) The railings extend along the deck.
- 5 (A) The man is handing a cup to the woman.
(B) The man is typing on a keyboard.
(C) The woman is opening a notebook.
(D) The woman is resting her arms on the desk.
- 6 (A) A passenger is waving a flag.
(B) Some men are rowing their boats.
(C) Waves are breaking along the shore.
(D) Some birds are floating on the water.
- 7 (A) One of the men is talking to the woman.
(B) The men are wearing masks.
(C) The woman is standing in front of the wall.
(D) Dental equipment is being installed.
- 8 (A) Snow is being cleared from the roof.
(B) Some lights have been placed on the ground.
(C) Trees are lining the busy street.
(D) A snow plow is being operated.
- 9 (A) A crowd is watching a parade.
(B) Some people in uniforms are standing in a row.
(C) Road signs are being examined.
(D) A group of performers has gathered before an audience.
- 10 (A) A cabin is reflected on the surface of the water.
(B) Candles are burning on the table.
(C) The chairs are unoccupied.
(D) Some firewood is being collected.
- 11 You already washed the car, didn't you?
(A) Yes, I did it yesterday.
(B) I'll wash the dishes soon.
(C) No, she already left.
- 12 Which color pen should I use?
(A) Anything besides red.
(B) Sign at the bottom.
(C) That's beautiful.
- 13 Where should I put these brochures?
(A) Let's read it together.
(B) On Janet's desk.
(C) Use a large font.
- 14 Is Mr. Johnson joining us for lunch?
(A) Yes, I'm hungry too.
(B) No, he's occupied.
(C) I brought a sandwich.
- 15 When will the company release its newest video game console?
(A) At midnight tonight.
(B) He will renew his lease next month.
(C) It's on the desk.

- 16** How did you get such great seats for the concert?
(A) By winning tickets at a raffle.
 (B) At least once a week.
 (C) He's a world-renowned musician.
- 17** Why are the lights off in the conference room?
 (A) I was sitting there.
(B) They are watching a video.
 (C) Yes, she's off duty.
- 18** Do you know where the employee break room is?
 (A) We will take a ten-minute break.
 (B) Have you worked here long?
(C) On the second floor.
- 19** Who replaced the ink cartridge?
(A) Suzy did this morning.
 (B) In the shopping cart.
 (C) It's a brand-new printer.
- 20** I'm so thankful for all your help in preparing this report.
 (A) You're welcome to stay.
(B) Don't mention it.
 (C) I need a pair of gloves.
- 21** Would you like to make a reservation for tonight?
 (A) The dinner was delicious.
(B) I would, for six people.
 (C) It's an expensive hobby.
- 22** Why did you open the window?
(A) To let in some fresh air.
 (B) In the master bedroom.
 (C) Because the store will open next month.
- 23** Let's stop by the post office on the way.
 (A) A letter to my cousin.
(B) OK, where is it?
 (C) The delivery arrived yesterday.
- 24** There's a name missing from the list of speakers.
(A) Oh, who is it?
 (B) I'll make twenty copies.
 (C) Yes, he agreed to the contract.
- 25** What day are we hosting that party?
 (A) Yes, it's ready.
 (B) He requested a chocolate cake.
(C) Check the calendar in the office.
- 26** You should sign up for a computer programming workshop.
 (A) Mr. Greene will assign more employees to the project.
(B) You don't think it would be too difficult for me?
 (C) Please refund this purchase, please.
- 27** You've finished interviewing the candidates, haven't you?
 (A) It was in the meeting room.
(B) Yes, the last person just left.
 (C) Where did you put the applications?
- 28** Would you like to be in charge of entertainment or catering?
(A) I'll take care of food and drinks.
 (B) It was a great party.
 (C) The stage is too small.
- 29** Don't we need to check out soon?
(A) No, I reserved the room until tomorrow.
 (B) The hotel doesn't provide room service.
 (C) Let's make a reservation for 6 o'clock.
- 30** I'm excited to start using this new software.
(A) Yes, it should make work easier.
 (B) It's old, but still usable.
 (C) I was disappointed in him.
- 31** Why don't we hand out free samples to customers?
 (A) No, it's the customer service department.
 (B) Because we conducted a survey.
(C) Yeah, that's a good strategy.
- 32** The building site hasn't been selected, has it?
(A) We are still considering multiple options.
 (B) It's a luxury apartment complex.
 (C) He will cite a passage from his book.
- 33** How did you hear about the meeting on Thursday?
(A) Mr. Shepard told me at lunch.
 (B) My neighbor gave it to me.
 (C) I can't tell them apart.

- 34** Should I tell Susan for you, or do you want to tell her yourself?
(A) She's a teller.
(B) I want to do it directly.
(C) I forgot the phone number.
- 35** The annual sales report is finished.
(A) We should proofread it before printing.
(B) I watched the weather report too.
(C) They raised the price by 10 dollars.
- 36** Is this used vehicle for sale?
(A) Yes, and I changed the tires on it.
(B) The price of gas is reasonable.
(C) I used it for cooking.
- 37** What is needed to apply for this job?
(A) Yes, she starts on Monday.
(B) A bachelor's degree or higher in engineering.
(C) The rule doesn't apply to children under 8.
- 38** Who's in charge of designing promotional handouts?
(A) Mr. Wilson was promoted to sales manager.
(B) The man wearing the blue shirt.
(C) We don't charge for delivery.
- 39** Should we take the express train, or the cheaper option?
(A) Let's get there as fast as possible.
(B) She is waiting at the train station.
(C) I'll send it by express mail.
- 40** Aren't these books overdue at the library?
(A) Charles Quinn is my favorite author.
(B) Yes, I keep forgetting to return them.
(C) She's a new librarian.

PART 3

41-43 conversation

- M ⁽⁴¹⁾ **Thanks for your interest in subscribing to the *Burlington Gazette*.** Our newspaper supplies timely and topical articles in an easy-to-read format.
- W ⁽⁴²⁾ **Do you offer electronic access to your newspaper?** I am always on my computer, and that would be more convenient.
- M Yes, we do offer Internet access. ⁽⁴³⁾ **I can give you a seven-day free trial to the Internet**

version of our newspaper. If you like it, you can sign up for a subscription.

44-46 conversation

- W Hello, Mr. Richardson. This is Mary Lopez calling from Clemens' Industrial Laundry. ⁽⁴⁴⁾ **I'm calling to inform you that one of our commercial washing machines broke and we are behind schedule.** We won't be able to wash your company's tablecloths by the usual time.
- M Oh, no. That could be a big problem. ⁽⁴⁵⁾ **We are hosting a large conference in the hotel ballroom on Thursday and we will need all of our tablecloths.**
- W I'm very sorry about this situation. ⁽⁴⁶⁾ **There is another branch located on Elm Street downtown. I suggest you give them a call.**

47-49 conversation

- M Excuse me. I'm looking for Mr. McBride's office. ⁽⁴⁷⁾ **I thought it was on the third floor, but I can't find it anywhere.**
- W ⁽⁴⁸⁾ **Actually, Mr. McBride's office is on the top floor of this building.** The elevator is just down the hall.
- M Oh, thanks. Do you happen to know the room number for his office?
- W No, I don't. ⁽⁴⁹⁾ **Once you get off the elevator, there should be a directory board on the wall.** It will tell you what you need to know.

50-52 conversation

- M Hi, Ms. Halloway. This is Tony calling. ⁽⁵⁰⁾ **A work order was submitted requesting that we repaint the walls of the conference room this week.** I was planning on starting today and finishing tomorrow afternoon.
- W Well, that won't work for me. ⁽⁵¹⁾ **I'll be using the conference room tomorrow to hold a leadership workshop.** Could you do it on a different day?
- M That's no problem. ⁽⁵²⁾ **I'll ask Jim, who works the weekend shift, if he can take care of the painting job.**

53-55 conversation

- W Hello, Mr. Penn. ⁽⁵³⁾ **I wanted to ask about changing my work hours.** I will be entering university starting next month and my availability is going to change.
- M Well, Nami, we really value you as a hard-

working employee at this restaurant, so I want you to continue working here. What do you think your schedule will be?

W Thank you for saying so. ⁽⁵⁴⁾ **I haven't registered for classes yet, so I'm not completely sure.**

M I see. ⁽⁵⁵⁾ **Once you find out, please let me know.** I'm sure we can figure something out so that you can attend university and continue working here.

56-58 conversation

M Hello, my name is Jordan Briggs. ⁽⁵⁶⁾ **I'll be getting married next week and we are looking for someone to photograph our wedding.** A friend of mine showed me photographs you took and I was really impressed.

W Thanks for calling me, Mr. Briggs. What type of photographs are you interested in exactly?

M Well, we would want you to take photographs of everything including the guests, the food, the ceremony, and the after-party. ⁽⁵⁷⁾ **How much would that cost?**

W Well, it could be quite expensive. ⁽⁵⁸⁾ **In order to photograph the event that extensively, I would need to hire two or three assistants.**

59-61 conversation

M We will have a new quality control inspector joining our staff as of tomorrow. ⁽⁵⁹⁾ **His name is Nathan Gates and he'll be examining products for any defects before being shipped.**

W I'm glad to hear that. We have had a lot of customers returning defective items lately. It's not good for our company's image and reputation.

M ⁽⁶⁰⁾ **When he comes to work tomorrow, please introduce him to everyone in the factory.**

W Sure, I will. ⁽⁶¹⁾ **I'll also make sure to give him all the proper safety gear he needs to wear inside the factory.**

62-64 conversation

M We finally were able to pump all of the water from the basement today. ⁽⁶²⁾ **Unfortunately, a lot of our inventory was damaged by the water.**

W ⁽⁶³⁾ **I've never seen a flood occur so fast like that.** Because of the damaged inventory, we won't be able to be open for a few days.

M Well, at least it didn't happen over the weekend when no one was in the office. The damage could have been much worse.

W That's true. ⁽⁶⁴⁾ **I heard from our supplier and they said they can restock our storage room this Friday.** I guess we'll just have to wait patiently until then.

65-67 conversation

M ⁽⁶⁵⁾ **Next week at Harrison University, Charlie Klein will be conducting an introductory lecture on creative writing. It's open to the public and it isn't very expensive.**

W Charlie Klein? ⁽⁶⁶⁾ **Doesn't he currently have a book on the bestseller list?** I heard his stories are very moving and powerful. I'd like to attend it.

M Yes. I recently bought one of his books and was really impressed. That's why I don't want to miss this opportunity to learn from him. Would you like to read it before the lecture?

W Sure. ⁽⁶⁷⁾ **I'll stop by your home tomorrow and pick up the book from you.** Thanks for letting me know.

68-70 conversation

W I saw an advertisement on the subway today for back pain relief at Frank Logan Hospital. The advertisement offers a free consultation to assess a patient's situation and suggest a course of treatment. I'm thinking of going.

M ⁽⁶⁸⁾ **Actually, I was treated by Dr. Moran at the hospital for back pain last year.** After five years of enduring the pain, my pain was drastically reduced under the care of Dr. Moran. In addition to medication, he showed me some useful stretching exercises. I really recommend seeing him.

W You're right. I shouldn't hesitate anymore. ⁽⁶⁹⁾ **My work is disrupted by my back pain almost every day.**

M ⁽⁷⁰⁾ **If you would like, I can give you the number for Dr. Moran's office.** That way you can set up an appointment with him directly.

PART 4

71-73 telephone message

M Hello, this is Sam Booth calling from Crimson Realty. ⁽⁷¹⁾ **This message is for Jordan King. I'm happy to say that someone is interested in making an offer on your house. ⁽⁷²⁾ I would like to stop by with the potential buyer this Thursday to discuss the sale in more detail.**

Please let me know what time on Thursday you're available and I'll arrange a time with the potential buyer. ⁽⁷³⁾ **In the meantime, I suggest you clean up the house so it looks as impressive as possible for Thursday.** Thank you.

74-76 news report

M Good morning, radio listeners. This is Tim Lester with your Morning Newsflash. ⁽⁷⁴⁾ **An hour ago there was a serious collision at the intersection of Smith Avenue and Main Street.** Traffic is extremely congested and it's almost impossible to get anywhere downtown. ⁽⁷⁵⁾ **As a result, tonight's soccer match has been delayed by two hours to allow spectators time to make it to the stadium.** Oh, also remember, during half time there will be a hot dog eating contest. ⁽⁷⁶⁾ **The winner will receive an airline ticket to Hawaii.**

77-79 announcement

W ⁽⁷⁷⁾ **Welcome, spectators. Please listen to a short announcement before the match begins.** ⁽⁷⁸⁾ **As of today, you are no longer allowed to bring food and drinks from outside into the stadium. Please adhere to this new regulation.** However, there are concession stands selling a variety of delicious snacks and beverages at reasonable prices. ⁽⁷⁹⁾ **In addition, 5 percent of the proceeds made from concession stands will be donated to a charity that helps children with disabilities.** Thank you.

80-82 weather report

M ⁽⁸⁰⁾ **The National Weather Service has issued a tornado warning for Allison County beginning at 4:00 P.M. and lasting until 8:00 P.M.** ⁽⁸¹⁾ **Therefore, all after-school activities in Allison County have been canceled.** ⁽⁸²⁾ **Local residents are urged to take shelter in a basement or windowless room and wait until the tornado has passed.** Please stay tuned for more updates.

83-85 telephone message

W ⁽⁸³⁾ **Good afternoon, my name is Janice Decker and I'm currently producing a commercial for QX Apparel, the world-famous sporting apparel company.** ⁽⁸⁴⁾ **I'm calling your agency**

because I'm looking for a woman between the ages of forty and sixty to appear in the commercial. The model needs to be physically fit and have a slim body build. ⁽⁸⁵⁾ **If you have such a model available, please e-mail me her résumé and photos.** My e-mail address is janicedecker@qxgroup.com and my phone number is 555-6512. Thank you.

86-88 talk

M ⁽⁸⁶⁾ **Last on our agenda today is discussing the schedule for this week's business conference in New York.** All employees in the office are expected to be in the parking lot by 9:00 A.M. on Friday to board the buses. ⁽⁸⁷⁾ **Also, in order for more employees in other cities to be able to attend, we have rented extra buses for the weekend.** The schedule is very tight, so anyone who is late will be left behind and won't be able to attend the conference. ⁽⁸⁸⁾ **Finally, next Monday we will have a company dinner where everyone will be given the opportunity to share what they learned over the weekend.** Are there any questions?

89-91 telephone message

W Hi, Carl. This is Clara Sung calling from downstairs. I'm sorry I called you. I know you're on a business trip, but there's an urgent task to do. ⁽⁸⁹⁾ **The fiscal year is almost over, so I'm trying to calculate every department's total purchases and sales for the year.** However, I still haven't received any information from the research and development department. ⁽⁹⁰⁾ **Could you please organize the data into a spreadsheet and send it to me?** ⁽⁹¹⁾ **If you're unsure how to do that, please consult last year's annual report or just let me know as soon as possible.** Thank you.

92-94 announcement

M ⁽⁹²⁾ **This Thursday at 7:00 P.M. at the Milton College auditorium, archeologist John Baker will be giving a special talk.** His talk will focus on his research on the ancient monument Stonehenge, located in Wiltshire, England. ⁽⁹³⁾ **After the talk, a short film documenting the history of this ancient site will be screened.** ⁽⁹⁴⁾ **Students, faculty, and staff will be granted**

free entrance to this event. Therefore, no prior purchase of tickets is necessary. Come and enjoy this informative talk.

95-97 telephone message

W Hello, my name is Cathy Richards. I ordered a replacement battery for my laptop last week. ⁽⁹⁵⁾
The battery arrived today, but it's not the right battery for my laptop model. ⁽⁹⁶⁾ **I'm leaving for Beijing on business next week, and I need to have a portable computer to work from.** I would really appreciate it if you could ship the correct battery by express delivery so it arrives before Wednesday. ⁽⁹⁷⁾ **I will send an e-mail confirming my laptop model number so that there will be no misunderstanding this time.**
Thank you.

98-100 introduction

W ⁽⁹⁸⁾ **Welcome to the 37th Annual Consumer Electronics Expo here in Tokyo, Japan.** ⁽⁹⁹⁾ **To kick off our opening ceremony, I would like to introduce Roy Cameron, the CEO of the consumer electronics company Surge.** Mr. Cameron has been a leading figure in the field for decades, pioneering some of the most important developments in home computing. ⁽¹⁰⁰⁾ **At the end of the talk, Mr. Cameron will be unveiling a solar-powered smartphone, Solar X.** It's Surge's newest innovation that will be available on the market next month. Now, let's give a warm welcome to Mr. Cameron.

- 1 (A) He's examining a display case.
(B) He's mixing some bread dough.
(C) He's opening the oven door.
(D) He's holding a long stick.
- 2 (A) They're walking to the police station.
(B) They're wearing uniforms.
(C) They're getting into the vehicle.
(D) They're looking for a parking spot.
- 3 (A) Vendors are setting up their booths.
(B) Customers are shopping at a department store.
(C) Some canopies are shading the markets stalls.
(D) Goods are being unloaded from a truck.
- 4 (A) She's talking on the phone.
(B) She's installing some equipment.
(C) She's gazing ahead of herself.
(D) She's repairing a headset.
- 5 (A) A plant is being trimmed.
(B) Some gardening tools are being sharpened.
(C) A hole is being dug in the ground.
(D) The man is washing a shovel.
- 6 **(A) Two sections of the bridge have been raised.**
(B) Boats are floating near a cliff.
(C) People are swimming toward a sailboat.
(D) A canal is flowing past a forest.
- 7 (A) One of the women is pouring water into the sink.
(B) Some materials for an experiment are being purchased.
(C) One of the women is dripping liquid into a container.
(D) Some lab coats have been placed in a laundry basket.

- 8 (A) A light is being turned on.
(B) Gloves are being distributed to workers.
(C) Some equipment is being operated.
(D) Boxes are being moved into a building.
- 9 **(A) The buildings have more than one story.**
(B) Pedestrians are passing through a narrow walkway.
(C) Potted plants have been arranged on some steps.
(D) The entrance of the street is under construction.
- 10 (A) One of the men is sweeping the hallway.
(B) The men are greeting each other.
(C) One of the men is selling a newspaper.
(D) Some windows line the corridor.

PART 2

- 11 When do we need to arrive at the gate?
(A) Two hours before departure.
(B) In Chicago.
(C) He's still alive.
- 12 Who will attend the annual conference?
(A) Yes, it's finished.
(B) On Oak Street.
(C) Mr. Lee will.
- 13 Did you see the film trailer?
(A) Yes, it looks thrilling.
(B) An oversized load.
(C) The theater is close by.
- 14 You've been to Japan before, haven't you?
(A) After 3:30 P.M.
(B) I prefer Japanese food.
(C) No, never.

- 15 Where's the light switch?
(A) We switched suppliers.
(B) On the back wall.
(C) It's too heavy.
- 16 Would you like to return this item?
(A) Yes, it doesn't fit.
(B) Medium size, I think.
(C) No, he left already.
- 17 How late did you work last night?
(A) Past midnight.
(B) Three times, I guess.
(C) Don't be late again.
- 18 Why isn't the heater on?
(A) A cold winter day.
(B) It broke this morning.
(C) Yes, it's on.
- 19 What's the name of the company?
(A) A new CEO has been named.
(B) Submit an application.
(C) It's at the top of the page.
- 20 Are you picking up the client today or tomorrow?
(A) She works in China.
(B) A taxi driver.
(C) This afternoon.
- 21 Who should I assign this task to?
(A) Someone in marketing.
(B) I'll finish it by Tuesday.
(C) Please sign here.
- 22 You are planning to attend the concert on Wednesday, aren't you?
(A) No, something urgent came up.
(B) He tends to speak indirectly.
(C) Yes, it was very good.
- 23 Isn't Mr. Moore married?
(A) It's after the wedding.
(B) No, it wasn't.
(C) Yes, since last year.
- 24 Can I help you carry that?
(A) That would be appreciated.
(B) The box is full of paper.
(C) I couldn't find an empty seat.
- 25 When is the payment due?
(A) You may use a credit card.
(B) Before March 3.
(C) Yes, I do.
- 26 Which pattern do you like best?
(A) Let's choose the best idea.
(B) I think the striped shirt is nice.
(C) The store closes soon.
- 27 Do you want to take the bus or drive to the mall?
(A) The price of gas.
(B) Just look at a map.
(C) I prefer public transportation.
- 28 How many new computers were purchased?
(A) One for each employee.
(B) It's an e-mail attachment.
(C) For the business conference.
- 29 I can't find the file on that client.
(A) That's fine with me.
(B) Look in this file cabinet.
(C) Before the end of the day.
- 30 Why don't we rent bicycles?
(A) Because Jake wants to.
(B) Yes, just like the directions said.
(C) That sounds fun.
- 31 Don't you live in the same neighborhood as Jim?
(A) No, I don't leave until 6:00 P.M.
(B) Yes, very close in fact.
(C) It's different from this new product.
- 32 Where's the nearest gas station?
(A) It's toxic gas.
(B) He is at the car show.
(C) Just around the corner.
- 33 Why is nobody at the park today?
(A) I forgot the picnic basket.
(B) It is expected to rain.
(C) No, he changed his mind.
- 34 Has your daughter decided on a wedding date?
(A) No, that sounds too luxurious.
(B) Yes, the last weekend in August.
(C) She likes the white dress.

- 35 Should I park on the street or in the garage?
(A) Wherever there is space.
 (B) You left your keys on the counter.
 (C) They started from a garage band.
- 36 We are going to open a second location next month.
(A) Your business is going well.
 (B) I often visit my cousins.
 (C) No, it was on the third floor.
- 37 Why don't you ask for a few days off from work?
(A) I guess I'll have to do that.
 (B) Yes, I'll turn it on.
 (C) He received a promotion.
- 38 Who's most qualified for this position?
 (A) Complete the form online.
(B) Actually, I'll have to review their résumés.
 (C) They filed an official complaint.
- 39 How do you know Greg Tate?
 (A) Surprisingly, there is no record of that.
 (B) Since about a year ago.
(C) We work in the same department.
- 40 My computer completely stopped working today.
 (A) Computer programming is a useful skill.
(B) I'll send a technician immediately.
 (C) I saw him yesterday at the intersection.

41-43 conversation

- W Hi, Mike. This is Linda from work. I noticed today that we live in the same neighborhood. ⁽⁴¹⁾ **I was wondering if you would be interested in carpooling to work.** We could save gas money and help the environment.
- M ⁽⁴¹⁾ ⁽⁴²⁾ **Actually, I bought a bike last week and I ride it to work every day now.** You should join me biking to work. It's really fun and healthy.
- W Oh, that's a very good idea. ⁽⁴³⁾ **But first, I have to take my bike to the bike shop to get it repaired.**

44-46 conversation

- M Excuse me. ⁽⁴⁴⁾ **I can't find the special exhibition on Ancient Chinese Art.** Isn't it

supposed to be here on the second floor?

- W No, the entrance is actually on the third floor. However, you will need to buy a separate ticket in order to enter the special exhibition. It is not included in the general admission ticket. ⁽⁴⁵⁾ **Do you have the correct ticket?**
- M Yes, I already purchased it.
- W ⁽⁴⁶⁾ **In that case, let me show you where to enter the exhibition.** Please follow me.

47-49 conversation

- W Hello, Mr. Green. This is Kelly Carter calling. ⁽⁴⁷⁾ **You have a doctor's appointment tomorrow morning.** ⁽⁴⁸⁾ **I'm calling to remind you that it's important not to eat 12 hours prior to your appointment.**
- M Is that really necessary? What if I have a very light meal? I have a dinner appointment with my friend today.
- W I'm sorry, but in order to conduct an accurate blood test, you need to have an empty stomach for 12 hours. ⁽⁴⁹⁾ **We will provide you with free refreshments after the test.**

50-52 conversation

- W This concludes the tour of the Waltman Chocolate Factory. We hope you learned a lot about the chocolate making process. ⁽⁵⁰⁾ **Now I will hand out a variety of flavors for you to try.** Does anyone have any final questions?
- M I have one. ⁽⁵¹⁾ **Can we buy some boxes of your chocolates here at the factory?** I would like to buy some to give to my family as a gift.
- W Of course you can. The gift shop is on the second floor of this building. ⁽⁵²⁾ **Our intern, Suzie Palmer, will take any interested guests to the gift shop.**

53-55 conversation

- M Hello. Are you Ms. Joyce, right? ⁽⁵³⁾ **I just started working here today and I was told to shadow you.** Is it OK if I follow you around and watch how you do things?
- W Nice to meet you. Of course you can shadow me today. And if you ever have any questions, don't hesitate to ask. ⁽⁵⁴⁾ **I was just about to take inventory in the warehouse. Let's do it together.**
- M That sounds great. ⁽⁵⁵⁾ **But before I do anything,**

I just need to change into my work uniform. I'll join you in the warehouse in ten minutes.

56-58 conversation

- M Hello, Tina. This is Michael Hall calling. ⁽⁵⁶⁾ **I just left the office a minute ago and realized I forgot to e-mail myself an important document.** It's a spreadsheet that I need for my presentation in Tokyo tomorrow. Are you still at the office?
- W Yes, I am. ⁽⁵⁷⁾ **It's 6:00 P.M. now. I still have an hour left to leave work.** So, how can I help you?
- M Oh, great. If you turn my computer on, the spreadsheet document will be right on the desktop. If you could just e-mail it to me, I would be so grateful.
- W No problem. Wait a moment. I'll look for the document and e-mail it. ⁽⁵⁸⁾ **Why don't you make sure that you receive it in about five minutes?**

59-61 conversation

- M Hello. This is Chris Holt calling on behalf of the World Science Fiction Convention. ⁽⁵⁹⁾ **We reserved the conference center at your hotel for our event this weekend.** I visited the space today and noticed that there were no tables and chairs set up.
- W The seating will be ready in time for the event. ⁽⁶⁰⁾ **Those items are currently needed for another convention in a different section of the hotel.** By the way, exactly how many attendees are you expecting to come?
- M ⁽⁶¹⁾ **We have 248 confirmed guests.** Therefore, we will need around 50 tables with 5 chairs each. Please let me know once these preparations are done.

62-64 conversation

- M Hello, Ms. Morris. It's Marvin Gibson from *New York Eats*. ⁽⁶²⁾ **I'm calling because I write a weekly column for the magazine and would like to profile your restaurant this week.**
- W Wow, I'm honored. ⁽⁶³⁾ **We recently added some Mexican dishes to our menu.** Why don't you come by tonight and try some? Afterwards you can interview me and the chefs about the restaurant.
- M That sounds great. ⁽⁶⁴⁾ **However, I'd like to come during the day so that I can take some nice pictures.**

W All right. Then how about this Friday?

65-67 conversation

- M Excuse me. ⁽⁶⁵⁾ **I bought a fishbowl and some goldfish here yesterday.** ⁽⁶⁶⁾ **However, the water filter doesn't seem to be working properly.**
- W Ah, yes. I remember you from yesterday. I'm sorry to hear that. Could you tell me more?
- M Well, I turned it on, but it doesn't appear to be running. I'm worried the fish won't survive without the filter functioning. I brought it for you to take a look at.
- W Hmm, you're right. It appears to be broken. I'm so sorry about that. ⁽⁶⁷⁾ **I'll give you a new one immediately.** Wait a moment, please.

68-70 conversation

- M ⁽⁶⁸⁾ **My guest today is Donna Fuller, a famous singer-songwriter currently touring the United States.** Her newest album just came out this week. Thanks for joining us, Donna. First, could you describe your musical style for listeners who may be unfamiliar with you?
- W Well, my style has changed a lot over the years. ⁽⁶⁹⁾ **Originally, I wrote and performed jazz music, but this new album is in the rock genre.** I think my fans will be a little surprised, but I hope they like it.
- M What can your fans expect if they come to see you live on this new tour?
- W ⁽⁷⁰⁾ **There will be a lot more musicians on stage than before.** So, the stage will be full of energy and excitement.

71-73 telephone message

- W Hello, Ms. Jansen. It's Kate Douglas. ⁽⁷¹⁾ **I'm so grateful that you offered to babysit my son Michael this weekend.** As you know, something urgent came up and I have to be away on business this weekend. ⁽⁷²⁾ **An important merger will take place in April, and I need to be in New York in order to lead a meeting between my company and NX Electronics.** ⁽⁷³⁾ **Oh, and also, please let me know how much you expect to be compensated for babysitting.** Thanks again.

74-76 announcement

- M Good morning, ladies and gentlemen. ⁽⁷⁴⁾ **On behalf of the staff, I regretfully announce that Flight 344 will be slightly delayed.** The fueling process is taking longer than expected, but should be completed soon. ⁽⁷⁵⁾ **Passengers who are hungry can receive complimentary snacks and fruit juices here at the counter.** ⁽⁷⁶⁾ **However, we will be boarding relatively shortly, so we ask that passengers do not leave the boarding area.** Thank you for your cooperation.

77-79 talk

- M Hello, everyone. ⁽⁷⁷⁾ **Welcome to the guided tour of the Giant Dinosaurs exhibit.** Today you will be able to see dinosaur skeletons that were excavated by Dr. Mark Simmons while on an expedition in South Africa. ⁽⁷⁸⁾ **Dr. Simmons is one of the most respected scientists in the field, and has discovered some of the oldest and most well-known fossils in the field.** These fossils here were found in layers of sedimentary rock dated back over 65 million years ago. ⁽⁷⁹⁾ **Because these fossils are delicate, I remind everyone that if you want to take pictures, please turn the flash off on your camera.**

80-82 excerpt from a meeting

- W Before this meeting concludes, I would like to mention a new opportunity available to all employees. ⁽⁸⁰⁾ **As a benefit of our recent merger with TechSoft Solutions, you can now expand your medical insurance to include vision and dental coverage.** ⁽⁸¹⁾ **You can visit our company Web site to calculate exactly how much this change would increase your monthly payment.** ⁽⁸²⁾ **If you have never accessed our Web site in the past, you will first need to contact Suzie Summers in order to get your login information.** Please make sure to keep your login information private.

83-85 talk

- W Congratulations on joining our team here at Top Office Manufacturing, the number one producer of office furniture in the world. ⁽⁸³⁾ **Our products are well known around the world for being durable and reliable.** We're so confident in the quality of our products that they all come with

a lifetime guarantee. ⁽⁸⁴⁾ **Before we go down to the factory floor, I would like everyone to change into these uniforms that I will be distributing shortly.** ⁽⁸⁵⁾ **After you have changed, please follow Mr. Hastings, who will be taking your pictures in order to make personal identification cards for everyone.**

86-88 announcement

- M Welcome to the Franklin Zoo. Our most popular place here is the Dolphin World. ⁽⁸⁶⁾ **As a long-term member of the zoo staff, I have been working with these dolphins for over 10 years, and they treat me like a member of their family.** ⁽⁸⁷⁾ **Dolphins are one of the smartest animals on the planet, and they can form deep bonds with their human trainers.** As we get closer to the dolphins, I ask that you do not feed them. ⁽⁸⁸⁾ **In fact, we ask you to refrain from feeding any of the animals here at the zoo.**

89-91 telephone message

- W ⁽⁸⁹⁾ **Hello, this is Martha Henson from Speedy Copy Center calling for Josh Carpenter.** Yesterday you stopped in and requested 100 copies of an employee training manual to be made. ⁽⁹⁰⁾ **However, you forgot to indicate if you needed color or black and white copies.** Color copies are much more expensive, so we need to know if that's what you want. ⁽⁹¹⁾ **Please call back at 555-6162 at your earliest convenience in order to sort this problem out.** Thank you.

92-94 introduction

- M ⁽⁹²⁾ **Hello, I'm Nelson Smith, your host for Literary World on WXP 94.5.** On today's program, our guest is up-and-coming author Michael Shaw. ⁽⁹³⁾ **Unlike the majority of the guests we've had on our program, Michael hasn't even graduated high school yet.** He is only 17 years old, and the youngest author to ever be featured on our program. Michael's first novel went on sale last month and the reviews have been great. Also, this Friday Michael will be signing books at the Newtown Bookstore at 6:00 P.M. ⁽⁹⁴⁾ **Don't miss this great opportunity to meet a young local talent!**

95-97 announcement

W (95) (97) **The staff of the Chariot Hotel is sorry to inform you that the exercise room on the first floor will be closed for the month of May.** We are currently renovating the space. Once renovations are completed, the space will feature more exercise equipment as well as a sauna and a screen golf room. (96) **As compensation for this inconvenience, current guests of the hotel can receive a 10 percent discount on their next stay.** In the meantime, the pool and hot tub area will remain open. (97) **They are both located on the same floor as the exercise room.** Thank you.

98-100 talk

M (98) **Thank you for inviting me to give a guest lecture today in this classroom.** My name is John Burton and I'm a specialist in the field of artificial intelligence at Burton Innovations. (99) **Currently, my colleagues and I are working to build a car that can drive itself.** We hope that this new car can reduce traffic accidents and make life easier for ordinary people. (100) **Now, I'd like to show you a video that demonstrates our new innovation and its groundbreaking capabilities.** Please watch this screen.