

## Actual Test

# 04

PART 1 / PART 2 / PART 3 / PART 4

### LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

#### PART 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

#### Example

#### Sample Answer

(A) (B) (C) (D)



Statement (B), "They're looking at the document," is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

1.



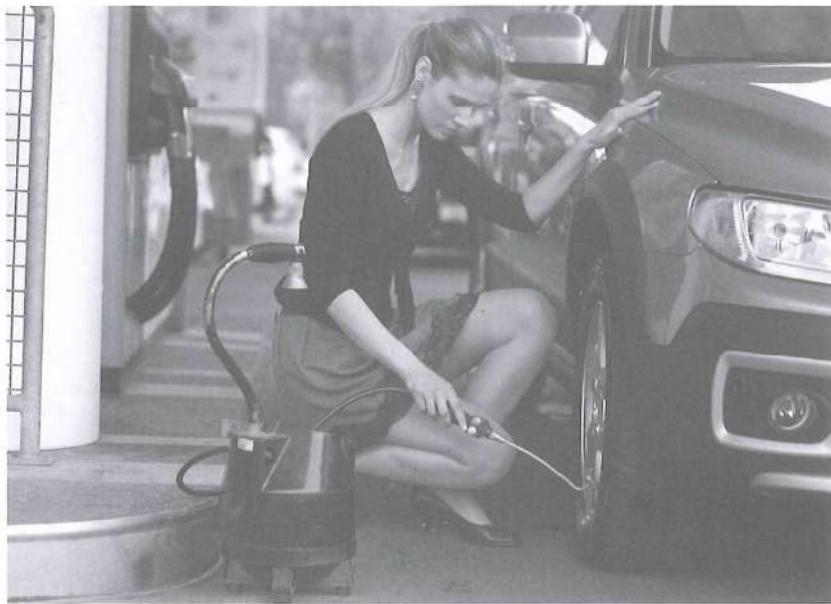
2.



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3.



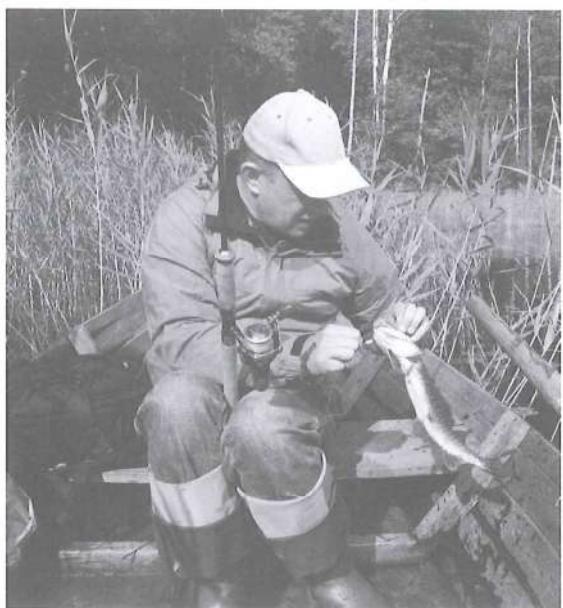
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5.



6.



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**PART 2**

**Directions:** You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
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26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

### PART 3

**Directions:** You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. What did the man recently do?

- (A) Purchased a house
- (B) Went on a business trip
- (C) Signed up for a service
- (D) Installed a television

33. Why must the man pay a fee?

- (A) He wants to change his schedule.
- (B) He returned an item late.
- (C) He lost his membership card.
- (D) He needs an additional service.

34. What will the woman include in an e-mail?

- (A) A receipt
- (B) Login information
- (C) A membership contract
- (D) Driving directions

35. What does the woman say caused the problem?

- (A) A repair cost has increased.
- (B) A reservation has been canceled.
- (C) A client arrived too late.
- (D) A tire needed to be replaced.

36. Why is the man concerned?

- (A) He lost an important receipt.
- (B) He needs a car to greet a client.
- (C) He has to reschedule a meeting.
- (D) He was unable to contact a client.

37. What does the woman suggest?

- (A) Preparing an alternative plan
- (B) Ordering a replacement part
- (C) Attending a conference
- (D) Reserving a less expensive ticket

38. What problem is the woman reporting?
- (A) An accounting error has been made.
  - (B) A printer is out of order.
  - (C) Some office supplies have been used up.
  - (D) A document has become lost.
39. What does the man ask the woman to do?
- (A) Check some product information
  - (B) Install new equipment
  - (C) Update customer information
  - (D) Stop by his office
40. What is mentioned about Mr. Hills?
- (A) He is in charge of a new project.
  - (B) He is in the same department as the woman.
  - (C) He has recently ordered a new item.
  - (D) He wrote a hardware list.
- 
41. How did the man learn about the store?
- (A) By watching a television
  - (B) By talking to a friend
  - (C) By reading a brochure
  - (D) By listening to the radio
42. According to the woman, what is being offered this month?
- (A) A discount coupon
  - (B) A reduced membership fee
  - (C) Free delivery
  - (D) A lifetime warranty
43. What does the woman suggest doing?
- (A) Paying in advance
  - (B) Getting measurements taken
  - (C) Submitting a proposal
  - (D) Hiring an assistant
- 
44. What kind of services are the speakers discussing?
- (A) Catering for company events
  - (B) Business consultation
  - (C) Workforce training
  - (D) Delivery services
45. Why has the man not used Rose and Lily Co.'s services before?
- (A) He was unaware of them.
  - (B) He was reluctant to pay a membership fee.
  - (C) He was on bad terms with the owner.
  - (D) He did not realize their availability.
46. What does the man ask the woman to do?
- (A) Try some food and beverages
  - (B) Send a catalog
  - (C) Provide a sample
  - (D) Expedite an order
- 
47. What does the woman say she has heard about?
- (A) The joining of two businesses
  - (B) The construction of a factory
  - (C) An international conference
  - (D) A highway expansion project
48. What benefit does the man mention?
- (A) Lower insurance costs
  - (B) Increased vacation days
  - (C) International competitiveness
  - (D) Updated equipment
49. What does the man suggest the woman do?
- (A) Visit his office
  - (B) Post an advertisement
  - (C) Submit a proposal
  - (D) Check job listings
-

50. What is the reason for Joseph's call?
- (A) There is a problem with the apartment.
  - (B) To sign the contract for the apartment
  - (C) To discuss another apartment
  - (D) To discuss the price of rent
51. What does Joseph say about the Kahlua Apartment?
- (A) It's ready to move in anytime.
  - (B) There are renovations occurring.
  - (C) It is near a new fitness center.
  - (D) There is a major pest problem.
52. What does Joseph offer to do?
- (A) Find a new apartment at Graceville Towers
  - (B) Arrange all of the moving
  - (C) Move her furniture personally
  - (D) Move into the Kahlua Apartment building
- 
53. Why is the woman calling the man?
- (A) To ask a favor of him
  - (B) To order some flowers
  - (C) To find a rental property
  - (D) To rent a house
54. What does the woman say she has done recently?
- (A) Been promoted at her company
  - (B) Closed down her business
  - (C) Got a new job
  - (D) Opened her own business
55. Why does the man say, "What's your afternoon like?"
- (A) To figure out when they can meet
  - (B) To ask her to dinner
  - (C) To explain rental conditions
  - (D) To get some keys for the office
- 
56. What did the company do recently?
- (A) Renovate the lobby
  - (B) Build new research facilities
  - (C) Hired new staff
  - (D) Built new offices
57. What does the woman mean when she says "it's about time!"?
- (A) She thinks the company deserves new offices.
  - (B) She thinks construction has taken too long.
  - (C) She doesn't like the new offices.
  - (D) She wants a raise in her salary.
58. What does the woman imply about the company?
- (A) They have been very lucky to grow so fast.
  - (B) Some of the staff is not working hard.
  - (C) The company worked hard to grow fast.
  - (D) The new offices aren't very nice.
- 
59. What are the speakers mainly discussing?
- (A) Getting ready for a work party
  - (B) Getting the sales report ready
  - (C) Getting ready for a promotion
  - (D) Getting ready to finish the quarter
60. What does the man say about Andrew?
- (A) He noticed that he left work early the night before.
  - (B) He thinks Andrew isn't a hard worker.
  - (C) He noticed that he worked late the night before.
  - (D) He thinks Andrew had a good quarter.
61. What does Roger tell Andrew to do?
- (A) Send a letter to Roger when he is finished
  - (B) Bring the e-mail to the meeting
  - (C) Don't come to the meeting
  - (D) Send an e-mail when he is finished

Part A – 90mm Bolts

Part B – 25mm Wood Screws

Part C – Barrel Nuts x 6

Part D – Long Allen Key x 1



62. Where does the man most likely work?

- (A) At a university
- (B) A furniture store
- (C) A bedding store
- (D) At a technical college

NEW

63. Look at the graphic. What is the woman missing?

- (A) 90mm bolts
- (B) Wood screws
- (C) Barrel nuts
- (D) Allen key

64. What does the man offer to do?

- (A) Deliver the key to her house by post
- (B) Deliver the key to her house in person
- (C) Have the key delivered by his staff
- (D) Leave the key at the front counter

65. According to the woman, what is causing people to arrive late to work?

- (A) A meeting was postponed.
- (B) The bridge was very busy.
- (C) The bridge was closed.
- (D) They had car problems.

66. Look at the graphic. Where is the sign most likely located?

- (A) The Brooklyn Bridge
- (B) The Tower Bridge
- (C) The East Bay Tunnel
- (D) The Express Tunnel

67. What does the woman recommend to the man?

- (A) Take the bus to work
- (B) Share a taxi to work
- (C) Take the subway to work
- (D) Take the Express Tunnel

**Fishermans Wharf  
Discount Coupon**

10% off any order above \$100

Expires November 1st 2018



68. Where most likely are the speakers?

- (A) The hospital
- (B) A restaurant
- (C) A bar
- (D) A hotel

**NEW**

69. Look at the graphic. Why is the coupon rejected?

- (A) The order was above \$100.
- (B) It is expired.
- (C) Their order was below \$100.
- (D) The coupon didn't have credit on it.

70. What does the woman offer to do?

- (A) Give them a new card
- (B) Put the coupon in the computer system
- (C) Hold the card for them
- (D) Provide a refund

## PART 4

**Directions:** You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What is causing a delay?
- (A) Bad weather
  - (B) A canceled flight
  - (C) A scheduling error
  - (D) A technical difficulty
72. According to the speaker, after how long will the presentation begin?
- (A) 5 minutes
  - (B) 30 minutes
  - (C) 45 minutes
  - (D) 60 minutes
73. What will happen when the listeners should return?
- (A) An announcement will be made.
  - (B) Lighting will be adjusted.
  - (C) A keynote speaker will appear on the stage.
  - (D) Refreshments will be served.
74. What is the radio broadcast about?
- (A) The opening of a pet store
  - (B) A newly introduced law
  - (C) A new council hall
  - (D) An upcoming election
75. According to the speaker, what did Tim Kellerman do recently?
- (A) He ran for office.
  - (B) He won an award.
  - (C) He selected a pet.
  - (D) He paid a fine.
76. What will listeners most likely hear next?
- (A) A weather forecast
  - (B) Some breaking news
  - (C) Community members' opinions
  - (D) A telephone interview

77. Where should listeners get carts?
- (A) In the parking lot
  - (B) At the entrance
  - (C) Near the lobby
  - (D) From a cashier
78. According to the speaker, who is wearing green vests?
- (A) Cashiers
  - (B) Store managers
  - (C) Additional staff
  - (D) Parking lot attendants
79. What will the speaker most likely do at the end of the day?
- (A) Announce winners
  - (B) Collect donations
  - (C) Give a demonstration
  - (D) Purchase an item
- 
80. What business is being advertised?
- (A) A computer retailer
  - (B) An electronics repair shop
  - (C) An office supply store
  - (D) A cosmetics store
81. What service is available in April?
- (A) Installment payments
  - (B) Express shipping
  - (C) Online assistance
  - (D) Free installation
82. How can listeners get a discount?
- (A) By bringing a coupon
  - (B) By buying in bulk
  - (C) By becoming a regular customer
  - (D) By signing up for a newsletter
- 

83. According to the speaker, why are changes being made?
- (A) The government took the company to court.
  - (B) To conform to government regulations
  - (C) To enact a new labor board
  - (D) To arrange lower paying contracts
84. What does the speaker imply when she says, "It's a very simple device, you just attach it to your work belt and it will do the rest, so you won't need any training with that"?
- (A) The new system requires no training.
  - (B) She doesn't like the new system.
  - (C) There is no budget for staff uniforms.
  - (D) Everyone needs training.
85. What does the speaker tell the listeners they will have to start bringing to work?
- (A) Extra pairs of work pants
  - (B) Other people's helmets
  - (C) Their own boots and helmets
  - (D) A new financial plan

86. According to the man, what did the company recently do?
- (A) Began operating in Beijing
  - (B) Began operating in India
  - (C) Hired some new chefs
  - (D) Created some special dishes
87. What most likely will the Xinhua Fashion Magazine do next Thursday?
- (A) Interview the models
  - (B) Take a video of the street outside
  - (C) Photograph their new range of denim
  - (D) Sign a new contract
-  88. What does the man mean when he says "Our success is going to skyrocket!"?
- (A) To suggest their business is going to grow quickly
  - (B) To discuss the future plan
  - (C) To prevent the photo shoot
  - (D) To transfer some documents via mail
- 
89. According to the speaker, who is introducing the new regulations?
- (A) The Board of Directors
  - (B) Head Office
  - (C) Management
  - (D) The secretary
-  90. What does the speaker imply when she says, "We really need to stay on top of this"?
- (A) There is a lot of work to do.
  - (B) It isn't that important.
  - (C) They can wait a week to start.
  - (D) The project will begin soon.
91. What does the speaker tell the listeners to do on the weekends?
- (A) Bring their lunch to work
  - (B) Occasionally work on Saturdays
  - (C) Work every Sunday
  - (D) Have some time off on Saturday

## This Weekend's Events in Columbia

### Afternoon Theater

Columbia's own theater troupe stages short versions of classic plays for free in Central Park every Thursday at noon.

### Friday Night Concert in the Park Series

The show begins at 8:30 P.M. and lasts until 10:30 P.M.

### Midnight Wine Tasting

Regional wines sampled under the stars at the Black Cat, every Friday and Saturday night!

Appropriate for all ages!

92. What kind of transportation company is Continental Lines?

- (A) Bus
- (B) Train
- (C) Limousine
- (D) Taxi

93. What is the last stop for Continental Lines this trip?

- (A) Charleston
- (B) Columbia
- (C) Eastport
- (D) Chesterville

94. Look at the graphic. What activity will still be available for the passengers to participate in when they arrive in Columbia?

- (A) None
- (B) Friday Night Concert in the Park
- (C) Afternoon Theater
- (D) Midnight Wine Tasting

### **Customer Service FAQ Analysis**

Disputed Long Distance/Overage Charges	37%
Disputed Data Charges	36%
Service Plan Change	11%
Dropped Calls	9%
Replacement Phones	5%
Miscellaneous	2%

95. What is indicated about Monster Telecom?

- (A) They are having customer service problems.
- (B) There are too many calls for the number of employees.
- (C) Customer service is not important to their company.
- (D) They need to hire more people.

96. Look at the graphic. What areas should team leaders focus their training on?

- (A) How to deal with customers being upset by overcharges
- (B) Knowledge of all of the service plans
- (C) Helping customers replace phones
- (D) Knowledge of Monster Telecom's cellular coverage area

97. What is the goal for Monster Telecom?

- (A) Reduce the number of dropped calls
- (B) Expand their coverage area
- (C) Add new cellular phone options
- (D) Reduce the number of customer calls they receive by 50%

### **LAP POOL SIGN UP SHEET**

LANE	9:00 A.M.	10:00 A.M.	11:00 A.M.	12:00 P.M.	1:00 P.M.	2:00 P.M.	3:00 P.M.	4:00 P.M.	5:00 P.M.
1									
2									
3									

98. What is indicated about Springdale Fitness Club?

- (A) They have a tennis court.
- (B) They take pride in their customer service.
- (C) They specialize in children's pool parties.
- (D) They have a variety of swimming facilities.

99. Look at the graphic. What are the hours of the lap pool?

- (A) 8 A.M.–5 P.M.
- (B) 9 A.M.–5 P.M.
- (C) 9 A.M.–6 P.M.
- (D) 8 A.M.–6 P.M.

100. What does Springdale Fitness say about the new lap pool?

- (A) It is Olympic size.
- (B) It has four lanes.
- (C) It is not for playing games and free swimming.
- (D) It will host weekly races.