

ACTUAL TEST

SCRIPT

PART 1 / PART 2 / PART 3 / PART 4

01

PART 1

- 1 (A) He's trimming the bushes.
(B) He's feeding a horse.
(C) He's riding across the lawn.
(D) He's lining up for a race.
- 2 (A) A woman is looking at a screen.
(B) A woman is grabbing a book.
(C) A woman is leaning against a bookcase.
(D) A woman is assembling a shelf.
- 3 (A) The restaurant is crowded with diners.
(B) Chairs have been stacked on top of each other.
(C) Fabric is being draped over the tables.
(D) Shadows are being cast on the pavement.
- 4 (A) Some people are facing each other.
(B) Some people are writing on notepads.
(C) Some people are resting their arms on the desk.
(D) Some people are looking at the window.
- 5 (A) They're waving to the driver.
(B) They're tapping on the windows.
(C) They're lined up outdoors.
(D) They're seated on the school bus.
- 6 (A) Some sun loungers have been laid on the sand.
(B) A boat is being rowed on the ocean.
(C) Some rocks are situated in the water.
(D) The beach is located near a forest.
- 7 (A) A woman is looking at the floor.
(B) A woman is pushing a shopping cart.
(C) A woman is walking past the counter.
(D) A woman is placing some items in a basket.
- 8 (A) Two women are picking up some leaves.
(B) A woman is holding her dog in her arms.
(C) Two women are walking their pets.
(D) A woman is wearing glasses.

- 9 (A) A man is resting his arms on the counter.
(B) An airplane is ready to depart.
(C) A form of ID is being scanned.
(D) A woman is handing over some luggage.

- 10 (A) A book has been left under a table.
(B) Some chairs are facing the swimming pool.
(C) A bottle of wine is being poured into glasses.
(D) Some sun umbrellas are stuck in the sand.

PART 2

- 11 Why wasn't Mr. Davis at the meeting?
(A) **He's out of town.**
(B) Conference room B.
(C) At three o'clock.
- 12 Who was on the phone?
(A) It's disconnected.
(B) This morning at 10.
(C) Some salesperson.
- 13 Where is the manual for the photocopier?
(A) Haven't they left yet?
(B) Yes, it's working.
(C) It should be in that file cabinet.
- 14 Would you like soup, or do you prefer salad?
(A) An extensive menu.
(B) Soup would be best.
(C) I prefer a booth.
- 15 What's on the menu for today?
(A) At 12:30 P.M.
(B) Various pasta dishes.
(C) A window seat would be nice.
- 16 Where is the dental clinic's main office?
(A) It's near Olive Street.
(B) About twice a year.
(C) For an appointment.

- 17** Do you need any assistance?
 (A) He's my personal assistant.
(B) No, thanks. I'm fine.
 (C) Sorry, we're sold out.
- 18** Can you help me change the air filter?
(A) Sure, in a few minutes.
 (B) We exchanged it at the bank.
 (C) Once every three months.
- 19** How's your latest article going?
 (A) In a gardening magazine.
(B) It's almost finished.
 (C) After the weekend.
- 20** Didn't you already talk to the client?
 (A) Isn't it too far to walk?
 (B) It's a pleasure to meet you.
(C) No. The line was busy.
- 21** When should this application be submitted by?
 (A) Every few hours.
(B) Tonight, I think.
 (C) Please fill out this form.
- 22** Would you rather eat out or have something delivered?
 (A) I'll have the salmon.
(B) I'd rather visit a restaurant.
 (C) Normally every week.
- 23** What time does the pharmacy close this evening?
 (A) Yes, if you have time.
(B) Actually, it's already closed.
 (C) Across from the café.
- 24** How can I tell if the printer is out of ink?
(A) This button will light up.
 (B) In the storage room.
 (C) Yes, I told him yesterday.
- 25** Would you be willing to help decorate the venue?
 (A) I don't know who bought them.
 (B) We used balloons and flowers.
(C) Certainly. I can lend a hand.
- 26** I'm calling to reschedule my hotel reservation.
 (A) No, it's not available now.
 (B) It's across the street.
(C) Should I book you another date?
- 27** Which advertising agency does Pamela work for?
 (A) The agencies are meeting next week.
(B) She's with the Thompson Agency.
 (C) Does she have an agent?
- 28** Why don't you have the accountant review these figures?
(A) Do you think he'll have time?
 (B) I opened a savings account.
 (C) Because the weather was bad.
- 29** Are all of these seats available?
 (A) The show starts at 7.
 (B) I'm available in the afternoon.
(C) Yes, but at different prices.
- 30** You've met Mr. West already, haven't you?
 (A) It's in that direction.
(B) Yes, several times.
 (C) No, by subway.
- 31** Who's the manager of this research team?
(A) Ms. Brown, the senior researcher.
 (B) The interns did the research.
 (C) It's right over there.
- 32** Don't forget to turn off the air conditioner.
 (A) You can keep going straight.
(B) Thanks for reminding me.
 (C) There's one in my office.
- 33** Aren't you traveling on flight FR307?
 (A) I've been there before.
(B) No, that plane was delayed.
 (C) They're staying overnight.
- 34** Why did they decide to shut down that branch?
 (A) Yes, we'll divide it evenly.
 (B) At a new bank, I guess.
(C) It was losing local market share.
- 35** They recently renovated the old department store.
 (A) I'm moving to another department.
(B) I heard it's open for business already.
 (C) He designed the blueprints.
- 36** Are the cleaning services affordable?
 (A) I'm looking forward to it.
 (B) A professional housekeeper.
(C) The fees are reasonable.

- 37 Have you seen this month's magazine cover?
 (A) I pay my rent every month.
(B) It turned out better than expected.
 (C) No, but Kevin might have found them.
- 38 This lot doesn't have assigned parking, does it?
 (A) You can borrow my car.
 (B) When is the assignment due?
(C) No, you can park anywhere.
- 39 How would you file the invoices for our clients?
(A) By their surnames.
 (B) No, don't bother.
 (C) To get more clients.
- 40 You sell replacement parts here, don't you?
 (A) No, you can't park here.
 (B) I've been to that place before.
(C) Not in the store, but we can order them.

PART 3

41-43 conversation

- W Hi, Donald. (41) Sorry to call you on your cellphone, but I'm wondering if you finished designing the graphics for the company brochure. I need to get everything to the printer by 3:00 P.M. today.
- M Oh, no. I forgot to send you the files before I left for the conference. (42) I'll be here all day today and tomorrow. Fortunately, the files are saved on my work computer. (43) Why don't you talk to my assistant? He can access the files.
- W All right. I'll ask him to e-mail them to me.

44-46 conversation

- M This is Jared Hill from the Codington Corporation. (44) This is the Shreed & Devitt Company, right? We're interested in having your company serve as contractor on the new recreation complex we're building. Today is Monday; can you send someone over on Wednesday to discuss the project?
- W That's great news. (45) But I'm afraid that we'll need at least four days to come up with an appropriate proposal for a project of that scale. (46) Will Friday be okay?
- M (46) That should be fine. Then, I'll call you on Thursday morning to confirm our meeting. And don't forget to have them bring a budget with the estimated costs for the project.

47-49 conversation

- W Hello. (47) I was told to call this number because my suitcase was put onto the wrong plane. Could you tell me when I could come to claim it?
- M It usually takes between twenty-four and forty-eight hours to arrive. I'll see if I can check on the progress. (48) Could you give me the baggage number? It should be on a sticker on your ticket.
- W Yes. It's 743-691A.
- M Okay. (49) That item left San Francisco this morning, and the flight should arrive at 8:00 P.M. today. (47) (49) It will take about an hour after the flight lands to get to our airline's baggage claim desk. (49) If you call back after that, someone here should be able to confirm whether or not it arrived. Also, please note that we close at ten o'clock.

50-52 conversation

- W Okay, that's it. (50) (51) I've checked your kitchen, and I'm glad to say you comply with all the federal health and safety standards. Please sign here.
- M I'm glad to hear that. (50) Do you have any idea when the next inspection will be?
- W If there were any serious violations, I would have to revisit within 2 weeks. (52) But since this place received a top rating, I won't have to drop by again for another 6 months.

53-55 conversation

- M (53) Thank you for calling Iron Gym. How may I help you?
- W Hello. (53) I'm interested in working out with a personal trainer, and I'm wondering what I need to do to make an appointment. I'd prefer to do it on Thursdays, if possible.
- M Let's see. (54) It looks like Jodie has an opening on Thursdays at ten in the morning. If you're free at that time, I'll sign you up for a one-hour session.
- W All right. That works for me. And I know there's an extra charge for this service. (55) Do I pay it separately or with my monthly membership fees?

56-58 conversation

- W Oh, what's all this trash doing at your desk? Are the janitors on strike?
- M (56) No, the workers in our office have decided to start a recycling project, and it's my responsibility to dispose of the garbage. (57) But I'm still not entirely sure how to do that.
- W If you don't want to drive it to the recycling center yourself, (58) I think there are some recycling facilities down in the basement. Perhaps you could take it down there and ask.
- M Good idea. (58) I'll go down after lunch. There must be someone there who can give me exact instructions on how to discard it.

59-61 conversation

- M Good morning. (59) I am emigrating to Australia next month, and I need to get a copy of my medical records. I might need them in case I have any problems while I'm abroad. Are you the right person to speak to about this?
- W Yes. I'll print those out for you. You can come to the clinic in person to pick them up. (60) On the other hand, we can mail them to you, but you'll be charged a small fee for the courier.
- M It's no problem to stop by the clinic. I'll be in the neighborhood around four o'clock.
- W Okay. (61) Please make sure you have a government-issued photo ID with you. We have to verify your identity before we can release the records.

62-64 conversation

- W (62) Aren't you excited about our travel club's trip to Eastern Europe this summer? (63) I'm going to book the tickets soon, so I need some personal information from everyone who is coming with us.
- M Oh, I didn't know you were making reservations already. What do you need to know?
- W I need everyone's full name and passport number. Also, I need to know their preferred dates for when to depart and return.
- M Well, that shouldn't be too difficult. But Mr. Yamakawa is currently having his passport renewed. (64) We won't be able to get his information until the embassy grants him a new passport next week.

65-67 conversation

- W (65) I had a meeting with the president of the city council this morning, and he informed me that they have decided to go ahead with the wind farm project. We'll begin contract negotiations next week and then set a work schedule after everything is finalized.
- M That's great news. (66) Would you mind e-mailing me a copy of the property ownership documents for the land? Then I can forward those to the company's lawyers.
- W (66) Okay. I'll do that today. (67) Also, please note that this is considered a classified matter. We must be very careful not to mention it to anyone else until it's officially announced. Otherwise, it could affect our company's reputation for professionalism.

68-70 conversation

- W Is this Wade Grisham? (68) I saw the ad you placed on the Internet. Is it really true that you're giving away all of your furniture?
- M That's right. (69) I'm getting transferred to Arizona next month, so I won't be needing any of it. But a lot of the items I listed have already been claimed, like the desk and office chair. Was there anything in particular that you were interested in?
- W (70) I just loved the wooden dresser you posted a photo of. Do you still have it?
- M Yes, it's still here. You can drop by before 9:00 P.M. today to pick it up.

PART 4**71-73 radio broadcast**

- M (71) This is Highbury Radio on 97.1 FM. I'd like to remind you about our station's fireworks display in Highbury Park at 7:30 P.M. this evening. (72) The local police and ambulance crews will be in attendance, and they've asked us to instruct attendees to gather on the south slope of the hill below the refreshments stand for safety reasons. It should be a great night with live music and beautiful sights. (73) Remember to wrap up warm, as it's going to be cold tonight.

74-76 telephone message

M Hello. My family and I came in to Juicy Burgers for lunch about 40 minutes ago. ⁽⁷⁴⁾ After we left, we realized that my daughter had forgotten her plastic retainer. She put it on the table. And it's wrapped in a napkin, so I hope it's still there. ⁽⁷⁵⁾ We'll make our way back to the restaurant soon, so please check to see if you can find it, or if it was accidentally thrown in the trash. ⁽⁷⁶⁾ We were sitting by the table closest to the entrance. Thank you in advance.

77-79 excerpt from a meeting

W ⁽⁷⁷⁾ The first item on the agenda today is the payroll system. We are moving from a weekly to a monthly pay schedule for part-time employees. The accounting department expects to have the system ready by the end of the month. We would, therefore, like to make sure all managers have informed their teams of the change by the end of the week. ⁽⁷⁸⁾ If anyone anticipates any problems with the changeover, please send a written summary of the concerns to Susan in accounting. ⁽⁷⁹⁾ Later in the week, I'll distribute informational posters about the new system to all department heads. Please put these on your bulletin boards.

80-82 telephone message

M Good afternoon, Ms. Briggs. ⁽⁸⁰⁾ This is Steven calling from Avenue Computer Repair. You dropped off your laptop this morning for an issue with your internal speakers. While I was working on the device, I noticed that the battery loses power quickly. ⁽⁸¹⁾ I suggest getting a new one put in right away. We can take care of that here in the store, but we need your approval first. ⁽⁸²⁾ Please call me back to let me know if you'd like the replacement. Thank you.

83-85 radio advertisement

W Get quality products and low prices at Fowler's. ⁽⁸³⁾ We're offering twenty percent off certain brands of golf clubs, thirty percent off all volleyball and badminton nets, and forty percent off helmets and other protective gear. ⁽⁸⁴⁾ It's our way of celebrating ten years in business, and we hope to serve our valued customers for many years to come. Don't miss these great deals and more. ⁽⁸⁵⁾ It's all

happening this Saturday and Sunday only at Fowler's, located at the south end of the Meadowview Mall.

86-88 talk

M ⁽⁸⁶⁾ Thank you for joining the Clearview Institute's seminar on the lives of early colonists in the United States. Throughout the course of this weekend, we will be examining a wide range of historical sources in order to better understand the daily lives of our forefathers, including their clothing, food, and pastimes. ⁽⁸⁷⁾ As the highlight of the weekend, we will be looking around downtown Washington, D.C. Here, we will be visiting all of the city's most famous architectural structures, as well as some Smithsonian Museums. ⁽⁸⁸⁾ Now, I'll start our seminar by showing you this brief documentary. Narrated by renowned historian Frank Archer, this fascinating broadcast will introduce us to the first immigrants that settled in this country.

89-91 instructions

W Before we begin, I want to say that I really appreciate your coming in on the weekend to help prepare this shipment. ⁽⁸⁹⁾ The manager at Remington, Inc., expects to have these goods by Monday, but we just became aware of the request last night because the original order form was filed in the wrong place. Therefore, we've got to rush this shipment. Now, you've all seen the demonstration on how to assemble the frames. ⁽⁹⁰⁾ We'll work until 6:00 P.M., at which time we will have a one-hour dinner break and then continue working until the shipment is ready. Ms. Houston and I will be walking around to monitor your work and answer any questions. ⁽⁹¹⁾ Please be sure to keep your gloves and safety goggles on at all times. And again, thank you very much for your help.

92-94 telephone message

M Hello, Ms. Roberts. This is Ronnie Blake from Remington Chemicals. ⁽⁹²⁾ Our company will be relocating to a larger office next month, and we'd like your company to handle the moving process. We're planning to move in the last weekend of April, and I think we'll need three large vans. ⁽⁹³⁾ Also, we'll be transporting

some fragile items that require special care, including some computer equipment. (94) I'd like you to make a calculation of the projected costs of this project by the end of this week. If it's within our budget, we'll sign the contract as soon as possible. Please let me know if you're available.

95-97 announcement

W (95) Attention, DreamWorld guests. This is an important announcement. We have been informed about a missing child. (95) (96) **The girl, Hannah Baker, was separated from her family at the Great Explorers restaurant in the Adventure Island section, around 20 minutes ago.** She is eight years old, has light brown hair, and is wearing a yellow cardigan. (97) **Would her parents please come to our main office?** It's located about 20 meters from the west entrance. Let me make this announcement once again. We're looking for Hannah Baker's parents. Please stop by our main office. Thank you for listening. Have a good day at DreamWorld—where all your dreams come true.

98-100 radio broadcast

W Good morning, everyone. I'm Hillary Morgan. You're listening to *Fill Your Basket*. (98) **Each week I select a portfolio of promising companies whose shares are undervalued.** Let's start the show by taking a look at EP Electronics. This online gaming company went public 9 months ago, and since then its shares have been rising at a steady rate. (99) **The reason I recommend investing in this company is that it still has great growth potential, with strong management and skilled design and programming personnel.** (100) **When we come back after the commercial break, we'll be playing a pre-taped interview I did with Steve Lee, the company's founder and CEO.** Stick around to hear him reveal some of EP Electronics' strategies for the future.

ACTUAL TEST SCRIPT

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PART 1 / PART 2 / PART 3 / PART 4

PART 1

- 1 (A) She's cutting a stem.
(B) She's preparing some food.
(C) She's washing dishes.
(D) She's cleaning a vase.
- 2 (A) A rope has been tied to a bar.
(B) A horse is being ridden.
(C) An animal is resting in a barn.
(D) A hose has been left on the ground.
- 3 (A) One of the women is pouring a beverage into cups.
(B) The two men are seated across from each other.
(C) One of the women is printing a chart.
(D) Some people are watching a presentation.
- 4 (A) One of the people is receiving a diploma.
(B) All the people are sitting in a row.
(C) A stage has been set up behind the people.
(D) All the students are shaking hands with one another.
- 5 (A) They're swimming in a lake.
(B) They're sleeping in a tent.
(C) They're setting up camping gear.
(D) They're hiking in the forest.
- 6 (A) They are entering a vehicle.
(B) They are peeking into their bags.
(C) They are putting on their clothes.
(D) They are standing by a car trunk.
- 7 (A) A man is organizing a room.
(B) A man is doing a cleaning task.
(C) A man is emptying a trash can.
(D) A man is sitting on the curb.

- 8 (A) The man is passing an object to the woman.
(B) The woman is tapping on a car window.
(C) The man is getting into a vehicle.
(D) The woman is waiting for a parking spot.
- 9 (A) Some signs are blocking the entrance.
(B) A clock is hanging above a doorway.
(C) Some recycling bins are being emptied.
(D) The doors have been left open.
- 10 (A) A man is putting away some crutches.
(B) Two people are looking at each other.
(C) A woman is monitoring a patient.
(D) They are entering an elevator.

PART 2

- 11 Which gym do you use?
(A) The one near my home.
(B) Treadmills mostly.
(C) I think it's new.
- 12 Where will the banquet take place?
(A) Please make a donation.
(B) The Washington Ballroom.
(C) In the evening, at 8:00.
- 13 When will the company release its annual report?
(A) Later this week.
(B) We didn't export them.
(C) I didn't write them.
- 14 Where is your apartment?
(A) It's downtown.
(B) Three bedrooms.
(C) Yes, it is.
- 15 Who translated this news article?
(A) From a finance magazine.
(B) Yes, it's a new article.
(C) Kathy did that.

- 16** There's a typo in this advertisement.
 (A) **Really? Where?**
 (B) Yes, it's on sale now.
 (C) Send me 10 copies.
- 17** What did you like about the factory tour?
 (A) Yes, everyone in our group did.
 (B) At a clothing manufacturer.
 (C) **Our guide was very knowledgeable.**
- 18** Why is the cafeteria off limits?
 (A) **Because they're painting it.**
 (B) After six o'clock.
 (C) I'm not hungry yet.
- 19** Who set up this laboratory equipment?
 (A) The first room after the elevator.
 (B) **You have to ask the supervisor.**
 (C) Please be very careful.
- 20** Should I pay the fee now or send a check later?
 (A) **We'll bill you.**
 (B) Ten dollars off.
 (C) Yes, I checked my e-mail.
- 21** Let's share the profits evenly among us.
 (A) Both halves are even.
 (B) Their shares rose today.
 (C) **That sounds fair.**
- 22** Why is the parking lot closed?
 (A) The one on Grove Avenue.
 (B) On Tuesday.
 (C) **It's being resurfaced.**
- 23** It's stopped raining outside, hasn't it?
 (A) I agree about your idea.
 (B) Why shouldn't it?
 (C) **Yes, it's dry now.**
- 24** How many guests are you expecting at the event?
 (A) No, it's not mandatory.
 (B) At the Yeadley Hotel.
 (C) **We don't have a final count.**
- 25** Would you like an economy or business class seat?
 (A) I'll be away on business.
 (B) **Economy class is fine.**
 (C) Let's leave soon.
- 26** When did Ms. Iverson leave the company?
 (A) For health reasons.
 (B) **A few months ago.**
 (C) No, I'm staying.
- 27** How many keyboards do we have in stock?
 (A) Let's put them on the shelves.
 (B) **Check the inventory list.**
 (C) I only need one.
- 28** You're taking tomorrow off, right?
 (A) **No, I have some projects to finish.**
 (B) You can take them with you.
 (C) We should leave it on.
- 29** Do you prefer the striped curtains or the floral curtains?
 (A) They're hanging over there.
 (B) Yes, they turned out great.
 (C) **The striped ones look more elegant.**
- 30** Is the model in this catalog still for sale?
 (A) It took a long time.
 (B) She's a famous model.
 (C) **Yes, we have it in stock.**
- 31** What do you think of the jacket?
 (A) **It's too small.**
 (B) The leather one.
 (C) At a department store.
- 32** Why don't we plan an award for Employee of the Month?
 (A) No, to the emergency ward.
 (B) **Our workers might enjoy that.**
 (C) She made those last month.
- 33** Is Gary coming to the office later today?
 (A) **No, he called in sick.**
 (B) They left the office at 10.
 (C) I agree with you.
- 34** Do you need the cost estimate today, or can it wait till tomorrow?
 (A) **Later is fine.**
 (B) About three million dollars.
 (C) I'm still waiting in line.

- 35 The new computer monitors haven't been delivered yet, have they?
 (A) It's on the screen.
(B) I'm pretty sure they have.
 (C) We spent quite a bit.
- 36 Isn't he organizing the luncheon this week?
 (A) Everyone had a great time.
 (B) The whole organization is invited.
(C) Yes, he's prepared all day for it.
- 37 You ought to report this conflict to the manager.
 (A) She's the senior manager.
(B) Do you really think that's necessary?
 (C) Their schedules are conflicting.
- 38 Have you seen that director's latest film?
 (A) It's later than that.
(B) Yes, as soon as it came out.
 (C) There's a theater near here.
- 39 Why don't we buy a going-away gift for Oliver?
 (A) I'm going to the conference alone.
(B) He would appreciate that.
 (C) Thank you for the gift.
- 40 Can't we get discounted tickets?
 (A) Let's leave at 5.
 (B) It's too many to count.
(C) Not for this performance.

PART 3

41-43 conversation

- M ⁽⁴¹⁾ Daisy, the agenda for the board meeting this afternoon hasn't been printed yet. I need to put copies of it in the conference room by lunchtime. Can you get it to me in an hour?
- W ⁽⁴²⁾ The sales manager said that she had some topics to add. When we spoke, she said she hopes to e-mail them to me by 12:30.
- M ⁽⁴³⁾ Can you call now and tell her that she must have them in before 11:30? The CEO's office will need to approve them before anything is printed. Otherwise, we'll have to use the existing copy, which has already been approved.

44-46 conversation

- W ⁽⁴⁴⁾ I'm Professor Higgins from the Foreign Studies department. I just transferred here, and I'm trying to find my way around the campus. Could you show me around?
- M I'd love to. I've been working here as a security guard for seven years, so I know the place quite well. Right now you're at the Natural Sciences building. Where would you like to go?
- W ⁽⁴⁵⁾ My office is in a place called Stonewell Hall. Do you know where that building is?
- M Of course. Do you see that brown brick building over there? That's the student center. Next to it is Campbell Hall, which is the main building. ⁽⁴⁶⁾ If you take the path running between those two buildings, it should take you right to your office.

47-49 conversation

- M Hi. ⁽⁴⁷⁾ I recently purchased this vacuum cleaner here, but it turns out this model isn't the one I need for my kind of floors. Could I exchange it for a different model? ⁽⁴⁸⁾ I have the receipt right here.
- W That's no problem, sir. As long as you have all of the attachments and original packaging, you're allowed to exchange it. ⁽⁴⁹⁾ However, you will need to cover any difference in the price if the product you select is more expensive than this one.
- M That's fine. In fact, I looked online and found a model that fits my needs exactly. It's about thirty dollars more, but it has a steam cleaning function.

50-52 conversation

- W Good afternoon. ⁽⁵⁰⁾ This is Rosaline from Sky High Travel. How may I help you?
- M My name is Rodrigo Suarez, and I ordered some airline tickets through your company's Web site last Monday. ⁽⁵¹⁾ I was informed that a receipt would be sent to my e-mail account, but I still haven't received any confirmation of my booking.
- W Let me see ... Oh, I can confirm that your reservation is stored in our database. ⁽⁵²⁾ Please wait a moment, and the receipt should arrive soon. I apologize for this delay.

53-55 conversation

- W Hey, Gareth. Have you seen Nadia? (53) **She's supposed to give a factory tour to Ms. Earnshaw in a few minutes, and I can't find her anywhere.** Ms. Earnshaw runs a large IT company, so she's a very important client. I don't want to keep her waiting.
- M (54) **That's really strange. I saw Nadia just a minute ago.** She had her tour notes and was ready to go.
- W Well, we need her soon. (55) **Could you look for her in the cafeteria while I check the employee lounge?** Please call me on my cellphone if you find her.

56-58 conversation

- M Ms. Robinson. I've heard that a lot of our employees have been complaining about the quality of the food in our cafeteria. (56) **Perhaps we should do something to provide a more nutritious menu.**
- W Yes, I agree with you. (56) **It will improve our efficiency if people are eating healthier.** But do you think we can find room in our budget to make it happen?
- M (57) **I heard about a very cheap catering company that just opened for business. They do most of their business on the Internet, so their costs are very low, and their service is flexible and rapid.**
- W Sounds like it might be worth a try. Why don't we discuss this option at the weekly meeting on Wednesday? (58) **Could you draw up a short proposal to explain the idea by then?**

59-61 conversation

- M (59) **I just found out that the head office will be sending someone to review our safety protocols. I need you to ensure that all company policies are being followed.**
- W We already do that. (59) **All maintenance personnel are required to complete a report each week, and I run random spot checks on a monthly basis.**
- M (60) **I'm still worried about what the inspector might find, as there will be major consequences if we do not receive a passing score.**

W I understand. I'll review the procedures with the staff. (61) **If you'd like, I can also give you a report with an overview of the latest repairs we've done.**

62-64 conversation

- W Excuse me. (62) **I have a plane ticket for Southeast Airlines' flight 507 to Chicago, but they just announced that the flight was canceled.** What should I do now?
- M Don't worry. Do you still have your boarding pass? (63) **Just take it over to that counter, and you'll be given a new boarding pass for the next flight to Chicago.**
- W (64) **But are you sure my credit card won't be charged for this new ticket? I don't want to pay for it twice.**
- M No, we don't charge any money here. Your bill has already been processed by your travel agency.

65-67 conversation

- W (65) **I'm calling regarding an issue with my Internet connection. The speed is very slow, and it takes a long time to open Web pages.**
- M That's strange. I can certainly look into it for you. (66) **Could you give me your client reference number, please?**
- W Yes. It's 749-283. The problem started about two days ago, but I have had trouble getting through on this hotline number.
- M I apologize for the inconvenience. Actually, we've had a lot of calls because of the same issue. (67) **I think you might have faulty wiring between your house and the street, so I am going to schedule an electrician to check it out this afternoon.**

68-70 conversation

- M Diane, are you still at work? (68) **I'm stuck in a traffic jam now, but I realized that I forgot to bring some contracts that I printed. They should still be in the tray of the printer.**
- W Yes, they're here. (69) **Would you like me to bring them in person to Ms. Gates' office so that they'll be there when you arrive?**
- M Actually, I'm not going to her office. I'm on my way to a dinner appointment. (68) (70) **What I'd like you to do is give them to Moritz Klein. (70) He's joining me later tonight, but I don't think he's left his office yet.**

- W All right. I'll check if he's here and then give him the contracts.

PART 4

71-73 advertisement

- M Remove stains and odors from your furniture without hiring a professional.⁽⁷¹⁾ **It's possible with the One-Touch Steam Cleaner from Garvey Appliances.** Our easy-to-use system works on a variety of surfaces, including carpets, curtains, and sofas.⁽⁷²⁾ **And unlike other steam cleaners on the market, you don't need to add any chemicals to the water tank, making it good for the environment.**⁽⁷³⁾ Visit a Garvey retail store near you to see our employees demonstrating the useful features of this amazing device.

74-76 telephone message

- W Hello. This is Christina Owens calling from Society Express.⁽⁷⁴⁾ **We manufacture apparel for business professionals who are always on the go.** I sent you a catalog of our new spring collection, and I hope you will consider carrying the line in your retail shop.⁽⁷⁵⁾ **In addition to having a classic style, all of the items require very little care.** You never have to dry-clean or iron them. I'd love to bring you some samples of what we have to offer so you can see the high quality for yourself.⁽⁷⁶⁾ **I'll stop by during store hours on Thursday.** I look forward to talking with you.

77-79 talk

- M⁽⁷⁷⁾ **It's an honor for me to introduce tonight's guest, Mr. Isaac Banner, a founder of the prestigious investment company Kilburn and Banner.** For five straight years, Mr. Banner's company has achieved incredible average returns.⁽⁷⁸⁾ **You might also recognize him from CNT's weekly finance show Money Talks, where he leads a panel of experts.**⁽⁷⁹⁾ In a few moments, Mr. Banner will introduce the principles of his famous "real value" investment strategy, which has brought him much success.⁽⁷⁷⁾ Please give him a warm welcome.

80-82 radio broadcast

- W You're listening to WKR radio. I'm Sheila Bates. Up next, it's *Arts and Leisure*, the program that brings you the biggest names in entertainment.⁽⁸⁰⁾ **Our guest tonight is Bruce Weaver, director of the film First Love, which premieres this Friday.**⁽⁸¹⁾ Along with his talent for creating unique character development and vivid imagery, Mr. Weaver is also well-known off-screen for his generous donations to both domestic and international charities. And tonight, our show is reaching more listeners than ever before.⁽⁸²⁾ **For the first time, we're streaming the broadcast on our Web site.** We'll be back in a few minutes with *Arts and Leisure*.

83-85 telephone message

- M Hello, Ms. Eckstein.⁽⁸³⁾ **This is Fred Segal, the owner of the Fast-and-Free convenience store across from your high school.** I'm sorry to bother you, but there's a problem I have to draw your attention to. Recently, a group of students from your school has been seen smoking outside my store.⁽⁸⁴⁾ **As you know, the city placed a ban on public smoking, and I'm worried that their behavior is driving away my customers.** Since this is taking place after school hours, I know that there's not much you can do about it.⁽⁸⁵⁾ **But as their principal, perhaps you could mention this issue to your students at the next assembly.** Then I'll inform you if the situation improves.

86-88 news report

- W And in local news, government officials of Trent City announced today a proposal for using the \$1.4 million surplus in the city budget.⁽⁸⁶⁾ **The funds would go toward building nearly one hundred more miles of hiking paths in Pearl Mountain Park.** Supporters believe this could attract more tourists and help Trent City establish its reputation for natural beauty.⁽⁸⁷⁾ **However, those against the measure say it could actually reduce tourism spending, as long-term construction throughout the park could discourage visitors from vacationing in the area.** Mayor Wendy Duncan said that the vote scheduled for this Friday's city council meeting is too soon.⁽⁸⁸⁾ **She suggested pushing it back to the April 14 meeting, allowing members to look into the matter further.**

89-91 excerpt from a meeting

M (89) Starting next month, we will be issuing new membership benefit cards at our supermarket. In order to enhance our customers' shopping experience, you need to know how these cards work. Each customer will have their own membership number, which can be used to obtain points when shopping at our stores. (90) If a card is lost or damaged, a new one can be issued and the points transferred, so long as the customer retains his or her membership number. (91) For further information, all clerks and cashiers are asked to attend a short briefing in an hour. You'll be compensated for your time.

92-94 telephone message

W Hi, Maurice. This is Katie Pitt calling from Pluto Records. (92) I'm thrilled to say that the final version of your album is ready for distribution. I think you'll be pleased with the results. (93) Now, in order to promote the album, I recommend having a concert in your hometown. (92) (93) I know people there would love to see you play the violin, and we can use photos from the event for future press releases. I've found a suitable venue. It's called Lucas Theater, and it has quite a large auditorium. (94) I will e-mail you a timetable of their current openings. Please check this document and let me know which date would be best for you. Thank you.

95-97 announcement

W (95) Good morning, residents of Clearborn Apartments. The following service announcement is a reminder that we will be fumigating the building later today. (96) This is a perfectly harmless procedure that we carry out regularly to sterilize the halls and kill pests and bacteria. If you should see clouds of smoke or smell unusual odors, do not be alarmed. Several security guards will be on hand to monitor the fumigation process. (97) If you have any questions, feel free to ask one of them, or to contact Mr. Neil Hanson at the security office. Thank you.

98-100 excerpt from a meeting

M Welcome to the monthly staff meeting. (98) We'll start with some good news—the financial department has finally given the green light to buy some new photocopiers. From what we've heard, they'll be installed next week. (99) This decision comes after months of complaints that the old copiers were terribly noisy, which created a bad working environment. Hopefully, with the new copiers in place, it will be easier for us all to concentrate. (100) However, the new models operate differently from the old ones, so be sure to check the operating manual. I've sent a copy of it to your e-mail accounts.

ACTUAL TEST SCRIPT

03

PART 1 / PART 2 / PART 3 / PART 4

PART 1

- 1 (A) A man is shaving his beard.
(B) A man is taking off his glasses.
(C) A man is removing his clothing.
(D) A man is looking at his reflection.
- 2 **(A) The man is pouring some liquid.**
(B) The woman is entering the laboratory.
(C) The man is putting on gloves.
(D) The woman is wearing eye protection.
- 3 **(A) A cooking device is being cleaned.**
(B) A countertop is being wiped with a rag.
(C) A kitchen is being decorated.
(D) A pan is sitting on the stove's burner.
- 4 (A) Trees are casting shadows on a bench.
(B) Cyclists are riding in the same direction.
(C) Some people are jogging on a path.
(D) Three bicycles are locked to a rack.
- 5 (A) A group of women are looking in a mirror.
(B) Some instructors are teaching a dance.
(C) Several women are facing one another.
(D) Some women are lying on their backs.
- 6 (A) A man is cutting his hair.
(B) A man is looking at hair clippers.
(C) A man is having his hair trimmed.
(D) A man is holding a comb.
- 7 (A) A large pot is being washed.
(B) They're shopping for vegetables.
(C) A knife is being sharpened.
(D) Some food is being prepared.
- 8 (A) A folding chair is covered with a cushion.
(B) A window is being opened.
(C) There's a large plant in a pot.
(D) There's a poster hanging on the wall.

- 9 **(A) Luggage has been left on the sidewalk.**
(B) One person is exiting the taxi.
(C) She's loading some bags into the trunk.
(D) Some suitcases are being packed.

- 10 **(A) Trash cans have been left on the street.**
(B) A truck is clearing the roadway.
(C) A van has been parked by a tree.
(D) Children are playing in the snow.

PART 2

- 11 Who keeps track of the visitor log?
(A) Visit me anytime.
(B) The security team.
(C) Adam was absent.
- 12 What time is the bus departing?
(A) In 8 minutes.
(B) Our summer vacation.
(C) Just 12 pesos.
- 13 How many folders do we need?
(A) No, not yet.
(B) At least fifty.
(C) Fold it in half.
- 14 Where is the soccer final taking place?
(A) Both teams played well.
(B) At Morrison Stadium.
(C) Some tactical analysis.
- 15 Could I use your stapler?
(A) No, she's on vacation.
(B) It's a stable business.
(C) Sure, it's on my desk.
- 16 When was the apartment sold?
(A) In early April.
(B) The real estate agent.
(C) At Hartford Towers.

- 17 Are you free to meet now, or do you want to postpone?
(A) How about another evening?
 (B) It's my pleasure.
 (C) She's on the phone.
- 18 Why did Mr. Carpenter return the suits he'd ordered?
 (A) Suit yourself.
(B) Because they didn't fit him well.
 (C) No, it's his turn.
- 19 Is Dr. Carlton working today?
 (A) Thanks, I'm feeling better.
 (B) My appointment is at 3:00.
(C) Yes, but she's with a patient.
- 20 Doesn't Carol usually work weekends?
 (A) Yes, she wrote a few.
 (B) Let's go to a concert.
(C) Only during the busy season.
- 21 These files haven't been printed yet, have they?
 (A) They will have a meeting soon.
(B) No, we've run out of paper.
 (C) I'll study the fine print.
- 22 Have you ever been to headquarters?
(A) Only once.
 (B) The vice-president.
 (C) I'd love to meet him.
- 23 When will the new smartphone be released?
(A) Sometime next month.
 (B) At most electronics stores.
 (C) It has a lot of features.
- 24 Which employees need new ID cards?
 (A) On April 1.
(B) Only the part-timers.
 (C) For security reasons.
- 25 What's your opinion of the new servers?
(A) They seem pretty reliable.
 (B) Sorry, we can't afford that.
 (C) I'd like to order soon.
- 26 Have they stopped manufacturing this product line?
 (A) Some production companies.
(B) No, it's still available.
 (C) There's more demand.
- 27 Do you have a moment to read this report?
(A) Yes, I'm free.
 (B) It was interesting.
 (C) I couldn't reach him.
- 28 Where should I store these leftover flyers?
(A) Just throw them out.
 (B) Our grand opening.
 (C) No, I'll drive.
- 29 Should I order more copies of this catalog?
 (A) He gave me strict orders.
(B) Yes, we're almost out.
 (C) Is this dress for sale?
- 30 We're here for the 2:00 P.M. guided tour.
 (A) It was a wonderful tour.
(B) Good, please wait here for a moment.
 (C) When the museum opens.
- 31 Would you like a window or aisle seat?
 (A) The window's broken.
(B) It doesn't matter to me.
 (C) Sorry, my mistake.
- 32 Haven't we interviewed this applicant before?
 (A) The view is tremendous.
(B) No, it's a different person.
 (C) They applied for a job.
- 33 I have to work overtime this whole week.
 (A) It'll disappear over time.
 (B) No, it was last week.
(C) What about during the holiday?
- 34 When will you start working on the ad campaign?
(A) As soon as the budget is approved.
 (B) For a large auto manufacturer.
 (C) Thanks, I could use the help.
- 35 Could you ask Ms. Morgan to write an expense summary?
 (A) I don't have experience.
 (B) It was quite expensive.
(C) She has other assignments.

- 36 You left this black briefcase here, right? (A) I'll try to keep it brief.
(B) No, it must be someone else's.
(C) How many do I need?
- 37 Why didn't Frank order a lamp for his desk?
(A) I'll take the large size.
(B) He doesn't need one.
(C) Yesterday, I believe.
- 38 No payments have arrived this morning.
(A) To his bank account.
(B) Yes, it's this morning.
(C) We should give them more time.
- 39 Can you complete these sketches by tonight?
(A) It depends.
(B) No, you can't.
(C) Yes, it's the complete set.
- 40 Why are the Thompsons leaving for Dallas?
(A) It's departing tomorrow.
(B) Let's reschedule our trip.
(C) They're having a family reunion there.

PART 3

41-43 conversation

- M (41) Angela, I need to update two features on the Web site by Friday. Are there any articles that are ready so far?
W I'm working on an in-depth look at the local election. (42) It's almost completed, so I can send it to you by Wednesday. That way, you'll have time to edit it on Thursday.
M That would be great. Then, we'll still need at least one more article. (43) Could you e-mail the rest of your team to find out what they're working on?

44-46 conversation

- M Gloria, I hope I'm not interrupting. (44) My usual babysitter is out of town, and I really need someone to look after my kids at 3:00 P.M. Could you help me out?
W No problem. You know I love spending time with Harry and Emma. (45) But I have a dentist appointment in Glendale at 6:00 P.M. Will you be back by then?

- M Yes. (46) I just have to drop by the pharmacy to pick up a prescription. I should be back within two hours, but it depends on the traffic.
W I see. Where are Harry and Emma now?

47-49 conversation

- W Excuse me. (48) I just arrived from Detroit, but I realized that I don't have my reading glasses with me. (47) I put them in the seat pocket in front of me, so I think I must have left them on the plane. Could I reboard and take a look around?
M I'm afraid we can't allow that. However, I'd be happy to call a member of the crew to ask if someone found them. (47) (49) Please stay here by the ticket counter for a moment.
W Thanks, I really appreciate that. Fortunately, this is my last stop, so I'm not in a rush.

50-52 conversation

- W Mr. Kowalski, have you noticed that many employees are not arriving on time? (50) I've heard that they are having trouble finding available parking spaces in the morning. Many of them have to park their cars several blocks away.
M That's bad news. (51) We couldn't possibly enlarge our parking facilities, because our company is located downtown and completely surrounded by skyscrapers.
W (52) Perhaps we could organize a shuttle bus service to and from the large parking facility by the NSG Department Store. The transportation time would only be around five minutes.

53-55 conversation

- M I have an admission ticket to the science exhibit, but I can't find the hall it's being held in. (53) Could you give me a map of the facility?
W I'm afraid I don't have any more left, but I'm sure you'll have no problem finding it. You're on the first floor now. (54) Just go up the main stairs to the second floor, and then take a left. Walk straight, and you'll see a black and yellow sign above the exhibit's entrance.
M Okay, thank you. (55) And I need to get a parking sticker before I go to the exhibit.
W (55) You can pick one up at the security desk over there.

56-58 conversation

- W (56) Oh, no! This weather is terrible! I'm supposed to take our visiting business partners from Moscow on a city tour today, but it's pouring down.
- M Well, we have to do some type of activity. (57) Why not take them to the natural history museum instead? You'll be dry there.
- W What a good idea! They have recently opened a fun, new exhibit. But I'm worried about the language issues. Do you think our guests will understand?
- M Don't worry. (58) I'll check with the museum to arrange for a tour guide that speaks Russian.

59-61 conversation

- W (59) I was wondering if you could give me some information about a group booking. My company is attending the conference on telecommunications being held at your hotel in November, and we would also like to stay on-site.
- M Certainly. We still have twenty-five standard rooms for those dates. Will your party be staying for five nights, or do you require longer?
- W Just those five nights, please. And we would like to reserve twenty rooms. (60) Could you also give us a complimentary breakfast with the package?
- M Unfortunately, during conferences we don't offer that option. (61) I recommend booking through our Web site, where you can get a 10% discount on the total cost.

62-64 conversation

- M Hello. I'm calling from ChildCare NGO. There are currently over 4,000 children without permanent homes, and our charity is working to give them a brighter future. (62) Are you interested in making a donation to help the city's homeless children?
- W Well, that does sound like a good cause. (63) What kinds of donation methods are available?
- M You can make a one-time personal donation without any further commitments. Other popular long-term options include sponsoring a child, or setting up a corporate charity drive at your workplace.

W Hmm. I think our company might be interested in signing up for that. (64) Let me contact a representative from our PR department, and then I'll call you back later to let you know.

65-67 conversation

- W Hello Adrian. I'm Elizabeth, from the human resources department. (65) I'll be conducting your interview this afternoon. Before we begin, do you have any questions about the company?
- M Actually, yes. (66) I saw on your Web site that you offer staff training as part of the benefits package. Under this policy, would I get to choose which programs I attend?
- W Well, only to a certain extent. Any training must be approved by your manager, and it usually needs to be directly related to your job responsibilities. (67) If approval is granted, then the company will cover any fees and arrange the necessary changes in your work schedule to accommodate the training.

68-70 conversation

- M (68) I need access to the files for the Martenson account for an investigation that I'm working on. But the password I have for the database doesn't seem to work.
- W (69) Those files are restricted, and I think you need security clearance to view them. You have to get permission from Elizabeth in the HR department first.
- M But I can't wait that long since she's on vacation now. The board of directors is demanding my report immediately.
- W (70) Well, I suppose you could try asking Director Jenkins. I know he can also authorize you to view files on that database, so maybe he can help you.

PART 4**71-73 talk**

- W Welcome, everyone. (71) We're glad that you've decided to start a career at our dynamic fast food franchise. My name is Caroline. For your first day, I'm going to be showing you around our restaurant and teaching you our procedures. (72) Since the health and welfare of our guests is our top priority, we ask that you always wear this hygienic uniform when entering

the kitchen, including the disposable gloves and hairnet.⁽⁷³⁾ Once today's orientation is through, you'll be stationed at your posts and receive name tags indicating your assigned positions.

74-76 telephone message

W Hi, Mr. Marshall. I'm calling from Generation Appliances.⁽⁷⁴⁾ I'm sorry to say that the washing machine that was supposed to be delivered on November 2 won't arrive until November 10. There was an error in the warehouse's inventory tracking software, which resulted in items appearing on the Web site as available when they were actually sold out. We're very sorry for any inconvenience this may cause.⁽⁷⁵⁾ As an apology, we will waive the cost of installing the device. I hope you are satisfied with this arrangement.⁽⁷⁶⁾ Please call us before November 10 to let us know whether or not you'll be home on the scheduled day. Our toll-free number appears at the top of your receipt. Thanks.

77-79 radio broadcast

M Good morning, everyone. This is Ricky Samson.⁽⁷⁷⁾ You're listening to *Nite Buzz*, your home for the latest in smooth jazz. I'd like to remind everyone that we'll be continuing with our summer concert series.⁽⁷⁸⁾ Tomorrow's show will be broadcast live from Covington Park, where we'll be joined by the famous Italian performers the Marco Vitali Quartet. They have a special treat in store for us, as they'll be playing some pieces from their new record, *Transfusion*.⁽⁷⁹⁾ If you have any questions you'd like us to ask the band, please send them to us using the *Nite Buzz* smartphone app, which you can download from most app stores or our Web site.

80-82 talk

W Okay, everybody, please pay attention.⁽⁸⁰⁾ We have a busy week ahead of us here at YWP News because of the upcoming election. We're beginning our coverage this Tuesday with a recap of both candidates' campaigns.⁽⁸¹⁾ On Wednesday, we're airing our exclusive interview with former Foreign Minister Matt Hunter.⁽⁸²⁾ On Thursday, we'll be analyzing

the latest polls, and finally, the election itself will be the next day. We'll be covering it all day until midnight, so of course we expect everyone to stay at the station until the results are in.

83-85 excerpt from a meeting

M As the manager of Buy-Aid International, I'd like to thank you all.⁽⁸³⁾ Our recent telemarketing campaign has been very profitable, and we've raised a lot of money for our charity. However, we think there are untapped resources waiting for us online.⁽⁸⁴⁾ ⁽⁸⁵⁾ That's why we're planning to start a new campaign to target potential donors through the Internet. Our strategies will include buying online advertising space, and sending out e-mails to select businesses. The benefit of this strategy is that we can get in touch with people who are too busy to talk over the phone or in person.

86-88 telephone message

W Hi. This is Ann Grozzi.⁽⁸⁶⁾ I run a company that provides design and maintenance for lawns and gardens, and I'm calling about the city ordinance that was passed last week.⁽⁸⁷⁾ I saw online that there will be a ban on the use of certain fertilizers within the city limits. However, I couldn't find any information about which substances will be prohibited under the new law.⁽⁸⁸⁾ Please e-mail me a list of the banned substances at anngrozzi@grozzoutdoors.com. You can also use the address listed on my Web site at www.grozzoutdoors.com. I'd like to start making arrangements right away, so please get back to me as soon as possible. Thank you.

89-91 advertisement

M ⁽⁸⁹⁾ Your home isn't complete without a Polar-V refrigerator from Wonder Electronics. It has three separate compartments that can be set to the temperature of your choice.⁽⁹⁰⁾ And what's more, it uses thirty percent less energy than standard models of the same size, giving you hundreds of dollars of savings over the lifetime of the machine. Independent agencies confirm that the Polar-V is one of the best devices on the market.⁽⁹¹⁾ In fact, you can go to www.consumerdata.net to check our ratings against other popular brands. You'll see for yourself that the Polar-V is the right choice for you and your family.

92-94 telephone message

W Good afternoon, Ms. Phillips. This is Amanda from Dreamworld. (92) **I'm returning your call about the paints and brushes you need for your art class.** To answer your question, yes, we do have camel hair brushes in stock, and they come in various sizes. (93) **Furthermore, you'll be happy to know that we recently started carrying ten new shades of watercolors as well as extra-large canvases.** (94) Please note that if you order in bulk, we'll give you ten percent off the entire order. And we can ship any order in two to three business days. If you have any more questions, feel free to call during our store hours. Thank you.

95-97 introduction

M For those of you in the two o'clock tour group, gather around. Thank you for visiting Ingram Manor, the home of famed architect Stephan Ingram. (95) **This home is over one hundred years old and has historical significance due to its forward-thinking design, which was quite modern at the time of construction.** Today you'll be touring the home and learning about Ingram's life and career. (96) **Best known for his use of unconventional building materials, he incorporated his ideas into his private home.** (97) **Before we begin the tour, I'll introduce you to Professor Amy Zander, a specialist in the field of architecture.** She'll tell you more about how Ingram's work influenced his contemporaries. Following that, we'll proceed to the living room, where you'll watch a brief video showcasing Ingram's most famous buildings.

98-100 advertisement

M (98) **This weekend marks the official reopening of MegaGrand.** After months of renovation, you won't believe how good the old venue looks. (98) (99) **Now, you can enjoy the latest blockbusters on our massive IMAX screens, or marvel at our revolutionary 3D projection system.** Additionally, we've added modern, consumer-friendly concession stands that let you customize your own refreshments. (100) **And to celebrate our return, we're giving away free buckets of popcorn throughout the entire weekend.** So bring the whole family to MegaGrand!

ACTUAL TEST SCRIPT

04

PART 1 / PART 2 / PART 3 / PART 4

PART 1

- 1 (A) She's holding reading material.
(B) She's entering a gate.
(C) She's talking on her cellphone.
(D) She's looking at the scenery.
- 2 (A) Some people are attending a business lunch.
(B) One of the women is drawing a picture.
(C) Both of the men are wearing glasses.
(D) One of the people is dressed in a business suit.
- 3 (A) A potted plant is located on the floor.
(B) An outdoor railing is being painted.
(C) Flowers have been placed in a container.
(D) Bushes are being trimmed in a garden.
- 4 (A) Two people are seated across from one another.
(B) One man is drawing on a chart.
(C) The men are exchanging some paperwork.
(D) One man is erasing a whiteboard.
- 5 (A) A man is walking across a crosswalk.
(B) A man is getting into a car.
(C) A man is pushing a handcart.
(D) A man is sweeping the street.
- 6 (A) A board is being measured.
(B) Wood has been stacked in a pile.
(C) Some lumber is being carried.
(D) The construction site has been abandoned.
- 7 (A) A man is seated in a garden.
(B) A woman is holding a long paint roller.
(C) Two people are standing on a roof.
(D) Two people are painting a fence.
- 8 (A) Some clothes are folded under the shelf.
(B) All of the shirts are identical.
(C) Clothes have been hung on hangers.
(D) Some sweaters have been tossed on the floor.

- 9 (A) They're smiling at each other.
(B) One man is taking an item to a delivery truck.
(C) They're unpacking the box together.
(D) One man is signing a paper on a clipboard.
- 10 (A) The parking lot is crowded with cars.
(B) Traffic is stopped at an intersection.
(C) Vehicles are lined up for sale.
(D) The highway is divided into lanes.

PART 2

- 11 Where can we catch the bus?
(A) Every evening after work.
(B) Right across the street.
(C) Let's take the front seats.
- 12 Would you like to sample our new sports drink?
(A) It was easy.
(B) Usually baseball.
(C) I'll give it a try.
- 13 How much should we spend on advertising?
(A) To increase our profits.
(B) In the daily newspapers.
(C) That's up to the finance team.
- 14 Who's the keynote speaker?
(A) Everyone enjoyed it.
(B) The vice-president.
(C) I'd be honored.
- 15 Why is this phone unable to make international calls?
(A) An international phone card.
(B) Let me check the instructions.
(C) I haven't received her call.
- 16 When will the sink be fixed?
(A) It was repaired yesterday.
(B) The hot water.
(C) Thanks for the help.

- 17** How did you know today is my birthday?
 (A) I heard it from Jules.
 (B) Both parties agreed on that.
 (C) On the 16th.
- 18** Are you driving to the conference or taking a bus?
 (A) Please take my seat.
 (B) For tax professionals.
 (C) I haven't decided.
- 19** Did your photo exhibit open this week?
 (A) Yes, on Monday.
 (B) Can't you show me?
 (C) Just a few.
- 20** Which of these ties looks best with his pinstripe suit?
 (A) They filed a suit against him.
 (B) I can't decide between them.
 (C) I feel comfortable now.
- 21** Hasn't the phone system been upgraded?
 (A) Call my mobile phone.
 (B) Yes, two weeks ago.
 (C) It departs in an hour.
- 22** Where will the awards ceremony be held?
 (A) From 8:00 P.M.
 (B) Tickets are free.
 (C) In the Starlight Ballroom.
- 23** Who unloaded the truck this morning?
 (A) You can park in the back.
 (B) Later would be better.
 (C) Michael said he did.
- 24** Your project proposal has been accepted.
 (A) I'm going to get married next month.
 (B) Good, I'll tell our team members.
 (C) The expenditure was projected to rise by 10%.
- 25** When will Mr. King arrive?
 (A) Any moment now.
 (B) Yes, he does.
 (C) By train.
- 26** Do you want to go out for lunch?
 (A) Thanks, but I packed a lunch.
 (B) Yes, I think they will.
 (C) It was delicious.
- 27** You've signed all these documents, haven't you?
 (A) Yes, I've completed them all.
 (B) He resigned last week.
 (C) Please sign your name here.
- 28** What do you know about the Wellington Academy?
 (A) It's very prestigious.
 (B) Quite frequently.
 (C) In East London.
- 29** Which article should be on the front page?
 (A) You're very talented.
 (B) The one about the flood.
 (C) For a local newspaper.
- 30** Should I prepare a buffet lunch or a four-course meal?
 (A) Number four, of course.
 (B) It starts at 11:20.
 (C) A buffet will be less expensive.
- 31** How many tables do we need for the company dinner?
 (A) About twenty.
 (B) Our employees.
 (C) The Kramer Hotel.
- 32** You're fine with extending the deadline, aren't you?
 (A) I went there on March 13.
 (B) Yes, I need more time, too.
 (C) Where did you find it?
- 33** I'm excited about today's product launch.
 (A) No, I haven't eaten.
 (B) Yes, we'll get a great response.
 (C) She will let us know.
- 34** Who's going to be acting as the MC for tonight's gala?
 (A) A famous presenter from NBS TV.
 (B) It's at the Wilshire Auditorium.
 (C) A lot of people are coming from several regions.

- 35 Why is the art museum closed?
 (A) Yes, down the street.
 (B) My favorite painting.
 (C) It's a public holiday.
- 36 Will you be able to translate this alone, or should I give you a hand?
 (A) It's no problem. Thanks.
 (B) Yes, I'm grateful too.
 (C) This film has English subtitles.
- 37 Did Whitney leave the company?
 (A) I'm leaving early today.
 (B) Yes, she moved overseas.
 (C) We've been introduced.
- 38 Would you be willing to postpone today's press conference?
 (A) When should we reschedule it for?
 (B) Today is Wednesday.
 (C) An important announcement.
- 39 Could someone attach these labels to the crates?
 (A) From the port.
 (B) I can take care of that.
 (C) Vince took a day off.
- 40 There's a hair salon on the third floor.
 (A) There's also a coffee shop.
 (B) No, I finished second.
 (C) Just a trim, please.

PART 3

41-43 conversation

- M Hi. (41) I just looked through your Web site, and it says you provide inexpensive consultations for interior design. I'm updating the look of the waiting room at my business, and I'm interested in your services.
- W Certainly. (42) First, I'll e-mail you a brief questionnaire, so you can describe your color and style preferences. Then I'll visit your business in person and create three different themes for you to choose from.
- M Would it be possible for you to come on Thursday?
- W No problem. (43) But it would have to be in the morning, as I have a meeting with our supplier that afternoon.

44-46 conversation

- M Good afternoon. (44) I subscribe to your periodical **Science News Weekly**. (45) I believe I'm signed up for three months, but since the beginning of March, I haven't received any deliveries.
- W Yes, that seems to be a mistake. I can see you've only received one month's worth of magazines. Are you still living at the same address?
- M Yes, but now that you mention it, I did request to have the journals delivered to my office at 339 21st Street.
- W (46) Ah, that seems to be the reason. The address I have listed here is 339 22nd Street. We'll send you next week's issue along with all the issues you've missed out on as soon as possible.

47-49 conversation

- M (47) I was accepted to the Academy of Culinary Arts in Milan. I'll be taking classes there all summer.
- W Congratulations! I know you've always dreamed of being a professional chef. And you must be excited about living in a foreign country.
- M Yes. I can't wait to learn about the Italian culture. (48) However, I'm worried about having so many expenses. I'll have to rent a room in Milan, but I'll still be paying rent on my apartment here in New York.
- W I think you should rent your apartment to someone else while you're gone. In fact, I have a friend who is looking for temporary housing. (49) I can introduce you to him. If it works out, this could really help your financial situation.

50-52 conversation

- W Hello, I'm visiting Sienna National Park on June 13 with a large tour group. (50) I'd like to reserve some rooms for us at the main lodge.
- M (51) I'm sorry, ma'am, but Elmwood Lodge is currently under reconstruction. It won't reopen until the 27.
- W That's too bad. We've been looking forward to staying in the park.
- M Well, we still have some cabins available at our campground. (52) Although the rooms are not as luxurious as at the lodge, the campground is located right at the heart of the park, next to the Grand Sioux waterfalls.

53-55 conversation

- W Hi, James. (53) **The management team would like you to give the keynote address to the investors at the shareholders meeting next month.** We think your position as top salesperson will reflect a positive image.
- M It would be my pleasure, although I don't have anything prepared. And I'm sure you need professional-looking slides.
- W That's right. (54) **This is really important, so please feel free to use the design department to help you with the slides you need.** (55) You should also look over the list of suggested topics from the board and include some of those points.

56-58 conversation

- M (56) **Ms. Stanton, do you know where they keep the original blueprints for this building?** I thought they'd be in our archives, but I can't find them.
- W As far as I know, they were removed from our archives and sent to the architect's office. He wanted to have them restored.
- M Well, I need them urgently. (57) **The inspectors from the federal safety commission are dropping by today for their annual inspection, and they'll want to inspect those blueprints to make sure that our fire escape routes are up-to-date.**
- W (58) **If it's that urgent, I'm sure you can get someone at the architect's office to fax you a copy.** I think I have their number in my desk somewhere.

59-61 conversation

- M (59) **Ms. Velez plans to retire next month.** Her last day is April 20. You said you'd be willing to help me organize a party for her. Do you still have time to do that?
- W Of course. I can send an e-mail invitation to the staff and decorate the employee lounge. (60) **Could you buy some snacks and drinks to be served at the party?**
- M Sure. (61) **And how about we start the weekly meeting at three instead of five on that day?** That way, we'll have plenty of time after the meeting to celebrate together.

62-64 conversation

- M This is Dale from North's Gym. (62) **Our new flagship branch is opening downtown, and I need an experienced fitness instructor to lead the management of the gym.**
- W That sounds like a great opportunity. (63) **However, I am staying home now because I hurt my leg last weekend.** I won't be able to do anything active for a few weeks.
- M That shouldn't be a problem. (64) **We're planning to use your technical expertise to develop some customizable training programs.** There will be other coaches in charge of the physical tasks like training new employees.
- W In that case, I'd love to join you!

65-67 conversation

- W (65) **Excuse me, but I'm afraid you can't take that suitcase on the tour bus. It is too big to fit under the seat.**
- M Well, unfortunately, I couldn't leave my bag at the hotel. (66) **This tour ends at five o'clock, and as soon as we get back, I need to go straight to the airport to catch a flight.**
- W I see. (67) **If it's all right with you, I'll lock it in our ticketing office.** Then you can pick it up at the end of the tour.
- M That would be fine. Thanks a lot.

68-70 conversation

- M (68) **I'd like to open a new account.** On the 1st of every month I'd like a portion of my salary deposited in a high-interest account. Is that possible?
- W Of course. If you choose this package, you'll get an account with an interest rate of 2.7%. (69) **And we'll issue you with a new credit card for the account at no extra charge.**
- M That's good. I want to purchase a new car next year. Is it possible to start the service from next month onward?
- W (70) **Well, today is August 30, so I'm afraid it won't be possible until October 1.** We need at least three business days to activate the new account.

PART 4

71-73 talk

W (71) On behalf of the mayor's office, I'd like to thank you all for coming. I'm here to talk about the city government's solutions to our town's water problem. (72) We have been working to find funding to upgrade our water treatment plant, and we think we have found a suitable arrangement. The loan in front of us today allows us to complete the necessary changes much quicker than expected. (73) Although the interest payments are significantly higher than we originally budgeted, I believe this is our best option.

74-76 announcement

M Thank you all for coming here today. (74) I'm proud to officially announce the merger of Conrad Motors and VX Tire. Our representatives have been working hard to make this deal a reality, and we're so excited about it. (75) Special thanks go out to our legal team, who made sure everything took place according to the respective laws. After performing extensive market analysis, we felt confident that this deal would be a profitable one. (76) In a moment, we'll be distributing some folders with information about the deal, including some details of the official contract. After you've read it, I'd be glad to answer any questions you might have.

77-79 telephone message

W Hello, Mr. Tompkins. (77) This is Selena from the Hillside Golf Club. I'm just calling to tell you that your membership is going to expire on October 3. (78) Due to a Web site problem, we're not currently able to accept payments online, so you'll need to stop by the office to renew it. We apologize for this inconvenience. (79) You should know that there is a 15% discount for all renewals in the month of September. So if you renew your membership by the end of this month, you will be able to get the lower rate. Please bear in mind that the office is open anytime the course is open, except on Sundays.

80-82 speech

W (80) Ladies and Gentlemen, welcome to the 42nd Annual Aviation and Aerospace Symposium. This year we have a great line-up of events for you. (80) As usual, we'll be updating you on the latest news in the airline industry. A series of workshops will be featuring some great famous speakers. (81) I personally recommend Saturday's lecture by Michael Miller, the head engineer responsible for Skycraft's new 720 model. This 3-day symposium will end on Sunday evening at 10:00 P.M. (82) We'll be concluding this weekend's festivities with the AAAS awards ceremony, where we honor the best in the business.

83-85 announcement

M Attention, all shoppers. (83) For the next three hours only, discounts of up to 70% are being offered on all mountaineering and hiking items in the store. (84) Simply sign up for our loyalty program at the information desk, and you will receive a voucher valid for reductions on all items marked with the blue and white mountain logo sticker. When you present your voucher to the clerk, the discount will be applied automatically. (85) Please note that discounts will vary depending on the item purchased, so look on the sticker to find out how much you will save. Thank you for shopping with us.

86-88 excerpt from a meeting

W Before the dinner rush begins, I'd like to remind everyone that we'll be installing point-of-sale systems throughout the restaurant next week. (86) That means you'll be inputting your orders on a touch screen instead of writing them down on paper and giving them to the kitchen staff. (87) Next Monday, please arrive twenty minutes before your scheduled shift starts so that I can show you how to use the system. It's quite straightforward, so I'm sure everyone will get used to it within a few days. (88) And I think you'll all be really happy with this technology because you won't be spending so much time walking back and forth from the kitchen. If you have any questions, please let me know.

89-91 telephone message

M Hi. This is the Devlan Hotel with a message for Mr. Sunderland. ⁽⁸⁹⁾ Regarding the missing reservation you inquired about, I wasn't able to find anything in your name. ⁽⁹⁰⁾ It is possible that your reservation was not registered in our system, as we've been having some trouble with the servers we're using. Therefore, I recommend that you call me back at 1-888-555-3968 so that I can enter you into our system manually. ⁽⁹¹⁾ In return, I'd like to offer you a complimentary continental breakfast for your troubles. I apologize for this inconvenience.

92-94 radio broadcast

W We're back from our commercial break. Thank you for joining us. ⁽⁹²⁾ In this segment, we're giving you the chance to win free tickets to Lester F.C.'s next home game. ⁽⁹³⁾ All you have to do is answer some simple questions about Lester's past and present players. ⁽⁹⁴⁾ Also, don't forget that at the end of the show we'll be giving away our grand prize—a guided tour around Lester's stadium, including the players' locker room. Stay tuned to find out how you can win that great prize later on. You're listening to 101.5.

95-97 speech

M It's great to have everyone here today. ⁽⁹⁵⁾ I'm Stanley Douglas, and since the merger of our two businesses, I have taken over as publishing director for both Forge Publishing and Granite Books. It is my top priority to make the transition smooth for all of us. ⁽⁹⁶⁾ As most of you know, Granite Books will continue as a separate brand under our umbrella at Forge, and we welcome their team to our offices here in Manchester. ⁽⁹⁷⁾ Their expertise in developing useful training manuals for large-scale organizations is crucial to the future success of our corporation.

98-100 telephone message

M Hi, is this Rex Fremont? ⁽⁹⁸⁾ I'm Nathan Bannister, and I'm calling regarding the wanted ad you posted on trade-n-share.com. I'm an experienced guitar instructor and have played in a variety of bands, so I think I can help you. ⁽⁹⁹⁾ I know you are nervous about your level of proficiency. But don't worry; I've tutored everyone from beginners to professionals. ⁽¹⁰⁰⁾ I have my own recording studio on 45th Street, where I conduct my lessons. Why don't you drop by later this week?

ACTUAL TEST

SCRIPT

05

PART 1 / PART 2 / PART 3 / PART 4

PART 1

- 1 (A) He's waiting in a parking lot.
(B) He's filling the car with fuel.
(C) He's paying for his purchase.
(D) He's holding his car keys.
- 2 (A) A man is opening a briefcase.
(B) One of the men is entering a plane.
(C) They're greeting one another.
(D) They're going on vacation together.
- 3 (A) They're sitting along the wall.
(B) They're swimming in the water.
(C) They're catching fish with a net.
(D) They're using some fishing gear.
- 4 (A) Skyscrapers overlook a large forest.
(B) People are sunbathing on the beach.
(C) A canal passes by some tall buildings.
(D) Two people are jogging near the shore.
- 5 (A) Fresh fruit is being sold at a market.
(B) Chairs have been pushed under the table.
(C) The dishes on the table are empty.
(D) Food is being arranged neatly on plates.
- 6 (A) People are boarding some boats.
(B) Buildings have been constructed along a street.
(C) Small boats are lined up in rows.
(D) The waterway flows under a bridge.
- 7 (A) A man is standing on a stepladder.
(B) A man is hanging a painting on the wall.
(C) A man is inspecting the wallpaper.
(D) A man is changing a light bulb.
- 8 (A) Some passengers are taking their seats.
(B) Some commuters are waiting on the platform.
(C) Some people are exiting the train.
(D) Some travelers are purchasing train tickets.

- 9 (A) Children are standing in the water.
(B) Some girls are patting the dogs.
(C) People are swimming in the sea.
(D) Two dogs are chasing away some birds.
- 10 (A) One woman is pointing at a vehicle.
(B) Two people are holding hands.
(C) One woman is hanging up a sign.
(D) Two people are standing side by side.

PART 2

- 11 Who will present the proposal?
(A) At the banquet.
(B) Ms. Stevenson.
(C) Next month.
- 12 When is the president going to deliver his address?
(A) At noon tomorrow.
(B) You can leave it here.
(C) I don't know his address.
- 13 Why didn't you return my call?
(A) In a few minutes.
(B) It's 555-6863.
(C) I lost my phone.
- 14 Where are the electrical goods located?
(A) He's not an electrician.
(B) It's in the conference room.
(C) They're available on the second floor.
- 15 Don't you want some wine with your meal?
(A) Yes, the deal is finished.
(B) No thanks. I'm driving tonight.
(C) It's not mine.
- 16 Do you want the battery replaced?
(A) Yes, please.
(B) A crowded place.
(C) Beth remodeled it.

- 17** What will you bring to Doug's house-warming party?
 (A) We had a wonderful time.
(B) Actually, I can't attend.
 (C) He began warming up.
- 18** Where did Molly go?
 (A) An hour ago.
 (B) From the station.
(C) To buy some stamps.
- 19** Why don't you borrow my laptop for your presentation?
 (A) It'll be sometime on Friday.
 (B) I gave them back to you last week.
(C) Thanks, but I think I don't have to use it.
- 20** Have you worked here long, or are you a new employee?
 (A) Check the user manual.
(B) I started last year.
 (C) Yes, in accounting.
- 21** Isn't the manager supposed to approve your drafts soon?
 (A) He can't prove it.
 (B) Yes, he's the manager.
(C) I'm afraid he's very busy now.
- 22** Erik will be able to process that check for you.
 (A) How much was it?
(B) Good, what time is he available?
 (C) It's an ongoing process.
- 23** Can you find out if we met our sales quota this month?
 (A) It's the first time we've met.
(B) I'll check the figures right now.
 (C) Our latest flatscreen TV.
- 24** How would you like your steak?
(A) Not too rare.
 (B) Anytime is fine.
 (C) Yes, it was delicious.
- 25** Where can I drop off this parcel?
 (A) Every now and then.
 (B) That'll be five dollars.
(C) At the front desk.
- 26** Can I e-mail you the inventory list?
 (A) I work in the warehouse.
 (B) No, it doesn't need a signature.
(C) Yes, that's not a problem.
- 27** Isn't your car at the repair shop?
 (A) They finally got it running.
 (B) You can park on the street.
 (C) Thanks, but I just need a pair of gloves.
- 28** I'd like to take you out to dinner tonight.
 (A) I also enjoyed it.
(B) Thanks, but I already have plans.
 (C) I'll take it there myself.
- 29** The tickets aren't sold out yet, are they?
 (A) I've seen it already.
 (B) They bought it last weekend.
(C) No, there are still a few left.
- 30** Who picked you up at the airport?
 (A) It's near Chicago.
(B) Ms. Anderson did.
 (C) No, I haven't picked anyone.
- 31** How did you finish the research so quickly?
 (A) When is the deadline?
 (B) I'll do my best.
(C) One of the interns assisted me.
- 32** Which speech did you like the best?
 (A) The one by Mr. Nakata.
 (B) I can't speak Chinese well.
 (C) Let's ask her what she prefers.
- 33** Could you work the evening shift on Friday?
 (A) The printer is working now.
 (B) It looks even to me.
(C) That shouldn't be a problem.
- 34** Ms. Cho will be attending the conference in Singapore.
 (A) It's a letter of reference.
 (B) How did it go?
(C) I've visited there before.
- 35** When will the article be published?
(A) It will appear in next month's edition.
 (B) I'm afraid there aren't any left.
 (C) That's what I was told.

- 36** Did you purchase decorations for the reception?
 (A) To welcome the new manager.
 (B) I couldn't return my purchase.
 (C) Didn't Allison take care of that?
- 37** Should we choose the venue ourselves or consult Ms. Davis?
 (A) We'll receive it by Friday at the latest.
 (B) I chose bright colors for the invitations.
 (C) She's out of the office, so let's just decide.
- 38** Why haven't they delivered the new models yet?
 (A) That's exactly what I was wondering.
 (B) I didn't know what kind of model it is.
 (C) No, they haven't delivered them.
- 39** You got in touch with the pharmacist, didn't you?
 (A) Yes, he answered my question.
 (B) I can't reach it from here.
 (C) There used to be one on the corner.
- 40** Could you keep an eye on my bags while I go to the ticket counter?
 (A) How many tickets do you need?
 (B) Will you be gone for long?
 (C) No, I don't know where it is.

PART 3

41-43 conversation

- M I'm just about to call the printer to ask them to double the number of copies of the newspaper for next month. (41) The sales team said we need to increase our distribution so we can draw more advertisers to our publication.
- W That's a good way to do that. But we'll have to make sure we find new readers, too. (42) How about sending free copies of the newspaper to teachers at schools?
- M That's a great idea. I'll do some research online to gather mailing addresses. (43) In the meantime, could you tell the rest of the staff about the plan?

44-46 conversation

- W Hello, sir. (44) Would you be interested in donating some money to restore the city's old clock tower?
- M I'm sorry, I don't have time to talk right now. I have to catch a bus around the corner, and I'm running late already.

W I understand. But your contribution would help a lot. Our aim is to finance a restoration project that would restore the clock tower to its former prominence. (45) This would not only benefit the local community, but also increase the city's tourism.

M Well, that sounds interesting. (46) Do you have a leaflet with some more information? Maybe I can read it while I'm commuting to work, and then make a contribution later.

47-49 conversation

- W Hi, Derek. (47) I wanted to let you know that our stationery supplier has invited the staff to its end-of-the-year party. They give us really good discounts, so I think at least two staff members should attend.
- M How about sending Samuel and Anna from the purchasing department? That would make sense.
- W (48) We could send Anna, but Samuel is going to be taking a vacation abroad at that time. We'll need to find someone else.
- M Hmm ... (49) In that case, could you see if Maureen from the accounting department can go? She pays all their bills, so she has met some of their sales representatives.

50-52 conversation

- W Dirk, I'd like to be the first to congratulate you. (51) I just attended a board meeting, and we've decided to select the slogan you wrote for our national advertising campaign.
- M I can't believe it! So, does this mean it will be featured on all of our products?
- W (50) Yes, every Sizzles pizza franchise in the country will be displaying your slogan in their stores, and it will also be printed on all our pizza boxes. Of course, you'll be given a cash prize for coming up with the winning slogan.
- M Thanks. (52) But what I'm really proud of is that I'll be given public recognition for my work. The winner is supposed to be interviewed for our monthly corporate magazine, right?

53-55 conversation

- M Welcome to Alpine Ski Equipment Sales. Are you here to look around, or is there something specific I can help you with?

W (53) Actually, I was hoping you could recommend some new skis for me. I recently started skiing on the more difficult slopes. (54) However, my current skis are too short to make proper turns on the steep areas.

M I can certainly assist you with that. We have a wide selection of goods, but I think you should first try on this pair from Silverton. (55) It's a well-known brand, and all merchandise from Silverton is thirty percent off this week.

W All right. I'll give them a try.

56-58 conversation

M Rebecca, I guess you've heard what happened. (56) In my recent study, I quoted some lines from your research paper, but I forgot to list it in the bibliography. My teaching assistant was supposed to go over the citations, but she must have overlooked it. I'm so sorry.

W Don't worry, I understand. (57) Also, I appreciate your withdrawing the article from the academic journal that it was supposed to be printed in. That must have been a tough decision to make.

M Well, it was the least I could do. But I'm still unhappy about this mistake. (58) Why don't we revise the paper together, and have it printed in next month's issue in collaboration?

59-61 conversation

M Hi. I'm calling from Stansfield Recruiting. (59) We're filling a general manager position for one of our clients, a major department store. We have your résumé on file here, and after looking it over, I believe you would be ideal for the job.

W That's great news. I'm interested in the opportunity, but I'm afraid I can't talk right now. I have to get to the station by 1:30 to pick up my daughter. (60) Could you call me back today at 3:00 P.M.?

M (60) Certainly. (61) In the meantime, I'll e-mail you a summary of the job responsibilities at around 2:30 P.M. Then, if you have any questions, I'll do my best to answer them.

W Thank you very much. You can send that information to the e-mail address that you have on file.

62-64 conversation

M Sorry I'm late, everybody. (62) For some reason, there was only one elevator working this morning, and it filled up with people before I got a chance to get on.

W That's okay. Most of us showed up late as well. Apparently there are some renovations going on. (63) As you know, this building is very old, so they're updating a lot of the former installations.

M Well, I hope they do something about the ventilation system too. It's always so stuffy in here. This building was built over 50 years ago, and it isn't suitable to handle modern working conditions.

W Don't worry. (64) I hear a full overhaul is due sometime in the future. Our management wants to turn this into a state-of-the-art workplace.

65-67 conversation

M (65) The board has asked us to look into ways to reduce the company's environmental impact. Do you have any ideas?

W We could look into buying recycled paper for the office. It's a bit more expensive, but most of our internal communication is done via e-mail, so our paper usage isn't very high.

M That's a good idea. (66) We should also consider planting more trees here at the grounds. They naturally improve the air quality.

W (67) That's possible, but I'll have to call Mr. Linton first. Since he owns the land, he must approve any major changes.

68-70 conversation

W (68) Walter, I'm planning to take a group of potential investors on a tour of the Paddington brewery. Is that possible?

M (69) We do have some tour programs, but for groups of more than 3 people, you have to receive permission in advance.

W Will it take long? I wanted to bring them here this evening around 7.

M I'll try to speed things up. (70) If you give me your contact information and some details about the tour, I'll confirm the appointment with my supervisor, and then let you know the results.

PART 4

71-73 talk

- W Attention, everyone. (71) **When you're planning vacations for customers, please keep in mind that we're now promoting a specific airline.** (72) I'm pleased to confirm that we've taken on **Thrifty Airways as a partner.** That means they'll provide our customers with reduced fares that aren't listed anywhere else. In return, we should encourage customers to fly on Thrifty Airways. (73) **For details about Thrifty Airways' flight schedules and hotel packages, please refer to the pamphlet I'll be passing out now.**

74-76 telephone message

- M Hi. This is Steven Geller. (74) **I'm Dr. Brenner's assistant at the Morris Health Center.** (75) I was asked to let you know about the results of the medical tests you had done last week. I'm happy to tell you that everything is normal, so there is nothing to worry about. This also means that you will not have to come back for the further tests originally scheduled for Tuesday the 27th. (76) **I've already taken care of the cancellation in the appointment book.** But if you have any questions, feel free to contact us.

77-79 talk

- W I just got an e-mail from our client at Emeryland Toys. (77) **They've asked us to make some changes to the catalogs we're designing for them.** Since their toys are mostly targeted toward young girls, they've asked us to change our color scheme to fit that customer base. (78) **Also, they didn't like the font style we used,** so Jeannie and Julia, the two of you need to sit down and come up with a new design template. (79) And since we need to finish this project by Thursday, I'm afraid we're all going to have to work overtime. I'm sorry to tell you this.

80-82 introduction

- M Welcome to the spring seminar series hosted by the Javier Foundation. (80) **Everyone is quite spread out, so we ask that you move down to the front of the seating area to get a better view.** This will also make room in the back for latecomers. Now, I'm honored to introduce Dr. Charles Barrett. (81) **He'll be discussing**

his recently completed study, in which he examined the effects of various strategies for memorizing information. I'm sure you'll find the results fascinating as well as applicable to your daily lives. (82) **If you'd like to take part in Dr. Barrett's next research project, stop by the registration table after the seminar.**

83-85 advertisement

- W If you enjoy exploring the world from the comfort of your car, you'll love our new Roadfinder X2. (83) **Whether you're driving in the city or off-road, this stylish GPS will help you locate any path.** Just type in your destination, and the Roadfinder X2 will guide you there safely and quickly. (84) **The Roadfinder X2 offers significant upgrades from the previous model, including a stronger satellite connection, which ensures less lagging on the screen.** (85) **If you purchase one now, we'll extend your warranty from one year to three.** Call 555-3215 right now!

86-88 talk

- M (86) **Finally, we'll be moving on to the gallery's main hall.** Here you will see antique desks, chests, chairs, and more. These pieces have been gathered from all over the world, and some of them date back as far as the early 18th century. Please ensure that we keep these items in good condition by leaving any snacks or beverages in the trash cans just outside the entrance. (87) **If you are interested in framed photos of these beautiful pieces, they are on sale in the gift shop.** Feel free to browse the main hall at your leisure. (88) **I'll be at the information counter if you have any questions.** Thank you.

89-91 recorded message

- W Thank you for contacting Teens United. (89) **Teens United is the country's fastest growing telephone service for young people in need.** Here you can talk anonymously to experienced counselors about issues such as family, school, or friends. (90) **Our line is open around the clock.** If you'd like more information about our program, press 1. (91) **If you'd like to start talking with one of our counselors, press 2.** And if you'd like to hear this message again, press 3. Please keep in mind that a problem shared is a problem halved!

92-94 talk

M Thank you for gathering for this important announcement. (92) **Unfortunately, we've been forced to revise our security protocol due to some recent security breaches, where confidential blueprints were leaked.** (93) To prevent industrial espionage, we are implementing new security measures, such as the installation of surveillance cameras in all research labs. Also, all R&D personnel will be required to check in using new key cards that mark the time of their arrival and departure. (94) **Finally, cellphones and other devices containing cameras are no longer allowed in any labs.** We sincerely apologize for the inconveniences this may cause.

95-97 announcement

W I have an announcement to make about this weekend's renovation work. (95) **It seems that some areas of our kitchen have been badly affected by water damage.** This is due to the constant use by our chefs and the high amount of humidity caused by our activities. (96) **Since this negatively impacts the hygiene level and increases the risk of fungus, we've called in some specialists to assess the problem.** (97) Therefore, before we leave on Friday, we have to clear away all utensils and move some equipment so that the visiting plumbers have full access to inspect the place.

98-100 telephone message

M Hello. This message is for Gavin Blair. (98) **This is Steve calling from the Stonewall Gym.** I'd like to tell you about an opportunity for our current members. (99) **On July 17, we're celebrating the opening of our second location at 455 Pratt Drive, next to the Reston Library.** The event will last all day, and members will be able to tour the workout room, get free fitness assessments, and win prizes. As a member, you're welcome to work out and attend classes at both locations. (100) **We've sent you a voucher for 20% off an item of your choice in our athletic shop, so don't forget to check your mail to make sure it arrived.** We hope to see you at Stonewall Gym soon. Thanks.

ACTUAL TEST SCRIPT

06

PART 1 / PART 2 / PART 3 / PART 4

PART 1

- 1 (A) The woman is holding some documents.
(B) The woman is opening a laptop.
(C) The woman is putting paper into a folder.
(D) The woman is leaving the office.
- 2 (A) Some customers are talking to a cashier.
(B) A group of people is drinking from wine glasses.
(C) A group of people is receiving their orders.
(D) Some women are gathered in front of a fireplace.
- 3 (A) The man is pointing at a doorway.
(B) The woman is cleaning a device.
(C) The man is adjusting his tie.
(D) The woman is looking at the screen.
- 4 (A) He's working with some small tools.
(B) He's turning on a desk lamp.
(C) He's hammering nails into some wood.
(D) He's reading from a piece of paper.
- 5 (A) A dentist is checking a man's teeth.
(B) A doctor is putting on some gloves.
(C) A man is checking his pulse.
(D) A patient is lying on his back.
- 6 (A) The man is lifting some equipment.
(B) The people are surfing in the sea.
(C) A cliff overlooks the water.
(D) Some rocks are piled on the grass.
- 7 (A) She's arranging flowers in a vase.
(B) She's filling her car with items.
(C) She's examining some plants.
(D) She's reaching for a shopping bag.

- 8 (A) Some cases are being unloaded in a shop.
(B) Some instruments have been placed on stands.
(C) Some guitars are being tuned by musicians.
(D) Some speakers have been set up on a stage.
- 9 (A) A man is wearing glasses.
(B) Crates are being unloaded from a forklift.
(C) Visitors are entering a warehouse.
(D) A crew is unpacking goods from some boxes.

- 10 (A) The lawn is being mowed.
(B) A trash can is located next to a bench.
(C) A rain shelter is covering the seating area.
(D) A brick wall runs along a walkway.

PART 2

- 11 Who works at the desk next to Stacey?
(A) This afternoon.
(B) One desk lamp.
(C) I think Nick does.
- 12 When is Mr. Kang leaving for his trip?
(A) Around the 25th.
(B) He probably can.
(C) To Amsterdam.
- 13 Should we go see a movie or a musical?
(A) I'm going this evening.
(B) A movie is cheaper.
(C) About two hours.
- 14 Where did you go on your last vacation?
(A) No, I was too busy.
(B) For two and a half weeks.
(C) To a seaside resort.
- 15 What are you planning to do this weekend?
(A) See a movie.
(B) Probably on Saturday.
(C) Okay, I'll do that.

- 16** How will Helen go to the airport?
 (A) **She'll drive her own car.**
 (B) For an overseas flight.
 (C) In about thirty minutes.
- 17** You've finished the performance evaluation, right?
 (A) Yes, I received the invitation.
(B) There are a few left to do.
 (C) No, you have to turn left here.
- 18** When will the security cameras be installed?
(A) Probably by Wednesday.
 (B) As far as I know.
 (C) In the main corridor.
- 19** What's being served in the cafeteria today?
 (A) It's on the basement floor.
 (B) Sure, it's a deal.
(C) Salisbury steak.
- 20** Have you heard of EZTech, the new start-up?
(A) Yes, I read about it.
 (B) I'm a stranger here myself.
 (C) It starts around 6:00 P.M.
- 21** This microphone doesn't seem to be working.
 (A) In the middle of the stage.
(B) Is it plugged in?
 (C) The laboratory's microscope.
- 22** Can you finish this all alone?
 (A) By next week's deadline.
(B) I'll need some assistance.
 (C) He did it already.
- 23** How about attending the fundraiser with me?
 (A) He appreciated it.
 (B) This morning.
(C) Great. When?
- 24** Where is the best venue to host our seminar?
(A) Try the Regency Hotel downtown.
 (B) She left it on your desk.
 (C) You'd make a great host.
- 25** Who will be promoted to general manager?
 (A) Sorry, he's out of town.
 (B) Jerry wrote most of it.
(C) It's hard to say.
- 26** When will Mr. Spector return from Shanghai?
 (A) Thanks, I'd love to go.
 (B) At Gate C10.
(C) I didn't know he was away.
- 27** The guests are arriving in fifteen minutes.
(A) Dinner will be ready soon.
 (B) Three times a week.
 (C) I guess he will.
- 28** Are you free to discuss the menu for the banquet sometime today?
(A) I'm available after 4:00.
 (B) To honor a retiring employee.
 (C) Let's split the bill.
- 29** I tidied up the conference room yesterday.
 (A) It's on the 3rd floor.
(B) It looks great now.
 (C) Ms. Dwain will do that.
- 30** Have you used this machine before, or do you need a demonstration?
(A) It's my first time using it.
 (B) It mixes the materials.
 (C) Yes, I'm at the station.
- 31** Why was the workshop canceled?
 (A) Yes, I've been working on it.
(B) Because no one registered for it.
 (C) It will cover public speaking skills.
- 32** Which file cabinet has the insurance information?
 (A) An annual policy, I think.
 (B) You should take a taxi.
(C) The one in the corner.
- 33** Doesn't Mr. Glenn need a copy of the report?
 (A) It summarizes the overhead expenses.
 (B) I've met him a few times.
(C) Yes, I'm printing one for him now.
- 34** Who can show me the way to Central Park?
(A) Ask an attendant at the tourist center.
 (B) Yes, the park is open all day.
 (C) Did you look in your handbag?
- 35** Angie will reserve a table for the dinner.
(A) Will she call the restaurant today?
 (B) Yes, I already ate.
 (C) It's on the reverse side.

- 36 Why did they fire Julie Haskins from Accounting?
 (A) She made serious mistakes.
 (B) At the end of last month.
 (C) About the annual budget.
- 37 The contracts were sent to the Chicago office, weren't they?
 (A) I'll contact him soon.
 (B) They haven't decided yet.
 (C) I heard they're on the way there.
- 38 I'm looking for some advice about my pension plan.
 (A) No, I know it all already.
 (B) All right, please enter my office.
 (C) It's been there for some time.
- 39 How do I log on to the database?
 (A) Type in your employee ID number.
 (B) It contains customer information.
 (C) Yes, I thought it was long.
- 40 Shouldn't the merger have been completed by now?
 (A) Please finish them yourself.
 (B) Join us this evening.
 (C) We still need the CEO's approval.

PART 3

41-43 conversation

- W (41) Matt, are you ready for the baseball match between your department and the sales department tomorrow evening? I think it's going to be very competitive.
- M I'm ready, but I'm worried about the weather. (42) It's really cold these days, and they often call off the match if the field gets frozen.
- W Yes, I remember that happened last month. You'd better call the school in the morning to make sure that the game is still on.
- M (43) They should have the information posted on their Web site. I'll take a look at it right now to see if there are any updates.

44-46 conversation

- W Hey, Antonio. (44) I heard you are planning an event to raise money for the local animal shelter. Do you need any help?

M That would be great. We are organizing a sponsored run next week. (45) We have enough people to operate the registration table, but we need someone to hand out water and sports drinks to the participants. Could you do that?

W That's no problem. (46) I'll get in touch with some supermarkets and convenience stores in the area and ask them to donate drinks.

47-49 conversation

- M1 Rick, (47) I'm supposed to do a financial audit of this IT company, but I don't know the value for their fixed assets. Could you calculate those figures for me?
- M2 Actually, I don't think I'm able to, Andy. (48) Only certified public accountants are allowed to perform those calculations.
- M1 Ah, that's right. But I'm afraid it'll be too much for me to handle by myself. Do you know anyone who could help?
- M2 (49) Have you tried looking at the last audit we did for that company? Why don't you take a look at the calculations, and then start from there? The files should be saved in our database.

50-52 conversation

- M (50) Organizing the city's summer concert series is a lot more difficult than I expected. We still haven't found enough musical groups to fill the schedule, and we're behind on our advertising plan.
- W This is too much work for just two people. (51) Maybe we could move someone from another team to this project temporarily. I think Jeremy isn't very busy these days.
- M That's a good idea. I'm going to the print shop today, so I won't have time to ask him about it. But I can do it tomorrow if you'd like.
- W Don't worry. (52) I'll talk to him this afternoon to find out if he can spare a few hours a day for the rest of the month.

53-55 conversation

- W Mr. Gray, could you help me out? (53) This new security system you installed is causing me trouble again, and I can't get into the office with my key card.

- M Yes, that problem seems to be occurring frequently. Ever since our installations team set up the new system, I've had lots of people calling me for help.
- W There appears to be some trouble with the cards, doesn't there? ⁽⁵⁴⁾ **They get scratched too easily, and therefore the sensor in the security system can't read them.**
- M Exactly. ⁽⁵⁵⁾ **I've been told that management is considering looking for another company to make new cards for our entire staff.**

56-58 conversation

- M Hello, Ms. Robertson. My name is Mike Higgs. I'm calling from the Green Living Foundation. ⁽⁵⁶⁾ **I just wanted to thank you for the financial contribution you made last week to our organization.**
- W It's my pleasure. ⁽⁵⁷⁾ **One of my colleagues volunteered for your park clean-up project, and when I heard about your organization from him, I wanted to help.** It's great to see a group making an effort to protect our environment.
- M We couldn't do it without support from people like you. Let me tell you how your funds will be used. ⁽⁵⁸⁾ **We're buying a vacant lot near Finch Stadium next month.** We'll use it to build a community garden, where residents can plant their own vegetables.
- W What a great way for people to connect to nature right here in the city!

59-61 conversation

- W Hello, this is Debra Sweeney. ⁽⁵⁹⁾ **I've signed up for the Friday night French course you are teaching at the Jacksonville Community Center.**
- M Ah, yes. Bonjour, Ms. Sweeney. Do you have questions about the syllabus I sent out?
- W ⁽⁶⁰⁾ **No, the reason I'm calling is to ask if I can bring one of my acquaintances to your class.** She might be interested in joining.
- M Well, I don't normally allow outsiders into the course. ⁽⁶¹⁾ **But why don't you and your guest show up 30 minutes before the class begins, and we'll talk about it?**

62-64 conversation

- W Thank you for your hard work over the past few days. ⁽⁶²⁾ **You finished assembling the new shelves much faster than I expected.**
- M I know you wanted to have the display area ready to go before the weekend. With the tennis tournament getting underway on Saturday, there will be a lot of tourists in town.
- W Yes. ⁽⁶³⁾ **That's why I'd like to keep the store open two extra hours this Saturday and Sunday.** I think we'll be getting a lot more business than usual. Do you think Dana and Bryce would be willing to stay for a longer shift?
- M I'm not sure. ⁽⁶⁴⁾ **Why don't I bring you the employee directory?** You can give them a call to find out.

65-67 conversation

- M Hi, could you help me? ⁽⁶⁵⁾ **I've just joined my local soccer team, so I need some cleats, but it's my first time buying some.**
- W Ah, yes. Our store has a wide variety of soccer shoes. There are lots of manufacturers these days, and the shoes come in so many designs. ⁽⁶⁶⁾ **Here, have a look in this catalog.** It features the newest brands and models.
- M Thank you. I think I'll come back later once I've decided which ones I want.
- W OK. ⁽⁶⁷⁾ **I'd like to remind you that if you buy a pair before March 15, we'll give you a bottle of cleaning solution to keep them in good condition.**

68-70 conversation

- M We need to find a new office space when our lease expires. ⁽⁶⁸⁾ **The building owner here says he won't renew the lease because he wants to do some renovations after we move out.**
- W Then I guess we'll have to look for a place. There's an office park called Bowman Towers opening in September. ⁽⁶⁹⁾ **It's only three minutes from the subway station.**
- M That's a possibility. Why don't I call their rental office to ask about setting up a tour of the property?
- W Okay. In the meantime, I can look at listings from local realtors. ⁽⁷⁰⁾ **I'll go online this afternoon to see what's available in this area.**

PART 4

71-73 advertisement

W Your home is the place where you spend most of your time, so it's essential that you keep it safe. At Dunlap Solutions, we're here to help. (71) **From interior motion sensors to around-the-clock surveillance, we can design a custom security system that fits your needs.** (72) And for the month of June only, we're providing a free one-hour session in which one of our experts will assess your home's vulnerabilities and consult you about possible solutions. (73) We have thousands of satisfied customers, and we recently appeared in a cover story for ***Home Select Magazine***. With an experienced staff and an excellent reputation, Dunlap Solutions is the trustworthy choice. Call us today at 603-555-2044.

74-76 announcement

M Good morning, passengers, this is your captain speaking. (74) **In an hour, the Silverline Cruise will be stopping at its final destination.** (75) Before then, don't forget to visit the Freemont Lounge and enjoy our complimentary buffet. It's located on Deck 7, where you can also purchase souvenirs. We expect to dock at Rialto Bay around 11:25 A.M. (76) **This is later than our anticipated arrival time, due to the delays we experienced because of the poor weather conditions.** I hope this won't cause you too much inconvenience. On behalf of the entire crew, thank you for traveling with Silverline.

77-79 radio broadcast

M Up next, it's the local news here on 103.4 FM. (77) **Don't forget this Sunday's fundraiser at the exhibition center in Castle Park, where you can enjoy food, live music, and more. All proceeds will go toward repairing the park's three tennis courts, which were severely damaged in last month's storm.** Mayor Pamela Dayton will give a brief opening speech at 10:00 A.M. (78) **Several celebrities, including basketball player Curt Pascal of the Bremerton Giants, will be signing autographs.** There will also be a prize drawing, with the grand prize being a painting provided by the Kaylor Gallery. (79) **For each \$20 you donate, you'll be given a ticket for the drawing.**

80-82 announcement

W Welcome to Olson Modern. (80) (81) **In this building, you'll find the country's largest permanent collection of prints by the internationally renowned painter and printmaker, Theodore Lamb.** These range from his very earliest works from the 1930s to his later masterpieces, including *Unification* from 1972. (80) (82) **I'd also like to draw your attention to our special exhibition.** Over the next month, we will display a collection of sculptures by various artists, centered on the theme of family. Don't miss this great opportunity!

83-85 talk

M (83) **As many of you know, we've hired Choice Co. to get rid of the insect problem in our building.** (84) **Their crew was supposed to come this afternoon, but I just got a call from the owner, who said that they have to reschedule for tomorrow at 9:00 A.M.** The chemicals they'll be using won't damage your office furniture or equipment, but it is recommended that you put any cups, dishes, or eating utensils into a closed drawer. (85) **We've arranged temporary work spaces for tomorrow at the Elkton branch, so you should meet in the lobby at the normal start time.** One of their employees will show you where to go. Thank you for your cooperation.

86-88 telephone message

W Hello, Mr. McCollum. Steph McIntyre from Onswell Gardening calling. (86) **I received your request for some landscaping work at 142 St. Stephen Street.** We'd be glad to handle that job. (87) **Regarding the question you asked, we normally do not use any toxic chemicals for our weed removal.** All our work is done by hand, so there will be no harm to your children or pets. (88) **Oh, and please remember to clear any furniture from your lawn, so that our workers can get to work right away when they arrive.** Thank you for choosing us. You won't regret it.

89-91 excerpt from a meeting

M Good morning, everyone. I've organized this brief training session to help you make the internship program worthwhile to both the company and the interns themselves. (89) **As department directors, you'll be responsible for assigning**

appropriate tasks to the interns as well as mentoring them and teaching them about our business. (90) I passed out extra security badges to each of you when you came in. These badges will be active for today only. They should be used by the interns until they can get permanent ID badges from the security desk. You've already been e-mailed a list of the interns assigned to your department. (91) If someone fails to arrive by 1:00 P.M. as scheduled, please let me know immediately.

92-94 telephone message

W Hello, Mr. Carter. I'm Cindy Hawkins, the president of the Illinois Women's Book Club. (92) Your novel *Springtime* was chosen as our Book of the Month for April. (93) All our members are big fans of yours, and I was wondering if you'd be interested in making an appearance at one of our meetings. I'd love it if we could arrange for you to do a public reading for us. (94) If you are interested, please let me know a contact person from your publishing company. Thank you.

95-97 radio broadcast

W Good evening, and welcome to the six o'clock news. I'm Hilda Swanson. (95) Roy Clinton, founder and president of the Clinton Group, announced this morning at the Chicago headquarters that construction of a new baseball stadium will commence next month. The stadium, to be placed in the Brentwood district, will seat more than 50,000 spectators and cost around 800 million dollars. (96) It will also feature a shopping center, five movie theaters, and two convention halls. (97) Construction is set to be completed in time for the city to hold the Clinton Cup in five years.

98-100 excerpt from a meeting

M (98) Finally on the agenda, JMP Industries will start its own company newsletter, the first edition of which will be released on November 1. Our CEO is very excited about the project, which will introduce you to the inner workings of the corporation. I expect that you'll find it informative as well as entertaining. (99) If you have suggestions for subjects you'd like to see covered in future issues, please send them to me via e-mail. (100) To offset the costs of printing the newsletter, we'll be selling quarter-page and half-page ads, which will appear between articles. Catherine Moon, from the marketing department, will spearhead this effort. Now, if there are no further questions, let's bring this meeting to a close.

ACTUAL TEST SCRIPT

PART 1 / PART 2 / PART 3 / PART 4

07

PART 1

- 1 (A) She's reaching toward the grass.
(B) She's looking up at an object.
(C) She's putting on a cap.
(D) She's smiling at a classmate.
- 2 (A) The women are examining a medical chart together.
(B) One of the women is wearing a lab coat.
(C) The women are working in a hospital.
(D) One woman is pushing the other in a wheelchair.
- 3 (A) A closet is being locked.
(B) Some plates are set on a table.
(C) There is an empty shelf in a cabinet.
(D) A cupboard is filled with tableware.
- 4 (A) An intersection has been closed off.
(B) Some workers are painting lines on the road.
(C) All the people are wearing raincoats.
(D) Pedestrians are using a crosswalk.
- 5 (A) **A worker is wearing boots.**
(B) A worker is inspecting the engine.
(C) A worker is going up a ladder.
(D) A worker is driving a vehicle.
- 6 (A) **The woman is pointing at a document.**
(B) The man is leaving a construction site.
(C) The woman is rolling up the paper.
(D) The people are piling up some lumber.
- 7 (A) A bridge is being built over a river.
(B) They are walking two by two.
(C) They are hiking in a forest.
(D) A girl is carrying a trekking pole.

- 8 (A) Some containers have been placed on the counter.
(B) Kitchen appliances are being wrapped up.
(C) Packing materials have been put on display in a shop.
(D) Some boxes are stacked up in a moving truck.
- 9 (A) He's entering an office building.
(B) He's arriving at an airport.
(C) He's signaling to someone.
(D) He's reading a newspaper.
- 10 (A) A large metal box is being lowered onto a truck.
(B) Some heavy machinery is being cleaned by a worker.
(C) A cruise ship is entering a port.
(D) A container has been marked with paint.

PART 2

- 11 Where did you leave your suitcase?
(A) I'll carry it for you.
(B) At the front desk.
(C) For my overnight trip.
- 12 Isn't the sales position still open?
(A) That's what Mr. Jacobs said.
(B) Yes, I'll return it.
(C) Keep this door closed.
- 13 Could you tell me where the rest room is?
(A) Right around that corner.
(B) That's okay. I'm not tired.
(C) This room is pretty large.
- 14 Sarah went home already, didn't she?
(A) He comes in at 9:00 A.M.
(B) Yes, a few minutes ago.
(C) I can't wait.

- 15** How did you hear about this job opening?
 (A) Usually every weekend.
 (B) Yes, I'll send you my résumé.
 (C) **By searching online.**
- 16** When do you want to sort these files?
 (A) Into three piles, please.
 (B) **An hour from now.**
 (C) In the break room.
- 17** Why was our lobby redecorated?
 (A) **To attract more visitors.**
 (B) The place across the street.
 (C) Around the end of July.
- 18** I appreciate your allowing me to stay with you.
 (A) I have her permission.
 (B) We stayed at a hotel.
 (C) **Don't mention it.**
- 19** Why are all these people gathered outside the company?
 (A) Actually, I can't help you.
 (B) **The fire alarm went off.**
 (C) Sure, we can go inside.
- 20** Which applicants should I interview first?
 (A) No, the other one.
 (B) For a radio show.
 (C) **The youngest ones.**
- 21** Who's in charge of the fundraiser?
 (A) If I'm busy.
 (B) We had a lot of fun.
 (C) **Isn't it Brandon?**
- 22** The orientation schedule needs some revisions.
 (A) I'll add more chairs.
 (B) Yes, I found it useful.
 (C) **What do you suggest?**
- 23** Why did the train arrive late?
 (A) Not until 11:30.
 (B) **There was a mechanical malfunction.**
 (C) Just show your ticket.
- 24** Would you like a copy of my new book?
 (A) She has the original.
 (B) **Yes, very much.**
 (C) It shouldn't take long.
- 25** What time is the delivery expected to arrive?
 (A) **Let me check.**
 (B) She ordered it last Friday.
 (C) Yes, it will.
- 26** Would you unpack these boxes?
 (A) **I'm just on my way out.**
 (B) They arrived this morning.
 (C) There's more in the supply closet.
- 27** Please visit me when you come to Milan.
 (A) He's been there before.
 (B) Yes, a morning flight.
 (C) **I certainly will.**
- 28** Didn't Jill already renew her contract?
 (A) I knew how to write it.
 (B) What's your contact number?
 (C) **No, the paperwork wasn't prepared.**
- 29** How about bringing a sack lunch on Monday?
 (A) We met at the restaurant.
 (B) Sorry, I just ate lunch.
 (C) **I was thinking about ordering takeout.**
- 30** How did you get hold of these new guidelines?
 (A) **From the weekly newsletter.**
 (B) Just recently.
 (C) For safety reasons.
- 31** The copy machine has run out of paper again.
 (A) We don't have space for it.
 (B) **Check the cabinet for more.**
 (C) Yes, he went out an hour ago.
- 32** The repairs on the engine will be completed soon, won't they?
 (A) **In about two hours.**
 (B) The latest model.
 (C) Yes, a complete contract.
- 33** Would you like the package shipped by regular or express mail?
 (A) Yes, thank you.
 (B) It's larger than expected.
 (C) **Regular is fine.**

- 34 Should I recycle these boxes or just throw them out?
 (A) We'll begin in ten minutes.
(B) It depends on the material.
 (C) Under the counter.
- 35 Did you hear this morning's radio show?
 (A) Meeting in the afternoon would be better.
(B) Yes, it covered the local economy.
 (C) Brad showed me how to use it.
- 36 Receipts should be given to Mr. Swanson.
 (A) I saw him in person.
 (B) How many seats are there?
(C) Is he on the third floor?
- 37 The data we gathered seems in order.
 (A) This is what we ordered, isn't it?
(B) We'd better double-check to make sure.
 (C) That will be three hundred and fifty dollars.
- 38 Who's had their vaccination already?
(A) I got mine last month.
 (B) An injection or a pill.
 (C) Mr. Kennedy made a donation.
- 39 What are the special properties of this car?
 (A) It's not the proper way.
(B) Let's take a test drive and I'll show you.
 (C) That's my personal property.
- 40 Ms. Liu has been a great contributor to this charity.
 (A) After my paycheck arrives.
 (B) The event was held yesterday.
(C) Yes, she's so generous.

PART 3

41-43 conversation

- W Ow! I think I chipped a tooth while I was having lunch. I'm afraid I'll have to leave the office and go get it fixed. ⁽⁴¹⁾ **Where is the closest dentist?**
- M My regular dentist, Dr. Letts, has an office about five blocks from here, the Letts Clinic. ⁽⁴²⁾ **And you won't have to make an appointment; just show up and they'll take care of you immediately.**

W I hope so. ⁽⁴³⁾ **I'm supposed to deliver a presentation this evening, so I hope I can get some painkillers.**

44-46 conversation

- M Hi. This is Ms. Fender's assistant, Jeremy, from the head office. ⁽⁴⁴⁾ **I'm arranging the conference call on technology development for next week.** Do you know when Ms. Gregory will be available?
- W ⁽⁴⁵⁾ **Ms. Gregory is out of the office on business and won't be back until Wednesday after lunch.** She asked me to see if Thursday at 9:00 A.M. would be convenient. Alternatively, she can make time on Thursday afternoon at 3:00 P.M. or later.
- M Thursday morning would be better. ⁽⁴⁶⁾ **I'll send the proposed agenda as an attachment to the confirmation e-mail.** Please ensure that Ms. Gregory sees it.

47-49 conversation

- M ⁽⁴⁷⁾ **Aren't you supposed to visit the designers at Mackenzie D&L this afternoon?**
- W ⁽⁴⁸⁾ **Yes, I'm going over there at 4:30 today to discuss the work they've been doing on our new promotional catalogs.**
- M In that case, could you bring this contract along and drop it off at their front desk? ⁽⁴⁹⁾ **I was going to send it by express courier, but since you're going there today, you can bring it with you.**
- W Sure. I'll put it in my folder with the other papers so that I don't forget it.

50-52 conversation

- W Excuse me. I think there's been a mistake with the tickets. ⁽⁵⁰⁾ **We booked tickets in the second row online, but the usher at the entrance said our tickets are for seats near the back.**
- M I'll have to verify your purchase. ⁽⁵¹⁾ **Do you have a printout of the online booking?**
- W Yes, it's right here. As you can see, I paid the higher price for premium seats.
- M You're right. The system must have made an error. ⁽⁵²⁾ **Fortunately, we still have a few tickets left for second-row seats, and I can print those for you right now.** Please wait a moment.

53-55 conversation

- M (53) Hi, I bought two tickets for the opera *Fantasmia* for June 21. (54) Unfortunately, I just realized that I have a previous appointment that night, so I can't make it.
- W Okay. Either you can receive a refund for your tickets, or you can reschedule for another performance, between June 19 and July 24.
- M (55) In that case, I think I'd like to book two seats for July 6. I've heard good things about this show, so I don't want to miss it.

56-58 conversation

- W Hey, Jonathan. Would you be willing to cover the reception desk for the next two days? (56) Martin will take some time off to receive customer service training. I need someone who knows how to operate the call forwarding system.
- M That's no problem. (57) But I won't be able to do it for longer than that, as I will be traveling to the sales team's conference to give some presentations on Friday.
- W I just need you for Wednesday and Thursday. George will be back from his business trip by then, and he said he'll be able to cover Martin's duties until he returns. (58) George worked at the reception desk for two years, so he knows exactly what to do.

59-61 conversation

- M I just got off the phone with Ms. Caruthers. (59) She wants to reschedule her appointment with you for 5:00 P.M.
- W (60) Ah, we were supposed to meet at 2:00 P.M. to discuss our sales strategy for the new bubble gum campaign. But 5:00 P.M. is too late. I'm meeting another client then.
- M Perhaps you could meet her earlier. But will you have enough time to prepare your material?
- W I think so. (61) Why don't you give her a call first, and find out if she can meet at 11:30 A.M. before lunch?

62-64 conversation

- M Good afternoon. (62) I am planning on building an extension to my house, and my real estate agent said you were an excellent architect. I was hoping to arrange a time to meet you and discuss my project.

W Thank you for calling. (63) Before we do anything, you have to receive a building permit from the local government. It might be a waste of time and money if you're not allowed to make the changes you want.

- M Don't worry. I received all of the necessary permits this morning, so I'm ready to move on to the next stage. When would be a good time for an initial consultation?
- W (64) If you come by the office at 3:00 P.M. today, I could show you some photos of the projects I've done in the past. That will give you an idea of what's possible.

65-67 conversation

- M (65) Jessie, could you proofread this opinion piece I wrote? I was up all night working on it, but I have to make sure that it's flawless before I send it in to the newspaper tomorrow.
- W Let me take a look at it. Hmm ... (66) Your opinions on next month's election are really thought-provoking. I think this will definitely cause a stir when it gets published.
- M Well, I hope so. (67) My goal is to raise enough attention with this article that I'll be invited to appear on some political talk shows. In the future, I'd like to make a name for myself as a political analyst.

68-70 conversation

- W (68) Hello, I'm calling because I'm having trouble running your anti-virus software. When I put the disk in, the installation program keeps telling me there is a conflict. I'm not sure what that means.
- M It means that you need to remove any previous anti-virus programs already installed on your machine before you'll be able to run our installation disk.
- W Oh, I didn't realize that. (69) Perhaps you should add that to the instruction manual. That would really help a lot of people.
- M (70) I'll pass your idea on to my manager. You're not the only customer to call in with this type of question. It seems the technical team can make improvements to future editions.

PART 4

71-73 telephone message

W Hi, I'm calling from the Bloomington Agency. (71) We need to have some papers couriered to the Ministry of Foreign Affairs this afternoon. They have to be delivered to their building on Regency Boulevard by 4:00 P.M. today, and be returned to our office before we close at 6. (72) However, these documents are extremely valuable, and we need special security measures to ensure their confidentiality. Can you provide such a service? (73) My co-worker Omer Khan is in charge of this deal. Please call him as soon as possible to discuss how the documents can be sent most efficiently. He's at 555-9791, extension 43.

74-76 talk

M Welcome to the Athena Recruitment Center. (74) Throughout the next 5 days, our instructors will be teaching you everything you'll need to know to successfully enter the job market. (75) Our syllabus places a strong emphasis on helping you perfect your résumé. The name card you've been given will act as your ID. Please wear it at all times. (76) It will also allow you to use our database, where you can search for any businesses with recent employment openings. Now, let's meet some of our instructors.

77-79 announcement

W Attention, shoppers. The West Pines Mall will be closing at 7:00 P.M. this evening. This is two hours earlier than our usual closing time. (77) In preparation for the upcoming holiday season, we will be installing some decorations. The highlight of our seasonal displays is the Winter Wonderland Village. (78) Here, children can have their pictures taken with Santa Claus and his helpers. (79) Also, to help you get your Christmas shopping done in time, we are extending our hours of operation, which will be from 9:00 A.M. to 11:00 P.M. from next month until the end of the year. Thank you and have a good day.

80-82 speech

W (80) We're very proud here at Silicon Software Solutions to unveil our newest marketing management software. This program allows our customers to track their online advertising spending automatically. (81) With a user-friendly interface, it's designed to be quick and easy to learn for new buyers while also providing some of the more advanced features requested by our long-term clients. We hope you take advantage of the free trial offer available exclusively to conference attendees. (82) Simply show your entrance ticket to one of our representatives at our exhibition stand.

83-85 telephone message

M Hello. This message is for Dr. Ross Coltrane. (83) I'm Adam Henson, executive producer of a new TV series that will be released by HBC. The show will provide health and training information for athletes, and it will feature experts in the field. (84) We'd really like you to be part of our discussion panel. You would appear on the show once a month to talk about issues that affect our viewers. I'm sure your insights would be valuable, due to your distinguished career. (85) Ever since I first read your contributions to the *Journal of International Sports Therapy*, I knew you would make an excellent addition to this exciting project. Please call me back at 555-6212. Thanks.

86-88 radio broadcast

W (86) Before we end this segment of our show, I'd like to tell you about some imminent changes to the program. (87) Starting next season, I'll be paired with a lovely and talented reporter, Ms. Janet Bickerman. Thanks to Janet's participation, we'll be taking our show on the road. (88) Every week, she'll send in interviews with well-known entrepreneurs and local business updates recorded around the nation, while I'll provide an analysis back here in the studio. We hope that this change to the format will provide a more dynamic listening experience.

89-91 telephone message

M Hi. This is Terry again from the postal department. (89) **I left you several messages on your office phone, but I guess you didn't get them.** Could you please call me as soon as possible? A package for you arrived by courier yesterday. (90) **But they would only accept your signature, so I was unable to sign on your behalf.** (91) Because I couldn't get in touch with you, the delivery company returned to their warehouse with your package. You will need to call them to rearrange delivery. I have the contact details for you here whenever you are ready.

92-94 talk

M Hi. I'm Dr. Evans from the Psychology Department. (92) **Thank you all for volunteering to be a part of this experiment.** The aim of this research is to determine the mental effects of sleep deprivation. (93) **First, please take some time to fill out the questionnaire we'll be handing out. It will provide us with information about your health and sleep patterns.** After answering all the questions, you'll be taken to another room. (94) **In the room, your bodily measurements, such as height and weight, will be recorded for research purposes.** Thank you for your cooperation in advance.

95-97 announcement

W Good evening, ladies and gentlemen, and welcome to the Chapman Auditorium. (95) **First of all, I'm sorry to those of you who are feeling discomfort from the heat.** Some of our air conditioners were broken earlier today, but now they are up and running again. So, it shouldn't take long to cool down the space. (96) **In today's performance, we're honored to feature pianist Olivia Dwyer, who placed first three months ago in the International Pollini Piano Competition.** You will be dazzled by Ms. Dwyer's amazing talent. As you leave the auditorium tonight, don't forget that we have T-shirts, signed CDs, and more on sale near the entrance. (97) **Be sure to pick up something to help you remember this wonderful evening of music.** And now, please give a big round of applause for the members of the Milford Orchestra as they take to the stage.

98-100 radio broadcast

M (98) **In positive news out of Hong Kong today, the stock market rose to its highest level in three years following announcements from the financial sector.** With most major banks in the region reporting record profits during the last quarter, investors rushed to pick up banking shares viewed by experts as undervalued. (99) **Mr. Andy Li, a spokesperson for the Hong Kong Trade Association, said that the industry was optimistic about the financial outlook for the next year.** (100) **In addition, the government plans to fund regional building projects to improve local infrastructure.** This is expected to draw even more investors to the area.

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ACTUAL TEST SCRIPT

08

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1. (A) She is purchasing a guitar.
(B) She is adjusting a music stand.
(C) She is singing into a microphone.
(D) She is playing an instrument.
2. (A) They are strolling along a river.
(B) They are walking in the same direction.
(C) Some campers are setting up tents.
(D) A road is being paved with gravel.
3. **(A) She's holding an image with both hands.**
(B) She's wearing a necklace.
(C) She's looking at a model of a skull.
(D) She's folding her arms.
4. (A) A mirror is above a fireplace.
(B) A light fixture hangs from the ceiling.
(C) The floor has been covered in carpeting.
(D) A table is being placed in a corridor.
5. (A) They're giving a presentation.
(B) They're shaking each other's hands.
(C) They're seated in a row.
(D) They're waving to a speaker.
6. (A) The man is opening the car door.
(B) The man is using a tool.
(C) The man is polishing the vehicle.
(D) The man is carrying a tire.
7. **(A) One of the women is pouring some water.**
(B) Two people are seated outdoors.
(C) A man is drinking a beverage.
(D) A waitress is bringing some food.
8. (A) Some pillows are stacked on a table.
(B) A tray has been set on the bed.
(C) A cup is being filled with coffee.
(D) Some bread is being placed on a plate.

9. (A) Two people are doing exercise.
(B) They are both wearing gloves.
(C) A mover is carrying some furniture.
(D) A woman is moving a small box.

10. (A) Buildings overlook a waterway.
(B) A statue stands on a pedestal.
(C) A long railing is being constructed.
(D) A sculpture is on display indoors.

PART 2

11. When will your visa be renewed?
(A) Let's go traveling then.
(B) This spring.
(C) There was some paperwork.
12. Who made the bank deposit last night?
(A) By 10:00 P.M.
(B) Victor did.
(C) No, thank you.
13. Samantha left me a message, didn't she?
(A) I didn't receive any.
(B) You're welcome.
(C) Leave it here, please.
14. Should I set this sentence in bold font or in italics?
(A) It was a bold decision.
(B) I've been to Italy once.
(C) In italics, please.
15. Which desk is yours?
(A) The one against the back wall.
(B) Yes, help yourself.
(C) I thought it was Jamie's.
16. Are these their newest designs?
(A) No, she hasn't signed it.
(B) It was on the news.
(C) Yes, they are.

- 17** How can we get to the airport?
 (A) The departures terminal.
 (B) Between 6 and 12.
 (C) **Take Highway 120.**
- 18** Where is this bus headed?
 (A) Take my seat.
 (B) The fare increased.
 (C) **To the airport.**
- 19** What's the password for the intranet?
 (A) **Actually, you don't need one.**
 (B) Sorry, you can't pass here.
 (C) To download some files.
- 20** Won't you join our dinner this Friday?
 (A) **Sorry, I'm too busy.**
 (B) She's reserved two tables.
 (C) At a seafood restaurant.
- 21** Melissa has invited us to an orchestra performance.
 (A) It was two hours long.
 (B) We both play the violin.
 (C) **Great. I love classical music.**
- 22** Why wasn't Peter at the safety training?
 (A) **He left to meet a client.**
 (B) For the new equipment.
 (C) Yes, I learned a lot.
- 23** Have you attended the first-aid course?
 (A) Two billion dollars in aid.
 (B) Yes, they usually are.
 (C) **Not yet. Is it helpful?**
- 24** What's the address of Jessica Warson's company?
 (A) The Saxon-Brown Agency.
 (B) **Let me check her business card.**
 (C) To discuss our contract.
- 25** I need to review the lease agreement.
 (A) Yes, you can renew it.
 (B) **I'll drop it off today.**
 (C) How long did it take?
- 26** Is there anyone here who is familiar with local tax laws?
 (A) The locals are very friendly.
 (B) No, I've paid all my taxes.
 (C) **I believe Mr. Harrington is.**
- 27** Should I prepare some refreshments for the meeting?
 (A) I already repaired it.
 (B) No, we can't print them.
 (C) **That would be nice.**
- 28** Can you unclog the sink, or do we need a professional?
 (A) In the men's rest room.
 (B) **I'll take a look.**
 (C) A professional artist.
- 29** Applicants are required to have a business degree, right?
 (A) Forty-two people in all.
 (B) **No, but it's preferred.**
 (C) I own my own business.
- 30** How would you like to join our company tennis team?
 (A) **Ah, actually I'm terrible at sports.**
 (B) We like her very much.
 (C) What time was the game?
- 31** Did you have a nice vacation?
 (A) Next Friday.
 (B) **Unfortunately, I had to cancel it.**
 (C) Italy or France would be nice.
- 32** Haven't you received my package?
 (A) **What day was it shipped?**
 (B) Put them in the storage room.
 (C) Yes, I think I will.
- 33** Who will be the main speaker instead of Mr. Reid?
 (A) The speakers connect to this stereo.
 (B) **I wasn't aware that he'd canceled.**
 (C) It's in the main auditorium.
- 34** Tomorrow is the registration deadline for the course.
 (A) Was it beneficial?
 (B) Negotiation skills.
 (C) **Then I'll sign up today.**

- 35 What do you think of the prototype?
 (A) The designers did a great job.
 (B) She purchased the same type of bag.
 (C) I think we will.
- 36 My access code didn't work this morning.
 (A) I got here at eight.
 (B) Yes, four-one-two-two.
 (C) Talk to Mr. Larson.
- 37 Did you know that Lily got promoted?
 (A) No, but I'm so happy for her.
 (B) In about a month.
 (C) She's a well-known writer.
- 38 Why don't you book a room in advance?
 (A) That's not necessary.
 (B) Through the Internet.
 (C) It was a great advance.
- 39 Can't we let each of the donors give a speech?
 (A) That will take too long.
 (B) For a local charity.
 (C) It was impressive.
- 40 Where's the seminar taking place?
 (A) It hasn't been announced yet.
 (B) Yes, you can bring a guest.
 (C) I stayed at the Firth Hotel.

PART 3

41-43 conversation

- W Hi. My name is Christina Brooks, and I'm a reporter for the *Carrington Times*.⁽⁴¹⁾ My friend Frida Cruz recommended you for an interview in our weekly *People* series, because of your volunteer activities.
- M Really? Well, I'd be glad to participate.⁽⁴²⁾ As Frida probably told you, in my free time I'm acting as a guide helping blind people to use public transportation. This is my tenth year as a volunteer.
- W Yes, your story is very inspiring.⁽⁴³⁾ Would it be possible for our crew to accompany you while you are working in order to watch your routine and take some photos?
- M Of course. You can join me on Monday. I'll be at Tesslock Station along with the other members of the volunteer group.

44-46 conversation

- M Excuse me. I'm looking for the science museum. Am I in the right place?⁽⁴⁴⁾ I thought I'd be able to see it when I came out of the subway exit.
- W It's only about a five-minute walk from here.⁽⁴⁵⁾ All you need to do is follow this road and then turn right at the four-way stop. It will be on the right-hand side.
- M Thanks very much.⁽⁴⁶⁾ Do you happen to know if the special astronomy exhibit is still on?
- W⁽⁴⁶⁾ I'm not sure about that. But I think it doesn't close until the end of the month, so you might be able to catch it.

47-49 conversation

- M⁽⁴⁷⁾ The first box-office numbers for our newest picture have arrived. It looks like *Titan Kings* was a huge hit with audiences.
- W Yes, I heard we sold over 2 million tickets in the first weekend alone.⁽⁴⁸⁾ I think we need to capitalize on this and invest more money in our marketing campaign.
- M Hmm, I don't know.⁽⁴⁹⁾ Our studio lost too much money on our previous release by overspending on advertising. Maybe we should be more cautious this time.

50-52 conversation

- M Hi, Ms. Keller.⁽⁵⁰⁾ This is Michael Gomez from Gordon Décor. I wanted to confirm that our team will arrive tomorrow morning to begin repainting your dining room and replacing the wallpaper in your kitchen.
- W That's right.⁽⁵¹⁾ But I won't be here to let you in, so I've asked the man in apartment 204 to give you the keys when you arrive. He's on the second floor.
- M Okay. I can do that. Is there anything else we should know?
- W Yes.⁽⁵²⁾ I'm a little concerned about the fumes from the paint, so I'm going to keep my cat in the bedroom all day. I don't want her to get sick, so please keep the door closed.

53-55 conversation

- M Thank you for giving us a sneak peek at your newest designs.⁽⁵³⁾ The dresses for your fall collection look amazing.
- W I'm glad you like them.⁽⁵³⁾ I tried to design something that fits the season, using light but

warm fabrics. Do you have enough material for your article, or are there any further questions?

M (54) I'd like to know if you have any advice for young designers looking to be famous in this industry.

W (55) The most useful thing for me was getting a solid education at a specialized design school. I not only gained a lot of practical knowledge there, but also expanded my social network.

56-58 conversation

M Hello. (56) There is a very unpleasant odor in my bathroom. It seems like it's coming from the drain. I called about it last week, but no one has come to take a look at it yet.

W I'm sorry about that. (57) I will make sure to call the plumber and have him stop by your apartment tomorrow, probably in the afternoon. Are you available then?

M The morning would be better. (58) I have a checkup at the clinic at two o'clock, so I won't be home in the afternoon. I hope you'll get the problem resolved as quickly as possible.

59-61 conversation

M Hi, this is Francis Bakersfield from the Hatfield Company. I'd like to speak to your manager, Mr. Granger, please.

W (59) Actually, Mr. Granger retired last week and is no longer working here. I'm the new manager, Anne Rosenberg. Can I help you with anything?

M Yes. Hatfield Company bought a large wholesale shipment of office supplies from your stationery company last month. However, I seem to have misplaced the receipt for the purchase. (60) Could you send me a copy? I think the money has already been deposited into your accounts, so it shouldn't be a problem.

W Let me check... Yes, I've found the transaction you are talking about. (61) I'll attach what you requested with your next purchase.

62-64 conversation

M Our design software needs updating. (62) We've had it for six years, and some of the clients have complained that they're having compatibility problems. What do you think we should do?

W Well, we have enough room in the budget to buy a new software package. (63) The downside is that we'll need to retrain our designers. That's going to take a lot of time and effort.

M I considered simply upgrading to the latest version of the software we have, because there won't be that many differences in the features. But unfortunately, I've heard that it is not as good as others on the market.

W (64) Let's see if Todd can make a recommendation. He's a specialist in the field, so I'd be very comfortable following his advice.

65-67 conversation

M Tilda, this is Marc. Are you with the clients now? (65) I know I promised to meet you there, but my boss, Mr. Murphy, just called me in for some overtime work.

W Then who's going to present our proposal to the clients?

M (66) I asked my co-worker Trey Burke to do it. He's on his way there.

W I see. (67) Please let me know his number so I can get in touch with him right away.

68-70 conversation

W Hi. I'm calling from the accounting department at Bluewall Camping Equipment. (68) I've been informed that we can get a reduction in our store rent for the next three months, and I wanted to confirm the details.

M Yes. That's right. (69) You are entitled to 25% off the normal fees for your store because the electricity wasn't working properly, and you had to delay your store opening as a result.

W (70) Could you please send me an amended invoice? The one I received this morning has the pre-discount rental fee.

M That must have left our offices before we knew of the problem. (70) If you could send that back, I will issue you with an amended invoice. It will arrive within two business days.

PART 4

71-73 radio broadcast

M Good evening, listeners. (71) Today we have in the studio Andy Weber, who is responsible for the new movie *Living Wild*. This documentary about the life of a tribe in the Amazon rainforest has received critical acclaim for its interesting storyline and beautiful camera work. (72) As a matter of fact, Mr. Weber has just returned from this year's Cameron Film Festival in London, where he accepted the award for Best Director. In a few minutes, Mr. Weber will give us a behind-the-scenes look at what it was like to make this movie. (73) As usual, you can download a full transcript of this interview on the radio's Web site at [speakeeasy.com](http://speakeasy.com) tomorrow.

74-76 telephone message

M Hi. Is this the Sonica call center? (74) My name is Jason Cruise, and I purchased one of your Sonica Silverlight laptops recently. But I've been having some trouble with the software installation. (75) The operating system is different from my previous model, and I can't seem to run some of the programs that I've been using. Could you send me an e-mail at jcruise457@netmail.com with some advice for what to do? (76) Oh, and if there's an instruction manual available online somewhere, please direct me to the Web site where I can download it. Thank you.

77-79 talk

W (77) As some of you may have already heard, Albert Robinson will leave the Laguna Corporation at the end of the month. We'll be sad to see him go, as his leadership has helped us through some difficult economic times. (78) However, we wish him the best as he starts a business venture of his own. He'll be offering consulting services to executives in the field of resource planning. (79) In light of these circumstances, I'm requesting that you finish any projects involving Mr. Robinson before the end of the month. I'm sorry to move up the deadline on such short notice, but it's the best way to avoid disruptions in the workflow while we look for Mr. Robinson's replacement.

80-82 radio broadcast

W Here's this morning's traffic update. (80) Interstate 76 is currently at a standstill due to a minor crash that took place this morning. Police report that no one was seriously injured. (81) However, they advise drivers to bypass Interstate 76, and instead take the Washington Freeway to get downtown. (82) This may cause some further congestion, so if possible, I suggest taking the subway to work this morning so you're not delayed. Now, stay tuned for today's weather update.

83-85 telephone message

W Hello. This is Janet Rider. I'm the assistant editor in the features department of the *Minnesota Times*. (83) I'm contacting all the field reporters who are working on the special Middle East supplement, because the printer has just told us the date for print submissions has been moved up by two days. (84) That means all first drafts now need to be in by the 23rd and not the 25th as originally planned. Could you please make sure to send your piece in to us along with your photos by the adjusted date? (85) The chief editor, Stanley Bale, flew to San Antonio for an industry conference. So, please direct any questions you may have to me. You can e-mail me at jrider@minnesotatimes.com. Thank you.

86-88 telephone message

M Hi. This is Paul Darby calling from Zenith Publishing. (88) We're holding our annual awards banquet at your conference center on March 13. (86) After having a meeting with our planning committee yesterday, I wanted to make a slight change. Originally, we planned to use the venue as is. But after further discussion, I've decided that we should make it look a bit more formal. (87) Therefore, I'd like to decorate the walls with silk panels and strings of lights. Our employees will arrive early on the banquet day to take care of this, but it will be difficult to transport all the supplies ourselves. (88) So, I'll send them by courier the day before the event. I hope you'll be able to set them aside in a storage area overnight. Thank you.

89-91 talk

W (89) Welcome to this historical walking tour through the home of Richard Friedman. The legendary composer spent the majority of his childhood and adolescence in this very building, between 1743 and 1761. All the furniture that you see is replicated to resemble a typical home of that period. (90) In the next room, you'll find the centerpiece of our tour—the piano where Richard Friedman wrote his early compositions, including the celebrated second sonata. Please remember not to touch any of the objects on display. (91) Also, we ask that you refrain from any flash photography, as this may damage the fragile historical items.

92-94 speech

M (92) Welcome to the annual shareholders meeting of the TXM Confectionery Group. We've just come off a year of record-breaking sales, thanks to our established brands, which have given us a firm hold on existing markets. But now, let's take a look at what the future holds in store for TXM. (93) This coming year, we'll be expanding to three new foreign markets in Southeast Asia. (92) These high-growth regions will provide millions of new customers with our famous brands of chocolate bars, hard candy and jelly beans. (94) To fill you in on this exciting venture, our PR staff has prepared a short video demonstration for you, which will highlight some of our proposed entry strategies. Sit back and enjoy it.

95-97 announcement

W I have a quick announcement, everyone. (95) The automatic dishwasher in the cafeteria's kitchen is not working properly, so today's lunch is going to be a bit unusual. (96) Instead of using our silverware and ceramic dishes, we'll have to substitute with disposable plates, cups, and forks. I'll go buy some right now while you prepare the tables. We'll be generating quite a bit of trash today, so you'll have to empty the trash cans frequently. (97) I've contacted a repair person to fix the problem. (97) Unfortunately, he won't be able to be here until after we close, so Jake will stay late to let him in. We hope to have the problem resolved by tomorrow. Thank you for your cooperation.

98-100 advertisement

M (98) If you are interested in observing wildlife in its natural habitat on your next vacation, sign up for a safari tour operated by Safari Portal. With easy access to some of Africa's most famous wild animals such as lions, elephants, wildebeests, and gazelles, Safari Portal offers the best value on the continent. (99) Film crews from the hit television shows *Nature Uncovered* and *Born Wild* have used our trackers and guides to locate some of the most elusive creatures, so we guarantee the experience of a lifetime and amazing photo opportunities. (100) Bookings are easily made by calling your nearest travel agency. Please also check out our Web site for videos and more information. Safari Portal—your portal to adventure!

ACTUAL TEST SCRIPT

09

PART 1 / PART 2 / PART 3 / PART 4

PART 1

- 1 (A) A woman is applying some makeup.
(B) A woman is getting a haircut.
(C) A woman is entering a hair salon.
(D) A woman is washing her hair.
- 2 (A) The people are walking along the dock.
(B) One of the men is grabbing the side of the boat.
(C) People are paddling the boat with oars.
(D) One of the women is seated inside the boat.
- 3 (A) A man is holding a pen.
(B) A monitor has been attached to the wall.
(C) A woman is looking at a man.
(D) Some images are displayed on a screen.
- 4 (A) A house is being constructed.
(B) All of the blocks have been piled up.
(C) Bricks have been spread out on the grass.
(D) Dirt is being removed by construction workers.
- 5 (A) A man has been placed on a bed.
(B) They are brushing their teeth.
(C) A patient is closing her eyes.
(D) The workers are wearing masks.
- 6 (A) Timber is being cut by a worker.
(B) A vehicle has been parked under some trees.
(C) Tree trunks have been stacked on the ground.
(D) Logs have been placed on a truck.
- 7 (A) She is fixing a microscope.
(B) She is holding a pen in her right hand.
(C) She is typing on a keyboard.
(D) She is holding a microphone.
- 8 **(A) They're exercising indoors.**
(B) They're facing opposite directions.
(C) They're running around an athletic track.
(D) They're dressed in formal clothing.

- 9 (A) Some packages have been set on the floor.
(B) Various envelopes are being sorted.
(C) Mail has been left in front of the door.
(D) Letters are being removed in a mailbox.
- 10 (A) A woman is putting on workout gear.
(B) A woman is doing some exercises.
(C) A woman is filling a water bottle.
(D) A woman is drinking a beverage.

PART 2

- 11 Could you drop by my office this afternoon?
(A) On the 13th floor.
(B) What time?
(C) I didn't know that.
- 12 Where did Tim leave the name tags?
(A) That's his last name.
(B) On his desk.
(C) This morning.
- 13 We have a holiday this week, right?
(A) Yes, do you have plans?
(B) I'll fly to Aspen.
(C) We chose the wrong day.
- 14 When would you like me to pick you up?
(A) It takes one hour.
(B) At 7:00 A.M.
(C) At my apartment complex.
- 15 Do you think we have to restructure the teams?
(A) Yes, I have to buy one.
(B) Let's finish the project first.
(C) Congratulations on your promotion.
- 16 Who's in charge of training the new employees?
(A) We can catch a train.
(B) They're brand-new.
(C) I've heard that Craig is.

- 17** We have extra paper towels, don't we?
 (A) No, you don't have to.
 (B) A three-page report.
 (C) They're in the supply closet.
- 18** Why has all the furniture been removed?
 (A) I'll help carry it.
 (B) To a nearby furniture store.
 (C) So that they can install new wiring.
- 19** Have they announced who the guest speaker will be?
 (A) It's about negotiations.
 (B) A charity auction.
 (C) It's Ms. Morganfield.
- 20** You've read this book, haven't you?
 (A) You read very fast.
(B) No, but I've read some reviews.
 (C) It was published recently.
- 21** Would you proofread this before my presentation?
 (A) It's waterproof.
(B) Okay, I'd be glad to help.
 (C) I'll be attending.
- 22** Should we stop by Ms. Thompson's apartment?
 (A) I'm in another department.
(B) We'd better call first.
 (C) The spacious living room.
- 23** Are you sure we have time to transfer flights?
 (A) Please transfer it to my account.
(B) Yes, there's enough time.
 (C) It's in another terminal.
- 24** When does Mr. O'Donnell's talk show come on?
 (A) He's a famous broadcaster.
(B) After these commercials.
 (C) A political debate.
- 25** How did you get here so fast?
(A) Traffic was light.
 (B) My driver's license.
 (C) Yes, the last one.
- 26** Where should I position this lamp?
 (A) It's already dark.
(B) In the corner.
 (C) Yes, shortly.
- 27** What did the workshop mainly cover?
(A) Researching medical data.
 (B) Try the left cupboard.
 (C) It ended at five o'clock.
- 28** Who was the architect that designed this opera house?
 (A) In the 18th century.
(B) I'll ask someone.
 (C) In the baroque style.
- 29** Aren't you working for a department store?
(A) Not anymore.
 (B) In this department.
 (C) She can get a discount.
- 30** I'd better exchange these boots for another pair.
(A) Don't they fit you?
 (B) I like novels.
 (C) Yes, he looks different.
- 31** Should we hold the race on a weekday or on the weekend?
(A) The weekend, of course.
 (B) I can carry it.
 (C) That's my opinion, too.
- 32** I'm having trouble finding my departure gate.
 (A) Check the lost and found.
 (B) It's a nonstop flight.
(C) Could you show me your boarding pass?
- 33** The subway trains seem to be running late this morning.
 (A) It's still running.
 (B) I arrived earlier than expected.
(C) I'm not sure why.
- 34** Do you know where Ms. Keller went this month?
 (A) On Tuesday, I guess.
 (B) Every month this year.
(C) I heard she retired.
- 35** Show me your new cellphone once it's been delivered.
 (A) It has a wireless connection.
 (B) To my home address.
(C) It should be here any minute.

- 36 I've been chosen to host the welcome ceremony.
 (A) You'll do a great job.
 (B) He's the incoming CEO.
 (C) Yes, several awards.
- 37 Which print shop did you use for the posters?
 (A) I prefer black and white.
 (B) Hang them in the lobby.
 (C) I haven't printed them yet.
- 38 Why was the company picnic postponed?
 (A) No, by the planning committee.
 (B) In Riverview Park.
 (C) Because of the storm.
- 39 Should I take these envelopes to the post office now, or will you mail them yourself?
 (A) They're not ready.
 (B) Yes, I heard about it.
 (C) She put stamps on them.
- 40 Why are solar panels being installed?
 (A) To reduce energy costs.
 (B) Usually on sunny days.
 (C) No, they're too expensive.

PART 3

41-43 conversation

- W (41) Stephen, you know the catering company we hired to supply the food for this week's banquet? It turns out that they went bankrupt at the beginning of this month.
- M Oh, no. Well, we'll have to find a replacement right away. How about the Lewis Deli across the street? Their food is good, but I'm not sure if they'll accept an order on such short notice.
- W (42) Actually, Rebecca Simpson from our department is the owner's niece. Maybe she can help us with this matter.
- M Then, it's worth a try. (43) I'll call her immediately and see if we can place an order.

44-46 conversation

- W This is Elizabeth Staples from Channel 7 News. I'm working on a story we're running on the environmental impact of the local power plant. (44) As an academic expert, your insight would be valuable to our viewers. Are you available for an interview next week?

M Well, I'd be happy to do that. (45) I'm teaching on Monday and Tuesday, but Wednesday would be fine. Do you need me to come to the studio, or will you be sending a film crew here?

W (44) We'll meet you there on campus. (46) If you could tell me your e-mail address, I'll send you a form to fill out, which authorizes us to use the video footage of your comments on our program.

47-49 conversation

- M Mary, I need your help. (48) I'm short of my quota this quarter. (47) I need to sell three more houses by the 28th to receive a quarterly bonus.
- W That will be tough. (47) The real estate market is pretty slow these days. Have you thought about cooperating with an advertising firm to attract more customers?
- M (49) I considered it, but my boss's policy doesn't allow us to make individual deals with any external firms. I'll have to find another way to promote my services.

50-52 conversation

- M Good afternoon. I recently bought a new house, and my real estate agent recommended your company. (50) I'm interested in buying a fire insurance policy.
- W I can help you with that. One of our agents will have to inspect your home so we can officially assess the value. Then we can issue a policy. However, in this area, you're going to want to protect against floods as well. (51) If you buy both services together, there is a generous discount.
- M Could you tell me how much this is likely to cost? I want to make sure I can afford the payment before I sign up.
- W (52) Take a look at this sample policy. It explains everything you need to know.

53-55 conversation

- M Excuse me. (53) I'm interested in some photography lenses from your catalog. However, I need to make sure that they will produce the results I want.
- W There are two options. You can bring your camera to our shop and have the lens directly fitted. (54) Or, it's possible to rent a lens for a limited period, and then decide after the trial period if you want to purchase it.

M That sounds like a useful service. (55) Could you help me select a model that fits my specifications? I need one with strong zoom capabilities.

56-58 conversation

M (56) As you know, Ms. Townsend, your company has been short-listed for the city's contract for road repairs and maintenance. We know you have taken on large projects before, but this contract would be the biggest your company has dealt with. The committee is a bit hesitant about your ability to meet our demands, though.

W I understand your concerns. (57) However, I'd like to point out that we just hired twenty new workers, with almost all of the staff additions being highly experienced. This is more than enough to cope with any additional workload.

M Well, that's certainly encouraging. (58) Due to the nature of this work, you must be able to assemble your work crew within thirty minutes or less for emergencies.

W We keep a team on call around the clock, so I'm confident that we could respond to any situation that arises.

59-61 conversation

W1 (59) Ann, thanks for looking through the draft of my new novel. Did you like the content and design?

W2 Definitely! You did a great job as usual, Ingrid. (60) The editing and layout is really attractive, but most of all I love the illustrations. How did you get in touch with the illustrator?

W1 Well, when I told my editor, Gail, that I wanted illustrations for this book, she collected some sample work from various freelance artists. (61) Even though Tracy was relatively unknown among them, her drawings caught my eye.

62-64 conversation

W Excuse me. (62) Is this where I go for passport renewal? I'm taking a trip to Europe this summer.

M I can help you with that. But the process can take up to 6 weeks. Depending on the date of your trip, you might want to expedite the request. (63) We can do this for a small extra fee, and you'd have your passport back within two weeks.

W Oh, that would be much better. What do you want me to do?

M (64) We require a photograph with the application. You can get one taken at the booth near the entrance. Then, come back to this window and I'll process your request.

65-67 conversation

W (65) Have you heard that human resources is organizing a free workshop this weekend? Now that our company is expanding into Shanghai, they're offering all employees basic Chinese courses.

M (66) I'd love to join, but I'm scheduled to visit our production plant in Newbury on Saturday. I'll be free next weekend, though.

W Okay, that's no problem. (67) I think there are four workshops planned for every weekend of this month, so I'll skip this one and go with you next week.

68-70 conversation

M I really like the new printer that was purchased for the office. (68) Even though it's right next to my desk, it's so quiet that I hardly notice it.

W I've heard that it is a high-quality model, but I've been having trouble with it. Whenever I send a print request, I just get an error message. (69) Would you mind giving me a copy of the instruction manual that came with the device? Then maybe I could figure out what's wrong.

M Actually, I think I know the problem. (70) You have to install a particular software on your computer in order to connect to this printer properly. If you'd like, I can do that for you about half an hour from now.

PART 4

71-73 telephone message

M This is James Fischer from the arts and crafts store at the White Hills Mall. (71) You sent us an e-mail a few days ago to ask about a delivery. Unfortunately, we no longer carry the oil paints you requested. Instead, we have switched to a different supplier. (72) I think you will agree that their products easily surpass the brand you are used to, and I'd like to send you a small test sample to prove it. (73) Please provide a mailing address, and you will receive the package within a few days.

74-76 talk

M (74) Before we begin the shift, let me remind you that this is the first day we'll be serving food on the patio. So, I'd like to take a moment to explain what to do. In addition to your usual opening procedures, you'll be responsible for setting up the patio furniture. You must also wipe down all surfaces and restock the outdoor server station. (75) If you need more napkins, straws, or takeout containers, do not take them from the main dining room. Instead, ask Lucy to get them from the storeroom. (76) If it's rainy or extremely windy outside, skip the set-up procedures and bring the chairs and umbrellas to the inside. Thank you.

77-79 talk

W Good evening, everyone. Thank you for attending this month's meeting of the Green Zone Association. (77) As members, you are essential to the success of our club's mission, which is to improve the living environment here in Westerville. (78) This Saturday, we'll be holding our monthly clean-up of a city park. The site chosen for this month is Orville Park near the Freeview Shopping Center. We'll be picking up trash, weeding the public gardens, and repainting some benches. If you'd like to help, please meet at the park's picnic shelter at 9:00 A.M. (79) There you'll see Grace Martin, who will be handing out the trash bags, gloves, and other items you'll need for your tasks.

80-82 announcement

W (80) Welcome to Grand Central Station, Akron's main railroad hub. Passengers can purchase their tickets from the ticket booths located near the entrance of the lobby. (81) The departure information for all trains is listed on the electronic timetables. Our trains depart regularly from platforms four to twelve. Please check which platform your train will be leaving from. (82) Once on board, don't forget to make sure you are in the correct car and seat. This information is clearly printed on your ticket. We hope you have a pleasant trip.

83-85 excerpt from a meeting

M Good morning, everyone. (83) As you've all heard by now, the Central Bank decided to cut interest rates. This will have a drastic impact on our stock trading this week, and everyone needs to be aware of how this move will affect us. (84) I asked Cindy and Eddie to prepare a 5-page report with some scenarios for how we can expect the market to react. (85) Please read this report, and then meet back here after lunch. Then we'll have a small brainstorming session in which we'll discuss our possible courses of action. Thank you.

86-88 recorded message

W You've reached Mazolla Utilities. All our customer service agents are unavailable at this time. Please hold for the next available agent. (86) To expedite the process, please have your eight-digit account number ready. This number appears at the top of your monthly invoice. For inquiries regarding charges, press 1. (87) For maintenance requests, press 2. To close or transfer an account, press the pound key. For all other inquiries, press the star key. (88) And don't forget to visit our Web site at www.mazzolauutilities.com, where you can find useful advice on how to lower your utility bills. Thank you for being a Mazolla customer.

89-91 talk

M Welcome to Spring Valley Polo Yard, owned and operated by the Polo family for three generations. (89) Today we'll be touring the grounds, where you'll see the workers harvesting the grapes by hand. (90) During the outdoor portion of our tour, please stay together and do not stray from the marked paths. This is to ensure your own safety, as sharp tools are in use. It also prevents unnecessary damage to the plants. (91) I've already poured you a glass of one of the wines we make here on-site. It's just one of many that you'll be sampling today. And these products will be available in our gift shop at the end of the tour.

92-94 radio broadcast

- W This is *Nightline* on UBC 98.7 FM. (92) After the commercial break, we'll be talking to our guest, Madeline Marco, a senior advisor at Star Personal Finance. (93) We'll be having a conversation about household budgets and the latest legal options for homeowners. Afterward, she'll be taking calls from listeners and giving advice on personal money issues. Ms. Marco's book, *Home Economy*, is available now at all major bookstores. (94) **The first five callers on the air will receive a complimentary copy autographed by Ms. Marco herself.** (92) We'll be back after this.

95-97 telephone message

- W Hi. Chrissie Sherman calling. I work at the department store on River Street. (95) **We'd like to purchase some of your company's flatscreen TVs for our store.** (96) Our plan is to use them for in-store demonstrations, so we need the newest high-resolution models to impress our customers. (97) I'm wondering if there is any kind of discount if we buy a shipment of more than ten items. We'd be willing to purchase in bulk if we could negotiate on the price. Please return my call at 555-0089 to let me know. Thank you.

98-100 advertisement

- M (98) For 15 years, Wintex has been supplying Burtonsville with top-quality window glass. Now, we're offering you the chance to take your home into the 21st century with Flex-Glass, our new line of insulating windows. Flex-Glass is specially designed to reduce heat loss in winter and keep houses cool in summer. (99) **By installing Flex-Glass, you'll not only be saving on energy costs, but also helping the environment.** (100) Right now we're offering shipping at no extra cost for retailers looking to convert their store's windows to Flex-Glass. Call now to hear about this and other bargains!

ACTUAL TEST SCRIPT

10

PART 1 / PART 2 / PART 3 / PART 4

PART 1

- 1 (A) The woman is serving a meal.
(B) The woman is picking some vegetables.
(C) The woman is slicing some produce.
(D) The woman is cleaning a cutting board.
- 2 **(A) Some farm equipment is being operated.**
(B) A man is resting under some trees.
(C) The grass is being cut with a lawn mower.
(D) A man is walking through a field.
- 3 (A) Baggage is being carried on a cart.
(B) Luggage is being examined by a security officer.
(C) The bags have been placed next to a pillar.
(D) The suitcases have been stacked up.
- 4 **(A) A man is wearing an apron.**
(B) One of the women is placing pots on the floor.
(C) One of the women is pointing at a poster.
(D) Both women are looking at the man.
- 5 **(A) She's stepping on some stones.**
(B) She's throwing rocks into the lake.
(C) She's putting on a hat and gloves.
(D) She's strolling along a path.
- 6 (A) A woman is typing on a computer.
(B) The photocopier is standing against a wall.
(C) A woman is holding some paper.
(D) Some wires are connected to the machine.
- 7 (A) Tea is being poured into a cup.
(B) Some napkins are lying on the plates.
(C) Sandwiches are being prepared on a countertop.
(D) Some food has been left on a table.

- 8 (A) The men are giving a presentation to an audience.
(B) One of the men is writing on a whiteboard.
(C) The men are distributing books in a classroom.
(D) One of the men is handing a marker to the other.
- 9 (A) A woman is holding a plate.
(B) A woman is standing underneath a picture.
(C) A woman is painting on a canvas.
(D) A woman is admiring some artwork.
- 10 (A) People have been soaked in the rain.
(B) Two children are playing in a forest.
(C) Some people are running toward a cabin.
(D) Hikers are walking on a stone pathway.

PART 2

- 11 Where did you get that jacket?
(A) I bought it online.
(B) Yes, it's cold outside.
(C) It's in the closet.
- 12 How often is the company newsletter released?
(A) Around every two weeks.
(B) You should read the letter.
(C) Monday, February 3.
- 13 Where is the meeting room located?
(A) At three o'clock, I think.
(B) Yes, definitely.
(C) Next to the elevator.
- 14 Why is Jennifer going to another company?
(A) Because she was offered a raise.
(B) Yes, she's the company's executive.
(C) She's traveling by subway.

- 15** Who is the leader of this organization?
 (A) I'll introduce you in a moment.
 (B) Jason Schwartz was absent.
 (C) Feel free to look around.
- 16** What kind of house are you interested in?
 (A) I have no interest in her.
 (B) Sorry, I don't live around here.
 (C) Something spacious with two bedrooms.
- 17** When does the cafeteria open?
 (A) At seven o'clock.
 (B) Yes, the first floor.
 (C) Lunch sets.
- 18** Ms. Berger plans to lead the meeting.
 (A) Ask her assistant.
 (B) Yes, she left early.
 (C) Isn't she away on business?
- 19** I don't understand why Jim hasn't answered my e-mail.
 (A) I'm getting too much spam mail.
 (B) Maybe he's on vacation.
 (C) I called, but there's no answer.
- 20** What time is the lecture expected to be over?
 (A) Sometime between 5 and 6.
 (B) I don't know what he expects.
 (C) I think it's over there.
- 21** Is this the counter for checking in?
 (A) I agree with you on that.
 (B) Not too often.
 (C) Yes, come right this way.
- 22** Which department should be billed for the work?
 (A) I work in shipping and receiving.
 (B) Yes, there's an error on the bill.
 (C) It's listed at the top of the form.
- 23** Are you free to talk right now, or should I call you back later?
 (A) I don't know who called me.
 (B) I have time now.
 (C) The tickets weren't free.
- 24** Have they completed the surveys already?
 (A) Send these documents to the HR department.
 (B) I'm not sure who will do that.
 (C) No, they won't be finished until next week.
- 25** How do I get to Bexley Hospital?
 (A) No, I'm feeling better.
 (B) Turn right at the stoplight.
 (C) About thirty minutes.
- 26** Could you tell me when the bus will arrive?
 (A) Let's meet at the terminal.
 (B) The final destination is Leeds.
 (C) It's printed on your ticket.
- 27** The results of the aptitude test were released today, weren't they?
 (A) It's just around the corner.
 (B) I'll check the institute's Web site.
 (C) They had a very negative attitude.
- 28** Why don't we ride to the conference together?
 (A) To learn about sales.
 (B) That'll be easier.
 (C) I'll write it soon.
- 29** The awards ceremony was quite elegant.
 (A) The Brookside Convention Center.
 (B) Mr. Martin will receive the award.
 (C) I wish I could have been there.
- 30** Why did Jane call a technician?
 (A) Yes, someone will be here by five.
 (B) Because the Internet connection isn't working.
 (C) No, she works in the personnel department.
- 31** Do you want to check these slides now or wait until tomorrow?
 (A) I'll sign the check.
 (B) Tomorrow is the 14th.
 (C) Let's take a look at them now.
- 32** Aren't you taking a vacation this week?
 (A) No, that's next week.
 (B) Have a great time.
 (C) Five days would be better.
- 33** Where can I buy today's paper?
 (A) The photocopier isn't working.
 (B) There's a newsstand over there.
 (C) You can drop by anytime.

- 34** How long have you known Mr. Banks?
 (A) Just a few days.
 (B) It's two kilometers.
 (C) He'll be available at 6:00 P.M.
- 35** Don't you want to go to the musical when it's in town?
 (A) We had front row seats.
 (B) I can't wait to see it.
 (C) No, she's from a big city.
- 36** Who's delivering the first speech?
 (A) I'll ask the event coordinator.
 (B) Around 20 minutes.
 (C) No, not this time.
- 37** Why don't we discuss the issue with Mr. Perry?
 (A) I heard he's away on business.
 (B) Human resources can issue another one.
 (C) Because my phone was turned off.
- 38** We'll need at least five hundred flyers for the event.
 (A) I've printed eight hundred.
 (B) No, the lease is valid.
 (C) It was record attendance.
- 39** Should we buy the stocks now or wait until they are more stable?
 (A) We might have some in stock.
 (B) Let's see how they perform.
 (C) Yes, we'd better stop now.
- 40** The leather handbags weren't delivered yet, were they?
 (A) They're in the stockroom.
 (B) Anytime before 5:00 P.M.
 (C) Can he deliver a speech tomorrow?

PART 3

41-43 conversation

- W Hi, this is Jessica Burns. (41) I was wondering if I could come over later today to pick up the posters that your design company has made for us.
- M Hi, Ms. Burns. Unfortunately, that won't be possible. (42) The posters are currently being laminated at a printing shop, and won't be returned to our office until tomorrow morning.

- W But I need them for a team-building seminar that starts at 11:00 A.M. tomorrow.
- M (43) Well, I suppose that I could have them delivered to your company by courier directly from the printing shop. We'd be willing to pay for the extra costs, of course.

44-46 conversation

- W Hello. This is Wendy from Shetland Furniture. (44) Your three-piece sofa and cabinets have arrived from the manufacturer, and I just wanted to check the delivery time and address. I have you at 253 Dakota Avenue and the time is 6:00 P.M. tomorrow. Is that correct?
- M That's right. But is it possible to change the delivery time to the morning? (45) I have a staff meeting in the afternoon tomorrow, so I won't be in then.
- W It depends on how busy the shipping department is. (46) Let me check on that for you and call you back as soon as I know the schedule.
- M All right. You can reach me at this number.

47-49 conversation

- M Lorraine, are you busy tonight? (47) I have to work overtime to package the free samples before they get sent out to our customers tomorrow, and I need someone to help me.
- W Okay, I guess I could stay and give you a hand. But didn't we hire some summer temps to do that work?
- M (48) Actually, the employment agency we normally use couldn't find enough part-timers on such short notice.
- W That's too bad. (49) Then, let's grab dinner together in the cafeteria tonight and then get to work after that.

50-52 conversation

- W This is Stephanie calling from the Webber Children's Center. (50) I'd like to invite you to our annual cheese and wine fundraiser. (51) It runs on December 4, 5, and 6 and starts at 7:00 P.M. each evening. All proceeds from ticket sales will be donated to the center.
- M (51) Well, I'll be out of town on the fifth and sixth, but I would love to come on the first day. Are you selling tickets on your Web site?

W (52) Actually, I can take your order right now. Then, I'll e-mail you a five-digit code to confirm your purchase. When you arrive at the event, simply show this code at the entrance, and your tickets will be issued.

53-55 conversation

W Hello, this is Ms. Kennedy's assistant. (53) She asked me to confirm that you are coming into the studio to have your photos taken tomorrow at 2.

M Actually, we won't be able to make it. (54) My fiancée caught a terrible cold, so she's currently recovering in bed. Could we come another day?

W Okay, I think we can find a time for you next Friday. I'll call again to reconfirm before then. (55) Also, don't forget to bring a selection of different outfits for the photo shoot.

56-58 conversation

M (56) The regional manager says we are moving offices next week. It's going to be difficult to get our work done and pack up everything at the same time.

W Don't worry. You only have to prepare your personal items. (57) The firm has hired a moving company, which will pack our team's equipment and materials. Then they'll take them over to the new building.

M I'm really relieved to hear that.

W So was I. (58) By the way, Donald will give you some boxes and packing materials later today if you need them.

59-61 conversation

W Peter, I just heard you were awarded a grant for that research paper you wrote on enzymes. Congratulations! I know how hard you've been studying.

M (59) Thank you, Professor Brown. I learned so much from you in my senior year. (60) Now that I have the funds to finance it, I can't wait to get started on my own experiments.

W Well, I certainly hope you come up with some good results. (61) If you're looking for some experienced researchers to act as advisors for your team, I can recommend some of my colleagues who are experts in the biochemistry field.

62-64 conversation

W I'm interested in signing up for the workshop on May 5. (62) I want to improve my skills when giving speeches and presentations, so I think it would be perfect for me.

M I think you'll really enjoy the session. (63) It will be taught by Angelina Morris. She's a specialist in the field of corporate training, so she's sure to have a lot of useful tips. I know the company worked hard to get such a prestigious speaker.

W I'm looking forward to it. What do I have to do to sign up?

M (64) Since there are a limited number of spots available, you'll have to pay the participation fee right now so that we can hold your place. After you attend the workshop, you can submit a request to the accounting department for reimbursement.

65-67 conversation

M Hello. (65) I'm thinking about buying one of these customizable birthday cakes for a party. (66) However, my daughter has some food allergies. Are any of these cakes nut-free?

W Actually, I can't guarantee their ingredients. They were all prepared this morning by our chef, Mr. Rollins. He's the one who makes the recipes, but he's gone home for the day.

M Perhaps I need you to bake me a new one then. Could you have one ready by 9:00 A.M. tomorrow?

W Possibly. (67) Let me get Mr. Rollins on the line and hear if it's possible for him to come in early tomorrow. If it is, then we can definitely create a new cake that suits your dietary needs.

68-70 conversation

M Hello. (68) I'm wondering about the status of my order, number 20567. (68) You delivered my new computer monitor last week, but it was faulty, and another was supposed to have arrived this morning.

W Just a moment, sir. (69) It looks like there has been an electrical problem with that model and they have been recalled by the manufacturer. We can deliver a different model of equal or lesser value this afternoon.

M That will be fine. Which one do you recommend?

W (70) You should try the HD45. The screen is slightly smaller, but it has more features.

PART 4

71-73 telephone message

- M Hi, Margaret. It's Jim. ⁽⁷¹⁾ I just wanted to say that I really appreciated the great Christmas party you gave last week. Irene and I can't remember the last time we had so much fun. You're such a great hostess! ⁽⁷²⁾ Also, she would like to ask you a favor. ⁽⁷³⁾ Could you let us know how to make that pecan pie you served? She's wondering especially about the ingredients. Ever since that night, we haven't been able to stop talking about how delicious it was. Oh, and give my regards to Liam, and tell him how lucky he is to have such a terrific cook in the house.

74-76 radio broadcast

- W It's 1:00 P.M., and you're listening to WNBP news. I'm your host, Amanda Friedrich. ⁽⁷⁴⁾ It has just been announced that local millionaire William Henderson is donating a new opera house to the city. Mr. Henderson, a noted philanthropist who made a fortune in international shipping, made the announcement at a press conference. ⁽⁷⁵⁾ He noted that his decision was motivated by the desire to express his gratitude to the place where he spent his childhood. ⁽⁷⁶⁾ Mr. Henderson's representative will meet with government officials next week to finalize the details of the deal.

77-79 speech

- M ⁽⁷⁷⁾ Congratulations, everyone. I know you've been working hard at Rodham University for the past four years to be sitting here today. As you've heard, the scheduled guest speaker unfortunately had to pull out at the last moment because of illness. ⁽⁷⁸⁾ Instead, we're fortunate enough to have Ms. Gladys Smith, CEO of Megas, Inc., here with us today. We're all grateful that she agreed to step in on such short notice. ^{(77) (79)} After giving a speech and handing out your diplomas, Ms. Smith will be joining us for the official photos, which will be taken on the lawn.

80-82 talk

- W ⁽⁸⁰⁾ On behalf of the executive staff here at Luca Manufacturing, I'm thrilled to announce that Bruce Chase will be promoted to department manager of shipping. ⁽⁸¹⁾ Joining

our company just two years ago, Mr. Chase has already proven himself to be a key part of our operations. As assistant manager in the shipping department, he streamlined the inventory process and conducted numerous training sessions. ⁽⁸²⁾ In our highly competitive field, it is essential that we continue to grow our business and become a larger presence in the market. With hard-working employees like Mr. Chase, I'm sure we can accomplish this.

83-85 recorded message

- M You've reached the Reedy River branch of BIP Bank. ⁽⁸³⁾ Our offices are currently closed. Please call back during our working hours, from 9:00 A.M. to 5:00 P.M. If you'd like to conduct a financial transaction, please use our Internet banking service, available at www.bipbank.com. ⁽⁸⁴⁾ This Web site can also be used to apply for loans. ⁽⁸⁵⁾ Finally, if you need more information or if you'd like to contact our headquarters in Carson, please call 555-8161. Thank you.

86-88 telephone message

- W This is Kimberly Anderson. I'm calling because my 9-year-old son, Chris Anderson, is not feeling well. ⁽⁸⁶⁾ We visited Dr. Doug Hammersmith last Friday, and he prescribed some medicine for Chris' allergy symptoms. But I think my son's having a negative reaction to the pills. ⁽⁸⁸⁾ Since Sunday afternoon, he's been feeling drowsy and having irritated skin. ⁽⁸⁷⁾ Please call me back to let us know if this is an uncommon reaction. We'll be available anytime on Tuesday, in case you want us to stop by again.

89-91 announcement

- W Attention, everyone. ⁽⁸⁹⁾ I would like to briefly explain the new procedure for filing claims for expenses. Starting next week, the accounting department needs all staff to fill out detailed forms categorizing their business expenses. We're doing this in order to comply with the updated tax rules. ⁽⁹⁰⁾ Prior to traveling on business, you should get this paperwork from your department head. ⁽⁹¹⁾ As the forms are more complicated than the ones currently used, I will e-mail everyone instructions on how to complete them properly. I hope this will make the changeover as easy as possible.

92-94 talk

M Hello, everyone. Congratulations on being hired here at Spark Foods. ⁽⁹²⁾ Your main job responsibilities will be unpacking shipments of groceries when they arrive, and keeping the shelves fully stocked. ⁽⁹³⁾ Please note that due to a change in government regulations, workers are required to wash their hands prior to handling fresh fruits and vegetables. This is to prevent cross-contamination from other tasks that involve using cleaners and other chemicals. Now, I'd like to introduce Heather Dawson. ⁽⁹⁴⁾ She'll show you how to prepare items for display on the ends of the aisles. After that, you'll report to the office to fill out some paperwork for human resources.

95-97 announcement

W Attention, everyone. ⁽⁹⁵⁾ It is my pleasure to announce that, starting from September 3, Bradford Industrial will be running Chinese classes on-site twice a week. ⁽⁹⁶⁾ In our employee survey forms, many of you asked for more personal development opportunities. Therefore, we have been working hard to provide the tools that are essential for your success. Official registration is not required for the classes. ⁽⁹⁷⁾ However, please talk to Carl Tibbs in the personnel department to let him know that you're interested, as he will be in charge of ordering the textbooks. Should you have any questions, feel free to stop by my office anytime.

98-100 telephone message

M Hello. This is Neville Robbins from Warwick Realty. ⁽⁹⁸⁾ You asked me to call you back if we received any offers on the Gibson Street property. ⁽⁹⁹⁾ An individual viewed the property yesterday, and she called me this morning to say that she's considering signing a lease agreement. We can only hold the property for you another 48 hours, so you'll have to make your final decision soon. ⁽¹⁰⁰⁾ If you would like to rent the house, then please contact me as soon as possible. You must prepare to pay the security deposit in full. If you decide not to go ahead, please also get in touch so we can confirm with the other person. ⁽¹⁰⁰⁾ You can text me on this mobile number. Thank you very much.