

The Best Study Companion
for **2018 TOEIC format** Test-takers

NEW **Economy** **TOEIC**

LC 1000

Lee Ki Taek

10
Listening
Actual Tests

Scripts
&
Answer Key

MP3 CD

100%
reflects
the 2018 global
updated
format

NTV

Công ty TNHH
Nhân Trí Việt



NHÀ XUẤT BẢN TỔNG HỢP
THÀNH PHỐ HỒ CHÍ MINH

NEW

Economy

TOEIC

Lc 1000

Lee Ki Taek

New Economy TOEIC LC 1000

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ABOUT RECENT CHANGES IN THE TOEIC TEST FORMAT

What is TOEIC?

TOEIC (Test of English for International Communication), developed by ETS (Educational Testing Service), aims at measuring English-language proficiency of non-native English speakers in the global workplace. The test reflects the ways in which individuals commonly communicate in everyday social and especially work situations around the world.

Updated TOEIC test format

The new TOEIC test format, effective April 2018 globally, will have some updated question types following the successful launch in Korea and Japan beginning 2016. The following section provides essential information about changes in the new format:

A. An overview of TOEIC current and new formats

Section	Part	Current version of TOEIC format		New version of TOEIC format		Time	Score
		Descriptions	Number of questions	Descriptions	Number of questions		
Listening Comprehension	1	Photographs	10	Photographs	6	45 mins	495
	2	Question-Response	30	Question-Response	25		
	3	Conversations	30	Conversations	39		
	4	Talks	30	Talks	30		
Reading Comprehension	5	Incomplete Sentences	40	Incomplete Sentences	30	75 mins	495
	6	Text Completion	12	Text Completion	16		
	7	Reading Comprehension	Single Passages	28	Reading Comprehension	Single Passages	29
			Double Passages	20		Double Passages	10
						Triple Passages	15
Total		7 parts	200 questions	7 parts	200 questions	120 minutes	990

B. Summary of the changes

The total number of questions of the whole test as well as that in each of the two sections, i.e. Listening Comprehension and Reading Comprehension remains the same; however, there are changes in the number of questions for some parts in both of the two sections. For Listening Comprehension, new question types are introduced in Parts 3 and 4.

Detailed descriptions of the updated version of the Listening Comprehension section are given below:

PART 1

- § For each question in Part 1, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture.

The statements will not be printed in your test book and will be spoken only one time.

- § **Comments:** There are no changes to this part regarding question types; however, the number of questions has been reduced to 6.

PART 2

- § You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. You are to select the best response to the question or statement you have heard.

- § **Comments:** There are no changes to this part regarding question types; however, the number of questions has been reduced to 25.

PART 3

- § You will hear some conversations between two or more people, each of which is followed by three questions in the test book. You are to select the best response to each question based on what you have heard from the conversations.

The conversations will not be printed in your test book and will be spoken only one time.

- § **Comments:** The number of questions for this part has been increased to 39 and there are new question types, too:

- ① Some conversations have more than two speakers.
- ② There are questions that test the connection of what is heard in a conversation with what is seen in a graphic (i.e. charts, graphs, etc.)
- ③ There are questions that test a speaker's implied meaning in the context of a conversation.

PART 4

- § You will hear short talks given by single speakers. The talks are of a wide range of topics belonging to different types such as instructions, advertisements, news broadcasts, weather forecasts, lectures, and telephone messages. Each short talk is followed by three questions printed in the test book. For each of the questions, you have to choose the best response from the four options, based on the content of the talks you have heard.

The talks will not be printed in your test book and will be spoken only one time.

- § **Comments:** The number of the questions for this part remains the same; however, new question types are introduced:

- ① There are questions that test the connection of what is heard in a talk with what is seen in a graphic (i.e. charts, graphs, etc.)
- ② There are questions that test a speaker's implied meaning in the context of a talk.

Before you sit for the test, make sure to read all the relevant information and instructions on the authorised test centers' websites.

TOEIC SCORE CONVERSION TABLE

(For general reference only. The actual score may vary in the range of 5-20).

Number of correct answers	Estimated score						
0	5	25	135	50	260	75	385
1	15	26	140	51	265	76	395
2	20	27	145	52	270	77	400
3	25	28	150	53	275	78	405
4	30	29	155	54	280	79	410
5	35	30	160	55	285	80	415
6	40	31	165	56	290	81	420
7	45	32	170	57	295	82	425
8	50	33	175	58	300	83	430
9	55	34	180	59	305	84	435
10	60	35	185	60	310	85	440
11	65	36	190	61	315	86	445
12	70	37	195	62	320	87	450
13	75	38	200	63	325	88	455
14	80	39	205	64	330	89	460
15	85	40	210	65	335	90	465
16	90	41	215	66	340	91	470
17	95	42	220	67	345	92	475
18	100	43	225	68	350	93	480
19	105	44	230	69	355	94	485
20	110	45	235	70	360	95	490
21	115	46	240	71	365	96	495
22	120	47	245	72	370	97	495
23	125	48	250	73	375	98	495
24	130	49	255	74	380	99	495
						100	495

LC PROGRESS MONITOR

Actual Test	Dates	Number of incorrect answers	Number of correct answers	Estimated score	Notes
LC Actual Test 01	_____	_____	_____	_____	
LC Actual Test 02	_____	_____	_____	_____	
LC Actual Test 03	_____	_____	_____	_____	
LC Actual Test 04	_____	_____	_____	_____	
LC Actual Test 05	_____	_____	_____	_____	
LC Actual Test 06	_____	_____	_____	_____	
LC Actual Test 07	_____	_____	_____	_____	
LC Actual Test 08	_____	_____	_____	_____	
LC Actual Test 09	_____	_____	_____	_____	
LC Actual Test 10	_____	_____	_____	_____	

Actual Test

01

PART 1 / PART 2 / PART 3 / PART 4

LISTENING TEST

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

PART 1

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

Example

Sample Answer

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

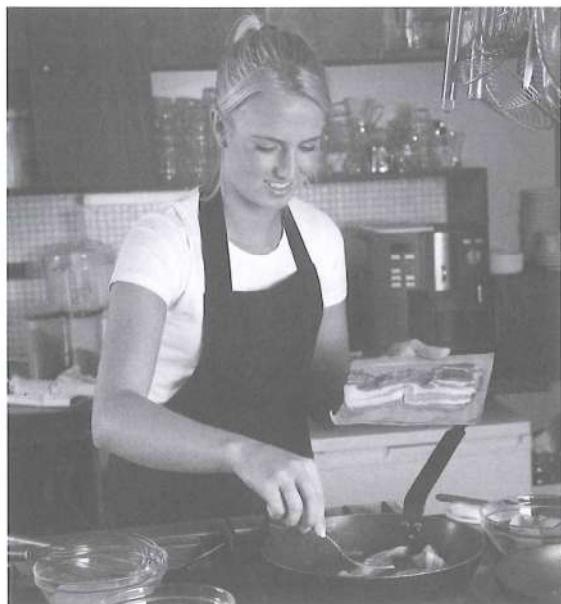


Statement (B), "They're looking at the document," is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

1.



2.



GO ON TO THE NEXT PAGE



3.



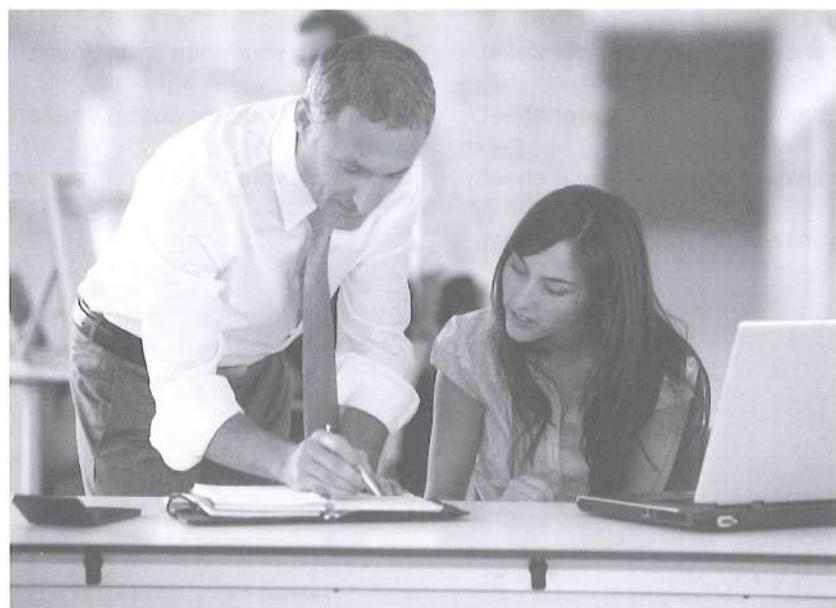
4.



5.



6.



GO ON TO THE NEXT PAGE



PART 2

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

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

PART 3

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

32. What are the speakers mainly discussing?
- (A) A training seminar
(B) The installation of a television
(C) The date of a presentation
(D) A software upgrade
33. What is the problem?
- (A) The necessary tools are unavailable.
(B) The office is closed.
(C) The wall is too weak.
(D) The phone number was wrong.
34. What most likely will the man do first tomorrow?
- (A) Order a replacement part
(B) Consult an instruction manual
(C) Contact the woman
(D) Fill out a work order
35. What position is the man applying for?
- (A) Lecturer
(B) Editor
(C) Journalist
(D) Superintendent
36. What makes the man qualified for the position?
- (A) His academic background
(B) His previous work experience
(C) His public popularity
(D) His eloquence
37. What extra benefit does the woman mention?
- (A) Health insurance
(B) Flexible hours
(C) A lot of free time
(D) Regular incentives

GO ON TO THE NEXT PAGE

38. What are the speakers mainly discussing?
- (A) An interior renovation
 - (B) A product launch
 - (C) A luncheon reservation
 - (D) A budget proposal
39. What does the man say about the dining room?
- (A) It needs more lighting.
 - (B) It is quite cold.
 - (C) It is spacious.
 - (D) It is too loud.
40. What does the man suggest the woman do?
- (A) Repaint the walls a brighter color
 - (B) Compensate guests who have reservations
 - (C) Draft a budget proposal
 - (D) Open a bank account
-
41. What is the man concerned about?
- (A) Getting his camera fixed
 - (B) Receiving sick leave from work
 - (C) Preparing for a party
 - (D) Introducing a client
42. According to the man, why does Greg like his new job?
- (A) It offers better vacation time.
 - (B) It pays a higher salary.
 - (C) It matches his abilities.
 - (D) It provides health benefits.
43. What most likely will the woman do next?
- (A) Take a group photo
 - (B) Attend a Christmas party
 - (C) Contact Greg
 - (D) Send an e-mail attachment
-
44. What is the man concerned about?
- (A) Finishing a project on time
 - (B) Paying for his new mobile phone
 - (C) Repairing a piece of equipment
 - (D) Learning a new skill
45. Where do the speakers work?
- (A) At a repair shop
 - (B) At an electronics store
 - (C) At a marketing firm
 - (D) At a design company
46. What does the woman offer to do?
- (A) Provide assistance
 - (B) Pay in cash
 - (C) Fill in for the man
 - (D) E-mail a user manual
-
47. Who most likely is the man?
- (A) A shop owner
 - (B) A construction worker
 - (C) A local resident
 - (D) A market researcher
48. What does the woman mention about the mall?
- (A) It was recently renovated.
 - (B) It has sufficient parking space.
 - (C) It is attracting many tourists.
 - (D) It is located outside of town.
49. Why does the woman usually visit the mall?
- (A) To purchase groceries
 - (B) To meet with her clients
 - (C) To buy clothing
 - (D) To deliver products

50. What are the speakers discussing?
- (A) Orders for office supplies
 - (B) Equipment for a conference
 - (C) The budget reports
 - (D) Their colleague
51. Why does the man mention when the supply company closes?
- (A) To inform her of the business hours
 - (B) To let her know she can't order anything
 - (C) To explain that the second order would be late
 - (D) To imply that new equipment can't be ordered
52. What does the woman offer to do?
- (A) Pay for the new order
 - (B) Order the supplies herself
 - (C) Cancel a meeting
 - (D) Speak to their colleague
-
53. What is the problem?
- (A) The plane tickets were not booked.
 - (B) A meeting had to be rescheduled.
 - (C) The meeting was a success.
 - (D) A deadline has been changed.
54. Which part of the business trip will be postponed?
- (A) The meeting in New York
 - (B) The meeting in Wisconsin
 - (C) The meeting in Washington
 - (D) The meeting in Westboro
55. What does the man mean when he says "That's not a bad idea"?
- (A) He thinks it is a bad idea.
 - (B) He agrees with the proposed solution.
 - (C) He wants to hear other ideas.
 - (D) He disagrees with the solution.
-
56. What was the woman doing in Australia?
- (A) Going on a business trip
 - (B) Studying abroad
 - (C) Taking a vacation
 - (D) Searching for employees
57. What does the woman imply when she says "Is this Robert Wilder's application?"
- (A) She is surprised to see the application.
 - (B) She will reject the application.
 - (C) She doesn't understand something.
 - (D) She agrees with the application.
58. How does the woman know Robert Wilder?
- (A) They went to college together.
 - (B) They work in the same department.
 - (C) They play baseball together.
 - (D) They play tennis together.
-
59. What is the woman concerned about?
- (A) Getting extra vacation
 - (B) Doing too much work
 - (C) Not having time for her children
 - (D) Preparing a report
60. What does the man suggest?
- (A) Fire the manager
 - (B) Wait until their vacation
 - (C) Hire a babysitter
 - (D) Have some extra vacation days
61. What does the woman say she will have to do?
- (A) Hire a babysitter
 - (B) Go to another company
 - (C) Ask her husband
 - (D) Finish her sales reports
-

GO ON TO THE NEXT PAGE 

Conference Table Price List

Model No./Description

Pine	\$165
Maple	\$195
Walnut	\$225
Cherry	\$307

Airline Mileage Redemption Points

To East Asia	50,000
To Southeast Asia	60,000
To Middle East	70,000
To Europe	80,000

62. What does the woman have on Friday?

- (A) A dinner meeting
- (B) A seminar
- (C) A meeting
- (D) A work party

63. Look at the graphic. How much does the woman pay for the furniture?

- (A) \$165
- (B) \$195
- (C) \$307
- (D) \$614

64. What does the man say he will do?

- (A) Arrange free delivery
- (B) Deliver the furniture in the evening
- (C) Send a confirmation
- (D) Deliver the table himself

65. Why does the woman call?

- (A) To get an upgrade
- (B) To book a flight to Korea and Japan
- (C) To cancel her flight to Singapore
- (D) To sign up for a mileage card

66. Look at the graphic. How many points will the woman use?

- (A) 50,000
- (B) 60,000
- (C) 70,000
- (D) 80,000

67. What suggestion does the man give the woman?

- (A) Upgrade her Korean flight
- (B) Make the request after her trip
- (C) Book a different flight
- (D) Cancel her reservation

Springfield Apartments

Springfield Apartments	Tea Shop
Kingsley Road	Coffee Bean
Cambridge Street	Java the Cup
Lynnfield Primary School	Jake's Diner

68. What are the speakers discussing?

- (A) Their GPS systems
- (B) Which coffee shop to visit
- (C) How far Cambridge is from their apartments
- (D) The fastest route to work

69. What does the woman want to do?

- (A) Keep losing the game
- (B) Make more money than he does
- (C) Get to work faster than he does
- (D) Participate in a car race



70. Look at the list. Which shop does the man most likely stop at?

- (A) Coffee Bean
- (B) Tea Shop
- (C) Java the Cup
- (D) Jake's Diner

GO ON TO THE NEXT PAGE

PART 4

71. Where most likely does the speaker work?

 - (A) At a theater
 - (B) At a car dealership
 - (C) At a retail store
 - (D) At a library

72. What is the listener asked to double-check?

 - (A) Accurate prices
 - (B) Sales figures
 - (C) Business hours
 - (D) Name tags

73. When should the listener contact the speaker?

 - (A) If an employee is late for work
 - (B) If a technical problem occurs
 - (C) If an item is out of stock
 - (D) If a customer is dissatisfied

74. What is the announcement about?

 - (A) An opening of a public building
 - (B) A commemorative statue
 - (C) A singing contest
 - (D) A survey result

75. Who is Jim Neilson?

 - (A) A mayor
 - (B) An instructor
 - (C) A musician
 - (D) An architect

76. What are attendees asked to do?

 - (A) Reserve seats in advance
 - (B) Complete a survey
 - (C) Subscribe to a newsletter
 - (D) Contribute to a fundraiser

77. Who most likely is the speaker?
- A scholar
 - A producer
 - A pilot
 - A programmer
78. Who are the listeners?
- Potential investors
 - Actors
 - Housewives
 - University students
79. What will the listeners do in a meeting room?
- Participate in a raffle
 - Watch a video
 - Enroll in a class
 - Attend an interview
-
80. What is the purpose of the broadcast?
- To announce the results of a soccer match
 - To promote a store's grand opening
 - To advertise a new product
 - To inform the listeners of a special event
81. What does the speaker suggest doing?
- Wearing comfortable clothing
 - Exercising on a regular basis
 - Bringing personal belongings
 - Booking a ticket in advance
82. What does the speaker say about the summer camp?
- It is free of charge.
 - It will last three months.
 - It has a restricted number of participants.
 - It will be sponsored by Dave's Sport Shop.
-
83. What does the speaker mention about her company?
- They have merged with another company.
 - They are manufacturing a new product.
 - They are creating new policies.
 - They had record profits.
- (NEW)**
84. Why does the woman say, "my schedule is too tight to do that"?
- Because the email is secure.
 - To sign a new contract
 - She needs some help.
 - She doesn't have time to do it.
85. What will they be sending a lot of?
- Portfolios
 - Contract forms
 - Vital data
 - Building plans
-
86. What is "The Tempest" about?
- The evolution of man
 - A love story about a man and woman
 - An action movie
 - Its theme is magic and illusion.
- (NEW)**
87. Why does the speaker say, "Remember, last year the Bromley Actors Guild won first place at this event"?
- To suggest that they are impressive
 - To recommend that you join them
 - To explain why they are here
 - To excuse a poor performance
88. What will most likely happen after the film screening?
- Dinner and drinks
 - Question time with the actors
 - DVDs will be sold.
 - The actors will sign autographs.

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89. What type of products are being discussed?

(A) Cell phone cases and selfie sticks
(B) Cell phones and MP3 players
(C) Selfie sticks and headphones
(D) Software programs

90. Why does the speaker say, "I wonder if the cost is too high compared to the other products on the market"?

(A) To ask for assistance
(B) To offer help
(C) To suggest a change
(D) To create some new products

91. What will the listeners most likely do after lunch?

(A) Review safety policy
(B) Attend a seminar
(C) Go back to work
(D) Have a conference call

ORDER FORM

Item	Quantity in stock	Quantity to order
Office Tables	13	0
Whiteboards	0	12
Office Chairs	0	20
Drafting Tables	6	0

92. Look at the graphic. Which items need to be ordered?

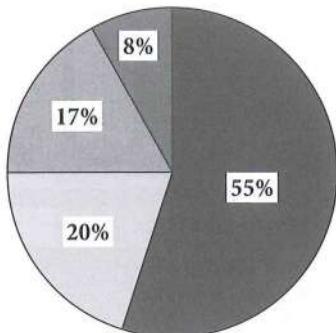
(A) Office tables and chairs
(B) Chairs and drafting tables
(C) Whiteboards and office chairs
(D) Chairs and whiteboard

93. What does the speaker anticipate about the company?

(A) They won't need any more furniture.
(B) They will have more staff in their building.
(C) The boardrooms will be renovated.
(D) Their staff are moving offices.

94. What is the listener asked to do before making any orders?

(A) Sign them herself
(B) Make sure the manager signs them
(C) Bring some extra paper
(D) Prepare a delivery receipt

MARKET SHARE

- Future Tech Studios
- AK Gaming
- Seven Strings Technologies
- Slight Line Inc.

95. Which industry does the speaker work in?
- Computer hardware
 - Computer games
 - Computer software
 - Computer microchips
- (NEW)**
96. Look at the graphic. What company does the speaker work for?
- Future Tech Studios
 - Slight Line Inc.
 - Seven Strings Technologies
 - AK Gaming
97. According to the speaker, what will the company do in the next quarter?
- Give away free gifts
 - Give away expansion packs for free
 - Offer free software with new products
 - Install a new security system

Training Schedule

Tuesday	Wednesday	Thursday	Friday
Basic knife skills and food preparation	Health and safety in the kitchen	Food safety and hygiene	Time management
	Team lunch		Evaluation

98. What are the listeners training to be?
- Factory workers
 - Store owners
 - Restaurant chefs
 - Medical workers
99. According to the speaker, what will the listeners enjoy doing?
- Working with the celebrity chefs
 - Becoming a celebrity chef
 - Using the kitchen tools
 - Working with each other
- (NEW)**
100. Look at the graphic. On what day will the listeners learn food safety and hygiene?
- Tuesday
 - Wednesday
 - Thursday
 - Friday
-

This is the end of the Listening test.

Actual Test

02

PART 1 / PART 2 / PART 3 / PART 4

LISTENING TEST

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

PART 1

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

Example

Sample Answer

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



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

1.



Actual Test 02

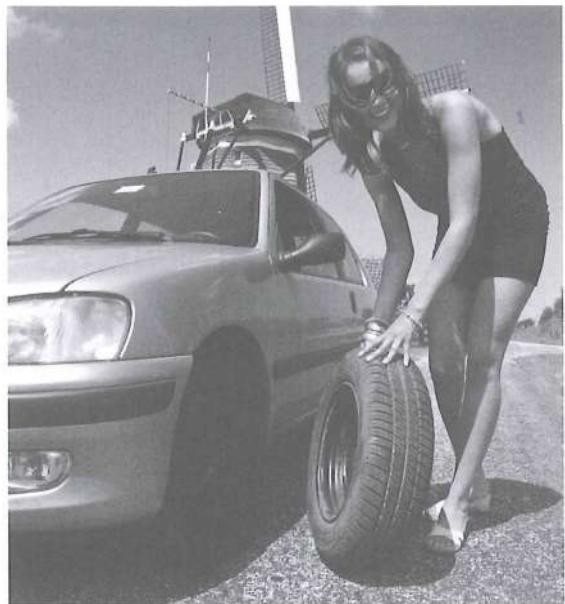
2.



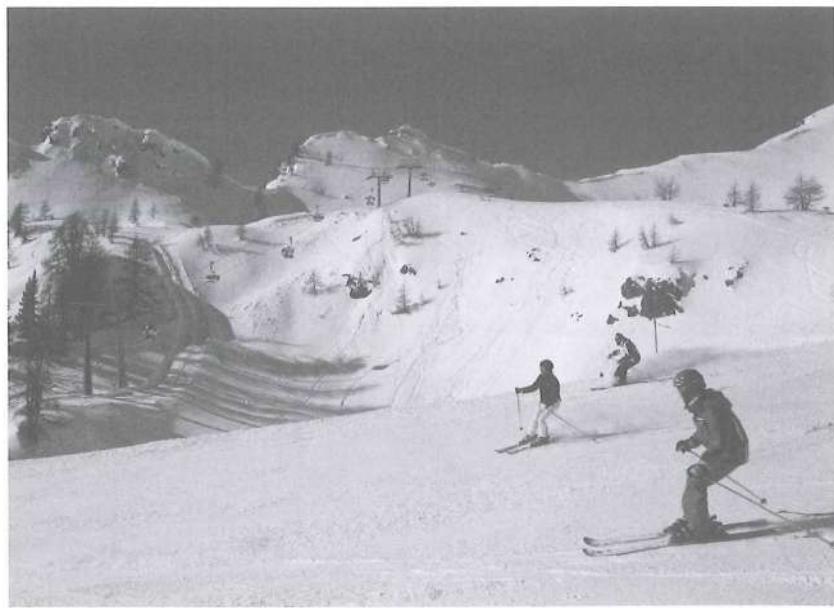
GO ON TO THE NEXT PAGE



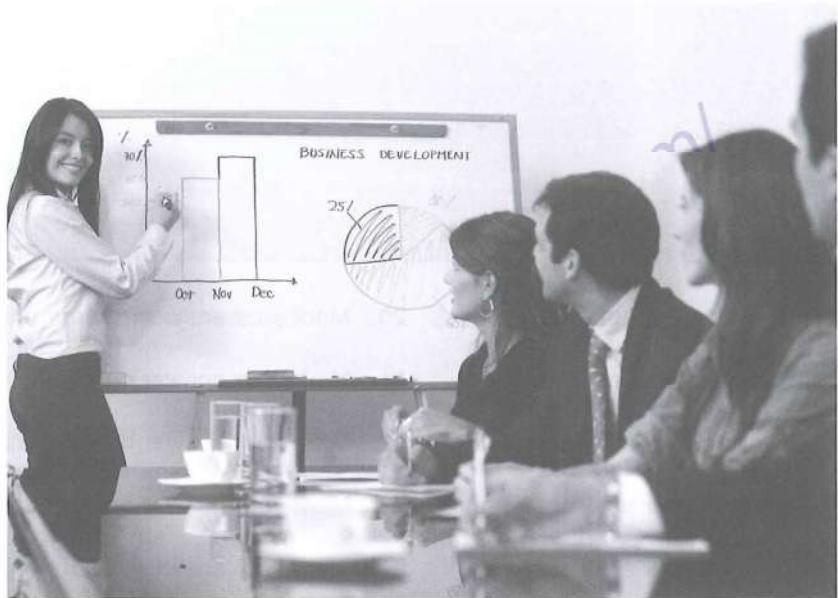
3.



4.



5.



Actual Test 02

6.



GO ON TO THE NEXT PAGE

PART 2

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

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

PART 3

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

32. What are the speakers discussing?

- (A) A business trip
- (B) A budget proposal
- (C) An upcoming conference
- (D) A package delivery

33. What problem does the woman mention?

- (A) The address is no longer relevant.
- (B) A company has gone bankrupt.
- (C) A budget must be revised.
- (D) A flight has been canceled.

34. What does the woman say she will do?

- (A) Review a contract
- (B) Go to Tokyo
- (C) Visit the post office
- (D) Ask for compensation

35. Who most likely is the woman?

- (A) A radio host
- (B) A professor
- (C) A business owner
- (D) An athlete

36. What did the woman want to do?

- (A) Make use of her education
- (B) Open a fitness center
- (C) Appear on radio
- (D) Teach food and nutrition

37. According to the woman, what is the main reason for her success?

- (A) Effective advertisements
- (B) Considerable interest in nutrition
- (C) Long-term investments
- (D) Government policies

GO ON TO THE NEXT PAGE 

38. Where most likely are the speakers?
- (A) At a children's hospital
 - (B) At a university
 - (C) At a music store
 - (D) At a concert hall
39. What does the woman suggest doing?
- (A) Purchasing a piano
 - (B) Writing a birthday card
 - (C) Playing string instruments
 - (D) Attending advanced classes
40. What does the woman give the man?
- (A) A receipt
 - (B) A business card
 - (C) A map
 - (D) A pamphlet
-
41. Who most likely are the speakers?
- (A) Show hosts
 - (B) Advertisers
 - (C) Television producers
 - (D) Viewers
42. According to the woman, what is the reason for the problem?
- (A) A new product was recalled.
 - (B) An actor was injured.
 - (C) A television show was canceled.
 - (D) A new host is not well-liked.
43. What solution does the man suggest?
- (A) Rewriting the script
 - (B) Replacing the host
 - (C) Conducting a survey
 - (D) Placing an advertisement
-
44. What does the man ask about?
- (A) The reason the woman arrived early
 - (B) The date of the woman's wedding
 - (C) The name of a client
 - (D) Directions to the office
45. What will the woman do after work?
- (A) Organize a party
 - (B) Try on a dress
 - (C) Attend a wedding
 - (D) Purchase office supplies
46. What will the man probably do next?
- (A) Reply to an invitation
 - (B) Write an e-mail
 - (C) Order a supply closet
 - (D) Go to the second floor
-
47. Where do the speakers work?
- (A) At an electronics store
 - (B) At a software company
 - (C) At a clothing store
 - (D) At a photography studio
48. What does the man want to do with the website?
- (A) Make the interface easier
 - (B) Enlarge the font
 - (C) Change the colors
 - (D) Reduce the number of menus
49. What does the woman suggest doing?
- (A) Hiring a professional
 - (B) Lowering the prices
 - (C) Changing the color scheme
 - (D) Including more images
-

50. What does the man talk about?
- His upcoming business trip
 - His co-worker's wedding
 - Where the conference should be
 - His unfinished reports
51. What does the woman mention about the venue?
- They provide excellent services.
 - She had her wedding at the venue.
 - The venue may be booked quickly.
 - They don't have enough rooms.
52. What does the woman offer to do?
- Send out emails
 - Work on newsletters
 - Contact co-workers
 - Help a co-worker
-
53. What are the speakers mainly discussing?
- An issue with the new contract
 - The new contract has longer vacation
 - A vacation in America
 - Flights and accommodation
54. What does the woman mean when she says "I'm on my way to appointment"?
- She has a lunch meeting.
 - She doesn't have much time to talk.
 - She wants the man to sign the contract.
 - She has a lot of time to talk.
55. What does the woman want to know?
- If he will sign the new contract
 - If he can come to her office at 3:00 P.M.
 - If he is going to Europe for vacation
 - If he has paid for his trip already
-
56. What does the man imply when he says "Some of us from the accounting department are going to Dreamworld on Saturday for a team bonding day"?
- He is recommending the theme park.
 - He needs some documents signed.
 - He wants the sales figures for this month.
 - He is inviting her to join them.
57. What does the woman say about her plans?
- She can't change them.
 - She can change them.
 - She doesn't have any plans.
 - She doesn't want to go.
58. What does the woman offer to do?
- Pick everyone up in her car
 - Meet them at the amusement park
 - Book the tickets online
 - Pay for the tickets with cash
-
59. Where are the speakers planning to go?
- To the cinemas
 - To a restaurant
 - To a friend's house
 - To a Broadway show
60. What does the woman offer to do?
- Buy the tickets
 - Call John and tell him something
 - Pick John up in the car
 - Send John a text message
61. What does the man offer to give to the woman?
- Money for parking
 - A text message
 - A bottle of champagne
 - A ride to the show

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Maxx Cosmetics

Gift Card

10% of any purchase over \$100

Expires March 1 2015



Network Closures December 1st

Accounting	10:00 P.M.–11:00 A.M.
Customer Service Call Center	1:00 P.M.–2:00 P.M.
Human Resources	2:00 P.M.–3:00 P.M.
Research and Development	3:00 P.M.–4:00 P.M.

62. What does the woman ask?

- (A) If the body wash is on sale
- (B) If he has a loyalty card
- (C) If he wants to use a credit card
- (D) If the body wash is good



63. Look at the graphic. Why is the gift card rejected?

- (A) Because he is in the wrong store.
- (B) It has already been used too many times.
- (C) The purchase is below \$100.
- (D) It is for another item.

64. What does the woman offer to do?

- (A) Find some other products
- (B) Give him a new card
- (C) Get her manager
- (D) Hold his products at the counter

65. What is happening next month?

- (A) An annual software convention
- (B) Their software is being upgraded.
- (C) The software will be sold early.
- (D) The monthly hardware update



66. Look at the graphic. Which department is on the 2nd floor?

- (A) Accounting
- (B) Human Resources Department
- (C) Research and Development
- (D) Customer Service Call Center

67. What does the man suggest the woman do?

- (A) Call Human Resources
- (B) Call her manager
- (C) Call the sales department
- (D) Call the software company

Airline Mileage Redemption Points

To East Asia	60,000
To North America	80,000
To South America	90,000
To Europe	70,000

68. Why does the woman call?
- (A) To cancel a flight
 - (B) To register a membership
 - (C) To use her mileage points
 - (D) To confirm an appointment
69. Look at the graphic. How many points does the woman currently have?
- (A) 20,000 points
 - (B) 40,000 points
 - (C) 50,000 points
 - (D) 70,000 points
70. What does the man ask the woman to tell him?
- (A) Her plane ticket
 - (B) Her membership number
 - (C) Her cell phone number
 - (D) Her flight itinerary

GO ON TO THE NEXT PAGE

PART 4

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

71. Who is the message probably for?
- (A) A carpenter
(B) A store manager
(C) A furniture designer
(D) A bank teller
72. According to the speaker, when does he think he lost his wallet?
- (A) When he used a dressing room
(B) When he visited a bookstore
(C) When he presented his ID card
(D) When he tried some furniture
73. What does the speaker plan to do?
- (A) Replace an item
(B) Call the police
(C) Go to a store again
(D) Stop by the listener's home
-
74. Who most likely is the speaker?
- (A) A historian
(B) An artist
(C) An antique dealer
(D) A museum guide
75. What is mentioned about the exhibit?
- (A) It is sponsored by the Egyptian government.
(B) Most of its artifacts had not been seen by the public.
(C) It will run until the end of the month.
(D) It includes works from modern Egyptian artists.
-
76. According to the speaker, how can listeners receive more information?
- (A) By reading a sign
(B) By searching online
(C) By purchasing a publication
(D) By listening to a presentation

77. What has caused the problem?
- (A) A traffic accident
 - (B) A heavy workload
 - (C) Inclement weather
 - (D) A vehicle malfunction
78. According to the speaker, when is the bus scheduled to arrive at the destination?
- (A) 4:00 P.M.
 - (B) 5:00 P.M.
 - (C) 6:00 P.M.
 - (D) 7:00 P.M.
79. What does the bus provide to passengers?
- (A) Free Internet access
 - (B) A discounted ticket
 - (C) A complimentary meal
 - (D) A comfortable connecting bus service
-
80. Who is being introduced?
- (A) A chef
 - (B) A backpacker
 - (C) A critic
 - (D) A producer
81. What is the documentary about?
- (A) World-famous restaurants
 - (B) Traditional Chinese cuisine
 - (C) A celebrity's life
 - (D) Popular recipe books
82. According to the speaker, what can listeners find on the website?
- (A) A review
 - (B) A menu
 - (C) A preview
 - (D) An interview
-
83. What type of products are being discussed?
- (A) Computer parts
 - (B) Hair products
 - (C) Beauty products
 - (D) Cell phones
84. According to the speaker, what happened last month?
- (A) Sales went down.
 - (B) A product launch went better than expected.
 - (C) Their products were featured in a magazine.
 - (D) Another company took over their contract.
85. What does the woman mean when she says "How about that?"
- (A) She doesn't understand the situation.
 - (B) She expected a customer return policy.
 - (C) She wants to purchase some products.
 - (D) She is happy with the company's progress.
-

GO ON TO THE NEXT PAGE 

86. According to the speaker, why are changes being made?

(A) Because of poor working condition
(B) To save the company money
(C) So that they can afford a Christmas party
(D) He expected a better contract.

-  87. What does the speaker imply when he says, "when the software is installed I don't think you will need any training"?

(A) The new system is easy to learn.
(B) He doesn't want to train people.
(C) There is no budget for training.
(D) Everyone must attend a meeting.

88. What does the speaker tell the listeners they will have to start bringing to work?
(A) Extra uniforms
(B) Other people's lunch
(C) Their own lunch
(D) A new contract
-

89. What position is being advertised?
(A) Legal assistant
(B) Dental assistant
(C) Foreign coordinator
(D) Bank manager

-  90. What does the man imply when he asks, "Have you seen the criteria for the dental assistant position?"
(A) He is looking at some forms.
(B) He is asking if Julia is familiar with the requirements.
(C) He needs some extra work done.
(D) He wants to learn more about them.

91. Why does the man want to meet the woman?
(A) To teach him the criteria
(B) To make some changes to his office
(C) To sign the contract
(D) To change the criteria
-

IN-HOUSE DIRECTORY

Extension	Name
10	John Trizz
11	Don Trenton
12	Shubert Mendez
13	Sally Howle

92. Who most likely is the speaker?

(A) A content developer
(B) A secretary
(C) A store manager
(D) A police officer

93. Why most likely is the speaker calling?

(A) To confirm the size on an order
(B) To request some delivery information
(C) To send an extra gift
(D) To purchase a new set of cards

-  94. Look at the graphic. Who can give the listener planning advice?

(A) John Trizz
(B) Don Trenton
(C) Shubert Mendez
(D) Sally Howle

BEST-SELLING ALBUMS

Rank	Name
1	Talk Down
2	Valleys of Fire
3	Tunnel Vision
4	Step It Up

NEW

GRANGE RIVER TOWER DIRECTORY

Extension	Name
3rd Floor	Corporate Suites
4th Floor	Rosella Ballroom
5th Floor	Gloria Westwood Ballroom
6th Floor	Main office

NEW

Ans

95. Look at the graphic. What is the name of the guest's new album?

(A) Valleys of Fire
(B) Step It Up
(C) Tunnel Vision

96. What does the speaker say influences the guest's music?

(A) Getting married
(B) Moving to America
(C) Moving to London
(D) Meeting Joey Denton

97. What will the guest most likely do next?

(A) Move back to his hometown
(B) Get engaged to his girlfriend
(C) Release a new album
(D) Get married to his girlfriend

98. Look at the graphic. What floor are they on?

(A) 3rd
(B) 4th
(C) 5th

99. What is the reason for the celebration?

(A) Introducing a new employee
(B) Mr. Jang's birthday
(C) The retirement of Mr. Jang
(D) A wedding anniversary

100. Who is Mr. Hopkins?

(A) Mr. Jang's nephew
(B) A colleague of Mr. Jang
(C) The owner of the company
(D) A waiter

Final Test 02

This is the end of the Listening test.

LISTENING TEST

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

PART 1

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

Example**Sample Answer**

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

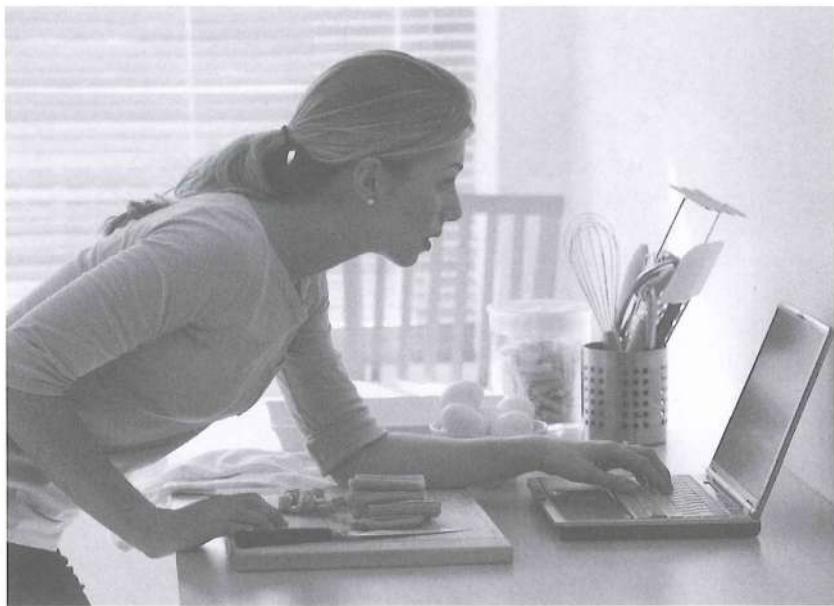


Statement (B), "They're looking at the document," is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

1.

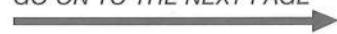


2.



Actual Test 03

GO ON TO THE NEXT PAGE



3.



4.



5.



6.



Actual Test 03

GO ON TO THE NEXT PAGE

PART 2

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

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

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

32. Which department does the man most likely work in?

(A) Human Resources
(B) Accounting
(C) Marketing
(D) Technical Support

33. What is the woman unable to do?

(A) Contact a client
(B) Write an e-mail
(C) Access a file
(D) Purchase a laptop computer

34. What does the man suggest doing?

(A) Stopping by his office
(B) Enrolling in a class
(C) Replacing a part
(D) Reading a manual

35. Why is the man calling?

(A) To request a payment
(B) To confirm an order
(C) To offer a room upgrade
(D) To advertise a product

36. What does the woman inquire about?

(A) An additional fee
(B) Valet parking
(C) Local amenities
(D) A warranty period

37. What does the woman say she will do?

(A) Pay by credit card
(B) Compare options
(C) Take pictures
(D) Rearrange her schedule

38. Why is the man calling?
- (A) To cancel an order
 - (B) To ask for advice
 - (C) To purchase an air conditioner
 - (D) To schedule an appointment
39. How long has the man most likely used the air conditioner?
- (A) About a day
 - (B) About a week
 - (C) About a month
 - (D) About a year
40. What information does the woman request?
- (A) The year of production
 - (B) Contact information
 - (C) A model number
 - (D) The date of purchase
-
41. What type of event are the speakers discussing?
- (A) A fundraiser
 - (B) A workshop
 - (C) An anniversary
 - (D) A music festival
42. What is the woman concerned about?
- (A) Reserving tickets
 - (B) Finding a parking space
 - (C) Arriving on time
 - (D) Accommodating more attendees
43. How is the event different from the one held last year?
- (A) There will be a family ticket option.
 - (B) A shuttle bus will be available.
 - (C) No cameras will be allowed.
 - (D) A different place will be used.
-
44. How did the man find out about the yoga class?
- (A) From a public posting
 - (B) From a co-worker
 - (C) From the woman
 - (D) From a company's website
45. Why can't the woman attend the yoga class?
- (A) She hurt her back.
 - (B) She can't afford the fee.
 - (C) She has to take care of her children.
 - (D) She attends a different class.
46. What will the woman do next month?
- (A) Apply for a new job
 - (B) Watch the man's jazz dance
 - (C) Appear in a performance
 - (D) Register for a class
-
47. Who most likely is the woman?
- (A) A customer service representative
 - (B) A travel agent
 - (C) A fashion designer
 - (D) An event coordinator
48. According to the woman, why can't the item be refunded immediately?
- (A) A computer system is not working.
 - (B) A manager is absent.
 - (C) It has already been sent.
 - (D) The man is not eligible for a refund.
49. What does the woman say she will do?
- (A) Offer a discount
 - (B) Send an e-mail
 - (C) Provide a product catalog
 - (D) Contact a manager
-

- 50.** Why was it hot inside the office?
- The air conditioner was on.
 - The air conditioner was broken.
 - There is no air conditioning.
 - The air conditioner had been off.
- 51.** What is the man's problem with the office?
- There was no public transport close by.
 - The carpet was not clean.
 - The contract is not signed.
 - The office is too small.
- 52.** How does the woman respond to the man's problem?
- She tells him they are putting in new carpets.
 - She tells him that the carpets aren't dirty.
 - She prepares the contract for tomorrow.
 - She shows him another office.
-
- 53.** What are the speakers discussing?
- A real estate deal
 - The condition of the property
 - Negotiating a contract
 - Renovating the property
- 54.** Why does the woman say "I've had several other offers that are higher than that from other real estate agents"?
- To offer a contract
 - To negotiate a higher price
 - To settle a deal
 - To recommend a realtor
- 55.** Why is the woman pleased?
- Because she completed her work
 - The renovations will go ahead.
 - She found a new realtor.
 - The realtor will pay more money.
-
- 56.** Where do the speakers most likely work?
- A research facility
 - A legal firm
 - A construction company
 - A pharmacy
- 57.** What does the man mean when he says "I've been meaning to visit him"?
- He has already visited him.
 - He knows that he should have visited him.
 - He will visit him tonight.
 - He forgot about it.
- 58.** What will the woman include in her e-mail?
- When to visit Joseph
 - The contract details
 - Joseph's phone number
 - The lawyer's documents
-
- 59.** What kind of work are the men doing?
- Remodeling the foyer
 - Renovating the bathrooms
 - Repainting the foyer
 - Renovating the kitchen
- 60.** What can the man explain?
- Why she has a low budget
 - Why the price is above her budget
 - Why the foyer isn't ready to be painted
 - Why the foyer is peeling
- 61.** When does the woman want the men to begin work?
- The second week of September
 - Anytime during August
 - After August
 - The first Saturday of August
-

GO ON TO THE NEXT PAGE 

Nutrition Information	
Serving Size: 150 grams	
Calories	200
Fat	5 grams
Protein	10 grams
Sugar	28 grams

Frankie's Dry Cleaning	
Fabric	Price
Polyester	\$10
Cotton	\$12
Wool	\$20
Silk	\$30

62. What is the woman trying to do?
- (A) Gain some weight
 (B) Eat foods with more sugar
 (C) Skip breakfast
 (D) Lose some weight
-  63. Look at the graphic. Which ingredient is the woman concerned about?
- (A) Fat
 (B) Sugar
 (C) Protein
 (D) Eggs
64. What does the man recommend the woman do?
- (A) Have some bacon and eggs
 (B) Just drink coffee in the morning
 (C) Don't eat breakfast
 (D) Have coffee and eggs
65. What does the man say he will do on the weekend?
- (A) Go on a vacation
 (B) Host a business lunch
 (C) Go on a business trip
 (D) Get some new suits
-  66. Look at the graphic. What is the suit made of?
- (A) Polyester
 (B) Silk
 (C) Cotton
 (D) Wool
67. What does the woman say she will do?
- (A) She won't do it for twenty dollars.
 (B) She will do it for twenty dollars.
 (C) She will do it for more than twenty dollars.
 (D) She will do it by next week.

Franklin Towers

First Floor: Trinity Construction
Second Floor: Mullberry & Co.
Third Floor: Olive Cosmetics
Fourth Floor: Torrenz Inc.

68. Who most likely are the speakers?
- (A) Plumbers
 - (B) Office workers
 - (C) Electricians
 - (D) Carpet cleaners
69. Look at the graphic. Where is the woman currently working?
- (A) Trinity Construction
 - (B) Mullberry & Co.
 - (C) Olive Cosmetics
 - (D) Torrenz Inc.
70. What does the woman ask the man to do?
- (A) Install some piping in the wall
 - (B) Install some cables in the ground
 - (C) Install some cables in the roof
 - (D) Install some new software on the computers

PART 4

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

71. Why is the speaker calling?
(A) To order delivery food
(B) To advertise a cooking class
(C) To report a problem
(D) To make a reservation
72. What will the speaker celebrate next week?
(A) A birthday
(B) A promotion
(C) A retirement
(D) A wedding
73. What does the speaker want the listener to do?
(A) Contact some guests
(B) Decorate a space
(C) Meet special dietary needs
(D) Prepare an estimate
74. What does the factory produce?
(A) Appliances
(B) Clothes
(C) Toys
(D) Shoes
75. What is special about the factory?
(A) Its size
(B) Its production method
(C) Its automated machines
(D) Its location
76. What will listeners do at the end of the tour?
(A) Participate in a hands-on experience
(B) Receive a free product sample
(C) Have refreshments
(D) Return to the tour bus

77. What will happen next week?
- (A) A budget proposal
 - (B) A business event
 - (C) A performance evaluation
 - (D) A shareholders' meeting
78. What benefit does the speaker mention?
- (A) Fewer complaints
 - (B) Reduced travel time
 - (C) Access to clients
 - (D) Strengthened security
79. What are the listeners asked to do?
- (A) Delete unnecessary data
 - (B) Submit a report
 - (C) Contact clients directly
 - (D) E-mail an order confirmation
-
80. Who most likely are the listeners?
- (A) Professional novelists
 - (B) University professors
 - (C) Potential writers
 - (D) Prospective clients
81. What are the listeners asked to do?
- (A) Fill out a questionnaire
 - (B) Attach a name tag
 - (C) Introduce themselves
 - (D) Read a book
82. Who is Natasha Marsh?
- (A) An athlete
 - (B) A children's author
 - (C) An event organizer
 - (D) A guest speaker
-

83. According to the speaker, what is happening today?
- (A) A new product is being released.
 - (B) The store is closing down.
 - (C) Their staff is all quitting.
 - (D) The company is recording a commercial.

84. (NEW) What does the speaker mean when she says "you'd think they were giving the shoes away"?
- (A) The store is giving the shoes away.
 - (B) There are a lot of people waiting to buy the product.
 - (C) They ran out of stock.
 - (D) A few people were upset about the product.

85. According to the speaker, what is WingTip offering on the first day of sales?
- (A) 10% discount
 - (B) A new pair of headphones
 - (C) Free shoes
 - (D) Special edition shoes
-

GO ON TO THE NEXT PAGE 

86. According to the speaker, how can we see the value of Mr. Hardwell's work?

(A) He has paintings on his walls.
(B) He has a lot of pictures on his walls.
(C) He has a lot of fan mail in his office.
(D) He has a special award on his desk.

NEW

87. Why does the speaker say, "I think it's safe to say that Mr. Hardwell should leave some room on his walls"?

(A) To discuss another issue
(B) To suggest he is going to continue doing more work
(C) To recommend a friend to him
(D) To make sure the audience is familiar with him

88. What will Mr. Hardwell do today?

(A) Share some of his business knowledge
(B) Preview the book and show some video
(C) Read some excerpts from his book
(D) Read a chapter from his book

-
89. Where does the speaker most likely work?

(A) Lawyers office
(B) Fashion company
(C) Airline company
(D) Accounting firm

NEW

90. Why does the speaker say "I was out of town on a business trip"?

(A) To explain why he hadn't called
(B) To arrange an appointment
(C) To sign the contract
(D) To discuss the building plan

-
91. What does the speaker offer to the woman?

(A) A free plane ticket
(B) Another portfolio
(C) A deposit for rent
(D) A possible contract

Order form 5521673
Customer: Winbox Computers

Item	Quantity
Cold meat tray	3
Mixed salad plates	5
12 pack bread rolls	2
Cutlery sets	10

92. What type of event is being catered?

(A) A business dinner
(B) A business luncheon
(C) A corporate breakfast
(D) An annual picnic

93. Look at the graphic. Which items were not changed?

(A) Cold meat trays and mixed salad plates
(B) 12 pack of bread rolls
(C) Cutlery sets
(D) Cutlery sets and bread rolls

-
94. What is the listener asked to do?

(A) Send an email confirmation
(B) Call the man to confirm the change
(C) Don't change the order
(D) Cancel the whole order



95. Who most likely is the speaker?
- President of the Maryland Florist Association
 - President of the annual Florist Convention
 - President of the tulip garden
 - President of the rest area
- (NEW)**
96. Look at the graphic. Where will the listeners go first?
- The aviary
 - Begonia Street
 - Dragon Lake
 - Azalea Road
97. What does the speaker encourage listeners to do before they leave?
- Visit the tulip garden
 - Buy some flowers
 - Pick some roses
 - Visit the aviary

HEIRLOOM TOMATOES!

Prices are per pound~

Black Cherry	\$1.09
Brandywine	\$1.39
Black Krim	\$2.64
Amana Orange	\$1.30

98. When will the special sale be over?

- Monday
- Saturday
- Sunday
- It is weekly.

99. What is indicated about Granville Produce?

- They have a wide variety of potatoes.
- They highlight their heirloom tomatoes.
- They are an inexpensive grocer.
- They have been in business for several years.

(NEW) 100. Look at the graphic. Why is the Brandywine such a good deal?

- It is cheaper than the Black Krim.
- It is a delicious tomato.
- It is normally over a dollar more expensive per pound.
- It is normally not in season.

This is the end of the Listening test.

Actual Test

04

PART 1 / PART 2 / PART 3 / PART 4

LISTENING TEST

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

PART 1

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

Example

Sample Answer

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



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

1.



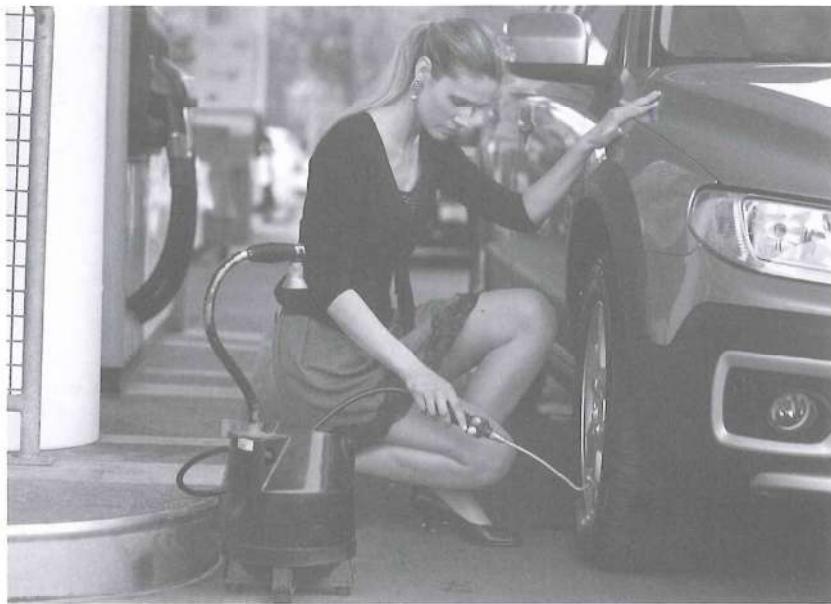
2.



Actual Test 04

GO ON TO THE NEXT PAGE

3.



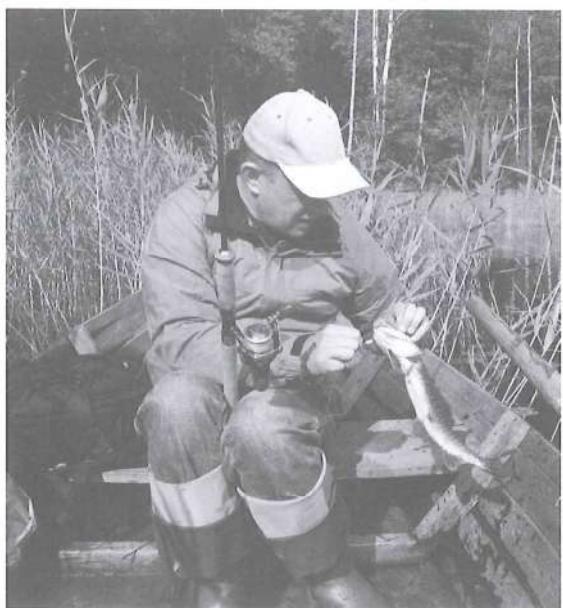
4.



5.



6.



Actual Test 04

GO ON TO THE NEXT PAGE

PART 2

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

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
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23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

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

32. What did the man recently do?

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

33. Why must the man pay a fee?

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

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

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

35. What does the woman say caused the problem?

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

36. Why is the man concerned?

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

37. What does the woman suggest?

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

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

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

Part A – 90mm Bolts

Part B – 25mm Wood Screws

Part C – Barrel Nuts x 6

Part D – Long Allen Key x 1



62. Where does the man most likely work?

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

NEW

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

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

64. What does the man offer to do?

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



Bridge closed until
1/12/2017 due to upgrade
of infrastructure

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

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

NEW

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

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

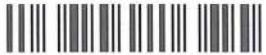
67. What does the woman recommend to the man?

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

**Fishermans Wharf
Discount Coupon**

10% off any order above \$100

Expires November 1st 2018



68. Where most likely are the speakers?

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

NEW

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

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

70. What does the woman offer to do?

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

PART 4

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

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

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

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

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

This Weekend's Events in Columbia

Afternoon Theater

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

Friday Night Concert in the Park Series

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

Midnight Wine Tasting

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

Appropriate for all ages!

92. What kind of transportation company is Continental Lines?

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

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

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

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

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

Customer Service FAQ Analysis

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

95. What is indicated about Monster Telecom?

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

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

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

97. What is the goal for Monster Telecom?

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

LAP POOL SIGN UP SHEET

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

98. What is indicated about Springdale Fitness Club?

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

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

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

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

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

Actual Test

05

PART 1 / PART 2 / PART 3 / PART 4

LISTENING TEST

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

PART 1

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

Example

Sample Answer

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

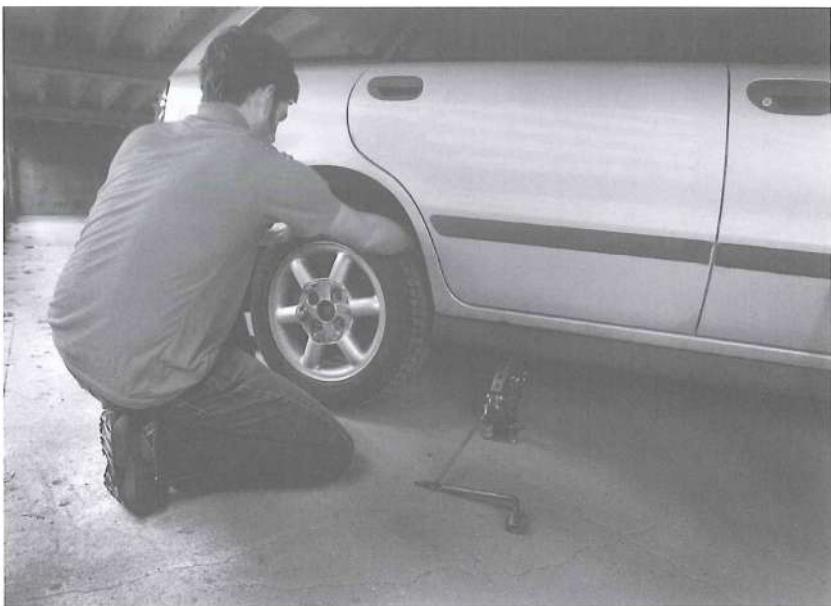


Statement (B), "They're looking at the document," is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

1.



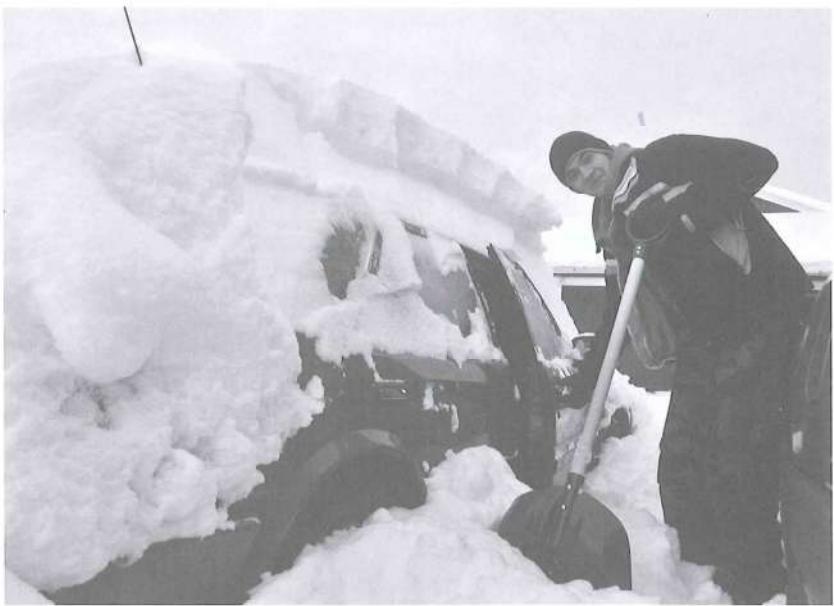
2.



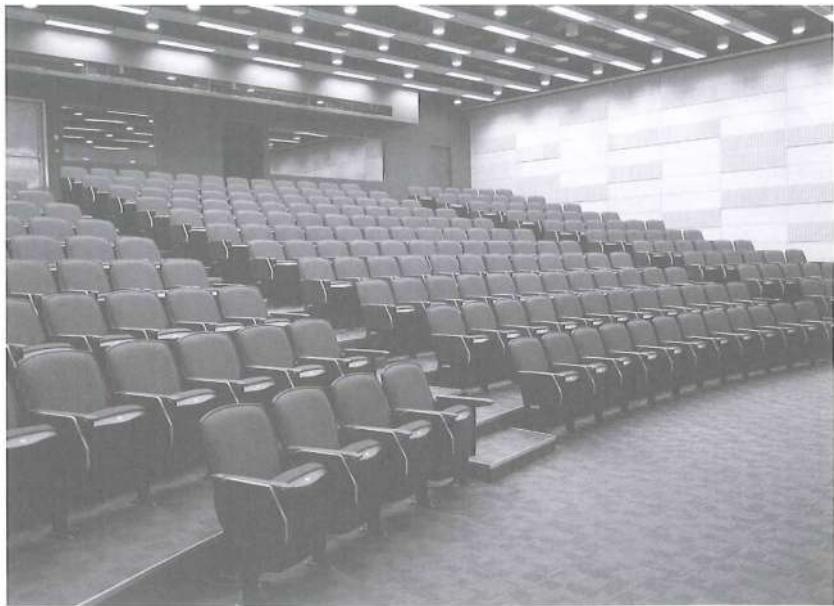
Actual Test 05

GO ON TO THE NEXT PAGE

3.



4.



5.



6.



Actual Test 05

GO ON TO THE NEXT PAGE

PART 2

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

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
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23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

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

32. What is the woman's problem?
(A) A meeting room is occupied.
(B) A piece of equipment is out of stock.
(C) An appointment has been canceled.
(D) Some software is not installed.
33. Why does the man mention a system malfunction?
(A) To apologize for an incorrect charge
(B) To explain a scheduling error
(C) To warn of security threats
(D) To change a company policy
34. What does the man say he will do?
(A) Fix a computer
(B) Provide an alternative
(C) Attend a meeting
(D) Check the employee manual
35. What does the woman ask the man about?
(A) How to write a report
(B) Whether a document is finished
(C) How to reserve a meeting room
(D) Whether a client has been contacted
36. What does the man say he will do?
(A) Prioritize the woman's request
(B) Extend a deadline
(C) Draft a budget
(D) Visit the woman's office
37. What does the woman need?
(A) A list of clients
(B) A sample product
(C) Meeting materials
(D) A revised itinerary

38. What career is the woman interested in?
- (A) College professor
(B) Web programmer
(C) Dental assistant
(D) Financial adviser
39. What does the woman say she will do?
- (A) Submit an application
(B) Inquire about a loan
(C) Consult a doctor
(D) Apply for a scholarship
40. According to the man, what advantage does the college offer?
- (A) Convenient class times
(B) Small class sizes
(C) Advanced level courses
(D) Reduced tuition
-
41. Where most likely do the speakers work?
- (A) At a software company
(B) At a marketing firm
(C) At a travel agency
(D) At a graphic design company
42. What is the woman's complaint about the training session?
- (A) There were not enough seats.
(B) The registration fee was too high.
(C) There was no time for inquiries.
(D) The instructor's presentation was lengthy.
43. What does the man suggest?
- (A) Attending another training session
(B) Transferring to a new department
(C) Reviewing a training manual
(D) Contacting the instructor
-
44. What is the topic of the conversation?
- (A) A pay raise
(B) An upcoming deadline
(C) A prescription for the flu
(D) A new work procedure
45. What does the woman ask about?
- (A) Pay compensation
(B) Promotion opportunities
(C) Sick leave availability
(D) Official forms
46. What will the man most likely do next?
- (A) Send an e-mail
(B) Revise a budget
(C) Deliver a document
(D) Call a doctor
-
47. Where most likely does the man work?
- (A) At a real estate agency
(B) At a bank
(C) At an art gallery
(D) At a landscaping agency
48. How long does the man say the woman will have to wait?
- (A) For a day
(B) For a week
(C) For a month
(D) For two months
49. What information will the man send the woman?
- (A) A job opening
(B) An itinerary
(C) A price quote
(D) A meeting agenda
-

50. What does the man ask about?
- (A) A lunch meeting location
 - (B) The schedule for the week
 - (C) The budget reports
 - (D) A client list
51. What does the woman remind the man about?
- (A) A dinner meeting
 - (B) A restaurant reservation
 - (C) A presentation
 - (D) A client's demands
52. What does the woman offer to do?
- (A) Meet with a colleague
 - (B) Talk to a client
 - (C) Call some co-workers
 - (D) Organize the reports
-
53. What is the problem?
- (A) The man forgot to book his plane ticket.
 - (B) The flight is delayed.
 - (C) The flight is cancelled.
 - (D) The man lost his ticket.
54. What solution does the woman propose?
- (A) To book a bus for the man
 - (B) To pay for his hotel room
 - (C) To send him documents
 - (D) To call his client in Vancouver
55. What does the man mean when he says "That's not a bad idea"?
- (A) He wants a better solution.
 - (B) He agrees with the proposed solution.
 - (C) He would like to hear more options.
 - (D) He wants to keep the plane ticket.
-
56. What was the woman doing in New York?
- (A) Taking a vacation
 - (B) Visiting family
 - (C) Looking for new staff
 - (D) Meeting clients
57. What does the woman imply when she says "Are they real?"
- (A) The flowers look really good.
 - (B) The flowers look fake.
 - (C) She is surprised to see them.
 - (D) She thinks they are real.
58. What does the man offer to do?
- (A) Give her a promotion
 - (B) Send her a gift card
 - (C) Have flowers delivered to her office
 - (D) Send her a gift card
-
59. Why is the man calling Jennifer?
- (A) To ask about her vacation
 - (B) To transfer her to another department
 - (C) To ask about a money transfer
 - (D) To talk to Mr. Woods
60. What does Grace say about the bank?
- (A) They were closed when she got there.
 - (B) They are having problems with their computers.
 - (C) She e-mailed the receipt.
 - (D) She couldn't find the location.
61. What does the man say he needs?
- (A) The transfer receipt
 - (B) The bank check
 - (C) The company credit card
 - (D) The transfer system

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Subway Closures	
September 24th	
Line 2	8:00 A.M.-10:00 A.M.
Line 4	10:00 A.M.-11:00 A.M.
Line 6	11:00 A.M.-12:00 P.M.
Line 7	1:00 P.M.-2:00 P.M.

Supply Cabinet Inventory

Item	Quantity
Carbon Paper	50
Tracing Paper	25
Wrapping Paper	5
Business Cards	0
Headset	0

62. Why is the subway being closed on September 24th?
- (A) To upgrade the audio system
 - (B) Because the drivers are striking.
 - (C) There is a safety issue.
 - (D) Problems with the air conditioner
-  63. Look at the graphic. Which subway line do the speakers need to take?
- (A) Line 6
 - (B) Line 1
 - (C) Line 2
 - (D) Line 4
64. What does the man suggest doing?
- (A) Taking the subway
 - (B) Using the taxi service
 - (C) Taking the bus
 - (D) Driving his car
-
65. Why do they need to send the order today?
- (A) Because the company is closing for Christmas.
 - (B) Because the company is closing for New Years.
 - (C) The company doesn't have the item.
 - (D) They have delayed the order.
-  66. Look at the graphic. What will the man NOT order for the woman?
- (A) Wrapping paper
 - (B) A headset
 - (C) Business cards
 - (D) Carbon paper
67. What does the woman ask the man to do?
- (A) Send her the order form
 - (B) Send her a headset
 - (C) Revise the memo
 - (D) Send a receipt
-

Nutrition Information

Serving Size: 150 grams

Calories

110

Fat	5 g
Sugar	22 g
Sodium	60 mg
Caffeine	80 mg

68. Why is the man looking for a certain product?
- (A) He is on a diet.
 - (B) He doesn't like sugar.
 - (C) He is an athlete.
 - (D) He has a test soon.
69. Look at the graphic. Which of the ingredients is the man interested in?

 - (A) Fat
 - (B) Sugar
 - (C) Caffeine
 - (D) Protein
70. What does the woman suggest the man do?
- (A) Drink a lot of caffeine before taking it
 - (B) Don't drink a lot of caffeine before taking it
 - (C) Drink some caffeine before bed
 - (D) Drink some caffeine in the morning

PART 4

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

71. Where does the speaker work?
(A) At a retail store
(B) At a bank
(C) At a gift shop
(D) At a shipping company
72. What does the speaker apologize for?
(A) A delivery mistake
(B) An incorrect charge
(C) A scheduling error
(D) A defective product
73. What does the speaker ask the listener to do?
(A) Return a call
(B) Renew his credit card
(C) Get rid of the recently delivered card
(D) Sign an application form
74. Where is the announcement being made?
(A) In a subway station
(B) In a conference hall
(C) In a shopping mall
(D) In a baggage claim area
75. What are the listeners asked to do?
(A) Proceed to the checkout immediately
(B) Register for a workshop
(C) Search for a missing item
(D) Visit a different location
76. Why should Ms. Goya go to the front desk?
(A) To pay a membership fee
(B) To recover a lost item
(C) To receive a voucher
(D) To return an item

77. What business created the message?
- (A) A glassware factory
(B) A pharmacy
(C) An eyeglasses store
(D) An insurance company
78. According to the speaker, what service does the business offer?
- (A) Free eye examinations
(B) Online purchases
(C) Special discounts for regular customers
(D) Free delivery on large orders
79. Why would listeners press 2?
- (A) To cancel an order
(B) To change delivery information
(C) To schedule an appointment
(D) To leave a message
-
80. What special feature of the new laptop does the speaker mention?
- (A) It is the lightest in the market.
(B) It has a built-in high-definition camera.
(C) It is water-resistant.
(D) It is convenient to carry.
81. How can customers purchase the new laptop?
- (A) By accessing a website
(B) By stopping by the speaker's office
(C) By visiting a local store
(D) By calling a customer service hotline
82. What can customers receive this week?
- (A) An additional battery
(B) A carrying case
(C) A portable speaker
(D) A small printer
-
83. What is the reason for the meeting?
- (A) To announce a new partnership
(B) To introduce a new manager
(C) To propose a budget plan
(D) To announce his retirement
84. What does the woman imply when she says "And why wouldn't we?"
- (A) To suggest the partnership is good
(B) To review some materials
(C) To recommend a new method
(D) To offer a training program
85. What does the woman suggest the studio staff do?
- (A) Go on vacation
(B) Continue using the old equipment
(C) Produce a movie
(D) Study the new equipment
-
86. What problem does the speaker mention?
- (A) A shipment was missed.
(B) The order was wrong.
(C) The center will have no hot water.
(D) The hot water is working.
87. What does the speaker imply when he says, "you might want to hold off until later"?
- (A) Members of the center should come in the afternoon.
(B) Members of the center shouldn't come.
(C) There will be a meeting in the morning.
(D) The center is closed in the afternoon.
88. What does the speaker say he will do?
- (A) Send a text message
(B) Send an email
(C) Make a phone call
(D) Post a letter
-

89. Where does the speaker work?

- (A) At a market
- (B) At a clinic
- (C) At a restaurant
- (D) At a factory

90. What problem does the speaker describe?

- (A) Extra items were delivered.
- (B) The delivery is late.
- (C) The business was closed.
- (D) There is a special event planned.

91. What does the woman mean when she says "I have to finish the kitchen inventory by 11:00 A.M."?

- (A) She would like a response soon.
- (B) She doesn't need to know soon.
- (C) She needs some help with the new menu.
- (D) They have the right ingredients.

Training Schedule

Monday	Tuesday	Wednesday	Thursday
Meet and greet	Machine training	Machine training	Machine training
Factory tour			Lunch meeting with president

92. What are the listeners training to be?

- (A) Airline attendants
- (B) Military soldiers
- (C) Assembly line workers
- (D) Computer programmers

93. According to the speaker, what will the listeners enjoy doing?

- (A) Learning their job
- (B) Assembling products
- (C) Producing quality materials
- (D) Going to company events

94. Look at the graphic. On what day will the listeners meet with the company president?

- (A) Monday
- (B) Tuesday
- (C) Wednesday
- (D) Thursday

FOCUS GROUP QUESTIONNAIRE RESULTS:
Majority respondents selected the following

Alright Ales New Styles	Do you like the label?	Do you like the flavor?	Would you choose this again?	Would you recommend this beer?
Dark Ale	Yes	No	Maybe	Maybe
Red Ale	No	Yes	Yes	Yes
Belgium Style	Yes	No	No	No
Wheat Ale	Yes	Yes	Yes	Yes



Zone 1 — Board Games and Video Games

Zone 2 — Action Figures and Dolls

Zone 3 — Sports Equipment

Zone 4 — Learning and Education Games

Toy List

Z1 Laughing Logs, Z2 Macho Man, Z2 Lovely

Lady, Z3 soccer ball, Z3 golf clubs, Z4 Animal

ID, Z1 Business Tycoon, Z1 Fighting Forces.

95. Why is Alright Ales worried?

- (A) They have a new competitor.
- (B) They are nervous about their new beers.
- (C) They are not in the top 5 of the market share in Northcut.
- (D) They will have to cut staff.

96. What will the company likely do with the results of the survey?

- (A) Change the label of the Red Ale
- (B) Work on the Belgium Ale
- (C) Begin marketing the chosen beers
- (D) Start working on a new style of beer

97. Look at the graphic. What beer is least likely to be part of Alright Ales' new product line?

- (A) Wheat Ale
- (B) Dark Ale
- (C) Red Ale
- (D) Belgium Style

98. What is indicated at the orientation?

- (A) Big Toys will be a boring job.
- (B) Big Toys has a large selection of products.
- (C) Their inventory system is confusing.
- (D) The managers will be very critical of mistakes.

99. Look at the graphic. Where will the trainees spend most of their time during the training exercise?

- (A) Zone 1
- (B) Zone 2
- (C) Zone 3
- (D) Zone 4

100. How quickly should the trainees complete their exercise?

- (A) 2 hours
- (B) 45 minutes or less
- (C) 1 ½ hours
- (D) 1 hour or less

This is the end of the Listening test.

Actual Test

06

PART 1 / PART 2 / PART 3 / PART 4

LISTENING TEST

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

PART 1

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

Example

Sample Answer

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



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

ht

1.



2.



GO ON TO THE NEXT PAGE



3.



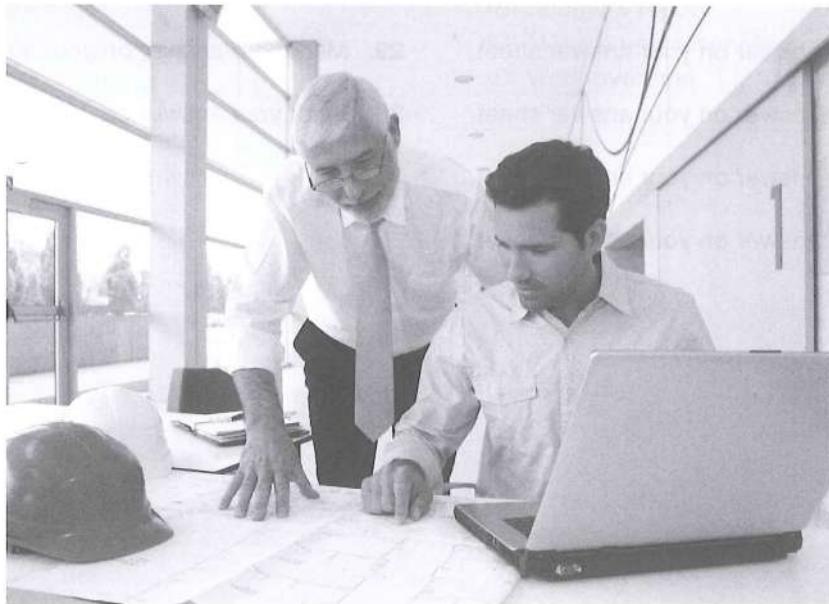
4.



5.



6.



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PART 2

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

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
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23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

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

32. Why is the woman calling?
(A) To extend a rental period
(B) To confirm an appointment
(C) To offer a part-time job
(D) To accept a proposal
33. What does the man ask the woman to do?
(A) Interpret for her supervisor
(B) Send an advance payment
(C) Submit an official request
(D) Provide a work space
34. What will the woman inform the man about?
(A) A requirement
(B) A deadline
(C) A meeting time
(D) A company policy
35. What did the woman make a copy of?
(A) A receipt
(B) A meeting schedule
(C) An expense report
(D) A prescription
36. What does the man ask the woman to do?
(A) Sign a contract
(B) Write a message
(C) Contact a receptionist
(D) Go on a business trip to Tokyo
37. What does the man plan to do?
(A) Visit his co-worker
(B) Submit a report
(C) Make a new reservation
(D) Work overtime

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38. What field do the speakers work in?
- (A) Education
 - (B) Manufacturing
 - (C) Product development
 - (D) Interior design
39. What does the man plan to do?
- (A) Choose different furniture
 - (B) Share a building plan
 - (C) Change a color scheme
 - (D) Place an order for wallpaper
40. According to the woman, why will the speakers have to wait?
- (A) A shipment has been delayed.
 - (B) A contract has not been signed yet.
 - (C) Authorization must first be obtained.
 - (D) Some equipment is out of order.
-
41. Where most likely are the speakers?
- (A) At a pet shop
 - (B) At a catering company
 - (C) At a fire station
 - (D) At an animal shelter
42. What aspect of the woman's needs is mentioned?
- (A) The price
 - (B) The size
 - (C) The age
 - (D) The color
43. According to the man, what does the woman have to do?
- (A) Make an advance payment
 - (B) Bring her identification
 - (C) Fill out some documents
 - (D) Submit a letter of reference
-
44. Who most likely is the man?
- (A) A photographer
 - (B) A talent agent
 - (C) A performer
 - (D) A receptionist
45. Why is the man calling?
- (A) To buy a ticket in advance
 - (B) To confirm a reservation
 - (C) To provide a reminder
 - (D) To inquire about an advertisement
46. What does the woman offer to do?
- (A) Restrict backstage access
 - (B) Take pictures of Mr. Jackson
 - (C) Show the man a list of guests
 - (D) Make an official announcement
-
47. What is mentioned about the product?
- (A) It is affordable.
 - (B) It is superior to competitors'.
 - (C) It is safe for children to use.
 - (D) It is simple to install.
48. According to the man, what will the advertisement help to do?
- (A) Promote new products
 - (B) Increase stock value
 - (C) Encourage new innovations
 - (D) Reduce customer complaints
49. What will the man do next?
- (A) Create a website
 - (B) Buy a magazine
 - (C) Revise an article
 - (D) Contact an agency
-

50. Why is the woman calling?
- (A) She hasn't received her product.
 - (B) She was overcharged for the item.
 - (C) She wants a product exchanged.
 - (D) She wants to return a product.
51. Why does Michael transfer the call?
- (A) He is busy with another customer.
 - (B) She requests another representative.
 - (C) She called the wrong department.
 - (D) The manager is unavailable.
52. What does Brian ask the woman for?
- (A) The tracking number
 - (B) Her receipt
 - (C) Her full name
 - (D) The product name
-
53. What are the speakers mainly discussing?
- (A) Merging with another company
 - (B) Last month's sales reports
 - (C) The woman's anniversary party
 - (D) When the band will arrive
-  54. What does the man mean when he says "But it's your fifth year anniversary party"?
- (A) He wants her to change her schedule.
 - (B) He thinks it's not important.
 - (C) He will tell the band not to come.
 - (D) He wants her to go to the meetings.
55. What solution does the woman provide?
- (A) She will cancel the band.
 - (B) She will cancel the dinner service.
 - (C) She will cancel her meetings.
 - (D) She will fire the man.
-
56. Why is the man calling the woman?
- (A) To check the sales figures
 - (B) To check if she received the flowers
 - (C) To check if she wanted to go to dinner
 - (D) To check if the documents were ready
57. What does the woman say he should do?
- (A) Take her to the hospital
 - (B) Pay her hospital bills
 - (C) Take her out for dinner
 - (D) Buy her more flowers
-  58. Why does the man say "I thought you would like them"?
- (A) To express disappointment
 - (B) To show appreciation
 - (C) To show respect
 - (D) To show he thinks it's funny
-
59. What is the main problem the speakers are discussing?
- (A) What they should eat for lunch
 - (B) Going out for dinner
 - (C) High entertainment expenses
 - (D) Getting more customers
60. What does the woman suggest they do?
- (A) Stop going out for dinner
 - (B) Reduce client numbers
 - (C) Stop having lunches
 - (D) Pay for their own lunches
61. What does the woman say she will send the man?
- (A) A monthly budget plan
 - (B) This month's sales report
 - (C) The old budget plan
 - (D) Last month's marketing materials

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Lifts will be out of order	
North Wing	8:00–9:00 A.M.
East Wing	11:00–12:00 A.M.
South Wing	1:30–2:30 P.M.
West Wing	3:00–4:00 P.M.

62. What did Harriet see last week?
- (A) Technicians in the building next door
 - (B) Technicians posting about lift repairs
 - (C) Some technicians installing lighting
 - (D) Her boss having a meeting with some technicians
- NEW**
63. Look at the graphic. Which is the busiest wing in the hospital?
- (A) West
 - (B) East
 - (C) North
 - (D) South
64. What does the man suggest the woman do?
- (A) Cancel the repairs immediately
 - (B) Talk to Dr. Franklin
 - (C) Ask Dr. Franklin to lunch
 - (D) Close the north wing

Camping Pack

4 Rectangular Sleeping Bags

4 Camping Mats

Carry Bag

Portable Gas Stove



65. Where does the woman likely work?
- (A) A camping store
 - (B) A hardware store
 - (C) A medical clinic
 - (D) A shipping company
- NEW**
66. Look at the graphic. What is the man missing?
- (A) Carry bag
 - (B) Portable gas stove
 - (C) Camping mats
 - (D) Sleeping bags
67. What does the woman offer to do?
- (A) Give him a full refund
 - (B) Give him a 15% discount voucher
 - (C) Give him a 15% refund
 - (D) Give him a free tent

Henson's Corporate Cleaners**Carpet Cleaning**

Frieze	\$100 per room
Shag Pile	\$150 per room
Velvet	\$250 per room
Woven Carpet	\$400 per room

68. What does the man say he is planning on doing with his office?

(A) Renovate it
(B) Sell it
(C) Clean it
(D) Repaint it

69. Look at the graphic. What is the carpet made of?

(A) Frieze
(B) Shag Pile
(C) Velvet
(D) Woven Carpet

70. What does the man say he will do?

(A) Buy the carpet today
(B) Ask his wife about it
(C) Tell his manager
(D) Think about it and come back

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PART 4

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

71. What is the announcement about?
- (A) An opinion survey
 - (B) An upcoming election
 - (C) An election outcome
 - (D) A website update
72. What can listeners do on the website?
- (A) Register as a candidate
 - (B) Cast their vote
 - (C) Find some information
 - (D) Enter a contest
73. What are listeners encouraged to do?
- (A) Participate in an official occasion
 - (B) Reserve a ticket in advance
 - (C) Exercise on a daily basis
 - (D) Listen to an upcoming announcement
74. What is the outlet store celebrating?
- (A) An anniversary
 - (B) A festival
 - (C) An opening
 - (D) A holiday
75. What must customers do to receive the promotional offer?
- (A) Become a member
 - (B) Purchase a certain amount
 - (C) Recommend some brands
 - (D) Trade in a television
76. When does the promotion end?
- (A) At the beginning of next month
 - (B) At the end of the year
 - (C) On the second Sunday of the month
 - (D) At the end of the month

77. Who most likely are the listeners?
- (A) Environmentalists
 - (B) Instructors
 - (C) Factory workers
 - (D) Medical students
78. What document has the speaker reviewed?
- (A) An employee roster
 - (B) An annual budget
 - (C) A project overview
 - (D) An accident report
79. What does the speaker suggest listeners do?
- (A) Have a good rest
 - (B) Work a day shift
 - (C) Receive more training
 - (D) Read a handout
-
80. What is the purpose of the trip to Moscow?
- (A) To finalize a contract
 - (B) To visit a factory
 - (C) To give a product demonstration
 - (D) To renovate a building
81. What is the reason for the delayed departure?
- (A) A necessary document is not ready.
 - (B) Some construction is underway.
 - (C) A company has gone out of business.
 - (D) Building materials have not arrived yet.
82. What does the speaker say she will send to the listener?
- (A) A copy of her passport
 - (B) A plane ticket
 - (C) An itinerary
 - (D) A blueprint
-
83. What is the purpose of the speech?
- (A) To announce a discovery
 - (B) To announce a retirement
 - (C) To accept a promotion
 - (D) To accept an award
84. Why does the speaker say: "I could not have done this without highly-skilled crew"?
- (A) She wants to thank her team.
 - (B) She hasn't worked in a team before.
 - (C) She dislikes her coworkers.
 - (D) She wants to accept the award.
85. Where most likely does the speaker work?
- (A) A bank
 - (B) A hospital
 - (C) A restaurant
 - (D) A warehouse
-
86. Why is the woman calling?
- (A) To express her gratitude
 - (B) To discuss a recipe
 - (C) To report some news
 - (D) To tell her about something
87. What does the woman imply when she says, "You have to show me the recipe!"?
- (A) She didn't enjoy it.
 - (B) She wants to recommend a different ingredient.
 - (C) She wants to cook the dish herself.
 - (D) She wants her friend to try it.
88. Why is the woman looking forward to next week?
- (A) She is going to the movies.
 - (B) She is taking her son to school.
 - (C) Some new project will be complete.
 - (D) They will work together again.
-

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89. Who most likely is the speaker?

- (A) A salesman
- (B) A dentist
- (C) A news reporter
- (D) A gardener

90. What is Bernburg Studios looking for?

- (A) An actress
- (B) A filming location
- (C) A new script
- (D) More ideas for movies

91. What does the speaker imply when she says, "After all, this is Robert Holloway we are talking about"?

- (A) Robert Holloway is very famous.
- (B) Robert Holloway owns the house.
- (C) She will interview him next.
- (D) She doesn't know who Robert Holloway is.

MAMA SAN premium pillows	
Beauty Sleep	£30.00
Soft Night	£35.00
Dreamtime	£42.00
Lovely Rest	£50.00

92. Look at the graphic. How much can a shopper purchase the Dreamtime Pillow for before Friday?

- (A) £15.00
- (B) £11.50
- (C) £21.00
- (D) £50.00

93. What is indicated about Happy Days?

- (A) They have a wide variety of toys.
- (B) They are bringing in more merchandise.
- (C) They specialize in low-end furniture.
- (D) They are going out of business this Friday.

94. What service does Happy Days offer?

- (A) Personalized interior design advice
- (B) Free shipping
- (C) Home installation
- (D) Wall-papering services

ORDER FORM OF BLANDERS & CO.

14 March 16

Product	Quantity
Case binders	30
Envelopes	20
Flags & Tabs	40
Legal pads	10



95. Look at the graphic. How many case binders and legal pads were not delivered in total?
- (A) 40
 (B) 30
 (C) 20
 (D) 10
96. According to the speaker, why are the case binders important?
- (A) To look professional in the office
 (B) To look professional in the court
 (C) To organize their financial record
 (D) To maintain the deadline
97. Where does Trent Herrington most likely work?
- (A) Accounting firm
 (B) Law firm
 (C) Patenting firm
 (D) Catering business

MIDNIGHT CRUISE ITINERARY

5:00 P.M.	Captain's address
6:00 P.M.	Cocktails and dinner
7:00 P.M.	Constellation orientation
8:00 P.M.–10:00 P.M.	Social Mixer
10:00 P.M.	Port Lewis for champagne toast
11:00 P.M.	Cast off and back to Billing's Bay
12:00 P.M.	Midnight constellation lesson and meteor shower on Top Deck

98. Where will the cruise spend most of its time?
- (A) Eagle Island
 (B) Port Lewis
 (C) Billing's Bay
 (D) Socializing
99. Who is Star master Jenkins?
- (A) Constellation guide
 (B) Captain
 (C) Bartender
 (D) Host
- NEW**
100. Look at the graphic. How long will the cruise be stopped at Port Lewis?
- (A) Midnight
 (B) 11:00 P.M.
 (C) 2 hours
 (D) 1 hour

This is the end of the Listening test.

LISTENING TEST

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

PART 1

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

Example**Sample Answer**

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



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

1.



Actual Test 07

2.



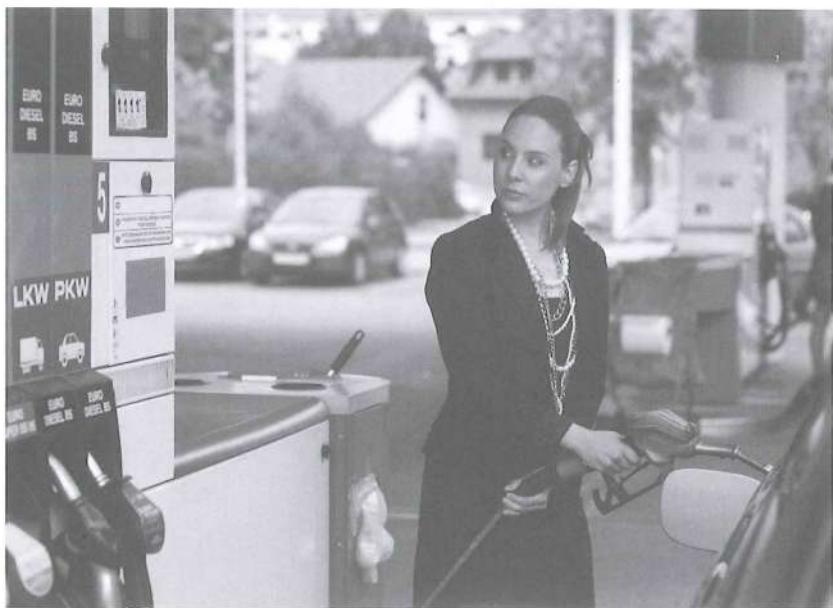
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3.



4.

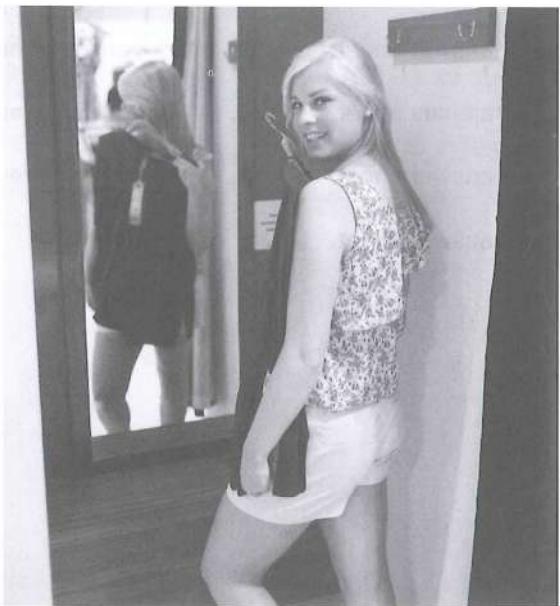


5.



Actual Test 07

6.



GO ON TO THE NEXT PAGE

PART 2

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

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
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21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

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

32. What does the woman ask the man to do?
- (A) Introduce a new client
 - (B) Help to prepare a presentation
 - (C) Repair malfunctioning equipment
 - (D) Look for an instruction manual
33. Why is the man unable to help?
- (A) He has to meet a major client soon.
 - (B) He finds the problem too complicated.
 - (C) He isn't nearby at the moment.
 - (D) He doesn't have the necessary tools.
34. What will the woman do next?
- (A) Attempt to solve the problem herself
 - (B) Cancel an appointment
 - (C) Print out a document
 - (D) Have a meeting with a client
-
35. What problem does the woman mention?
- (A) The advertisements are not widely circulated.
 - (B) The store inventory is inadequate.
 - (C) The discounted price is not competitive.
 - (D) The product is not selling well.
36. What does the woman say about this month's sales figures?
- (A) They are beginning to decrease.
 - (B) They are similar to last month's figures.
 - (C) They are unusually high.
 - (D) They are impossible to predict.
37. What does the man ask the woman to do?
- (A) Extend the length of the promotion
 - (B) Direct customers to the online store
 - (C) Secure more advertising space
 - (D) Offer customers a bigger discount
-

38. Where most likely does the man work?
- (A) At a hospital
 - (B) At a factory
 - (C) At a clothing store
 - (D) At a restaurant
39. Why does the woman think she is qualified for the job?
- (A) She completed a training course.
 - (B) She has worked similar jobs before.
 - (C) She likes interacting with people.
 - (D) She majored in a related field.
40. What will the speakers discuss next?
- (A) Work hours
 - (B) An annual salary
 - (C) Job qualifications
 - (D) Previous jobs
-
41. Where most likely does the woman work?
- (A) At a wedding hall
 - (B) At a bakery
 - (C) At a clothing store
 - (D) At a shipping company
42. Why is the man unable to visit the woman's workplace?
- (A) He has urgent arrangements to make.
 - (B) He must attend a wedding today.
 - (C) He is not feeling well.
 - (D) He has to prepare an order.
43. What information will the man probably provide?
- (A) Directions to a location
 - (B) An individual's name
 - (C) His home address
 - (D) His phone number
-
44. Where most likely do the speakers work?
- (A) At a souvenir shop
 - (B) At a language school
 - (C) At a restaurant
 - (D) At a travel agency
45. What does the man recommend doing?
- (A) Hiring bilingual staff
 - (B) Opening a second location
 - (C) Taking language classes
 - (D) Planning a vacation
46. What has the woman done?
- (A) Contacted a translation agency
 - (B) Scheduled job interviews
 - (C) Extended operating hours
 - (D) Hired new employees
-
47. Why did Jessica leave work early?
- (A) She had a prior engagement.
 - (B) She wasn't feeling well.
 - (C) Her doctor called.
 - (D) She had to attend a wedding.
48. What does the man ask the woman to do?
- (A) Work an additional shift
 - (B) Clean the store tomorrow morning
 - (C) Deliver a presentation at a meeting
 - (D) Calculate sales figures
49. What will the woman do next?
- (A) Fill out a form
 - (B) Distribute paychecks
 - (C) Go to the hospital
 - (D) Call her co-workers
-

50. What problem does the man mention?
 (A) The fridge is not working.
 (B) The temperature is too low.
 (C) The freezer temperature is too high.
 (D) Water is leaking from the fridge.
51. What does the woman mention about the fridge?
 (A) It is a very old model.
 (B) It is no longer manufactured.
 (C) It is not from their company.
 (D) It is a popular model.
52. What does the woman offer to do?
 (A) Give him a new manual
 (B) Give him a link to a website
 (C) Let him get a replacement
 (D) Send a technician
-
53. Where do the speakers most likely work?
 (A) A plumbing company
 (B) An electrical company
 (C) A construction company
 (D) In an office
54. What does the woman mean when she says "I intended to call them today"?
 (A) She wasn't going to call them.
 (B) They were going to call her back.
 (C) She was going to call them that day.
 (D) She was going to send them an e-mail.
55. What is the problem?
 (A) They can't install the electrical.
 (B) The plumbing is already installed.
 (C) There is some problems with the payment.
 (D) They may need to dig deeper to install the plumbing.
-
56. What does the man mean when he says "Are you serious?"
 (A) He believes the woman is correct.
 (B) He doesn't believe she is correct.
 (C) He is going to pay by card.
 (D) He will pay with cash.
57. What does the woman want to know?
 (A) How much room service he ordered
 (B) She wants to clarify what room he stayed in.
 (C) She wants to confirm his credit card number.
 (D) To negotiate a better price
58. What does the woman offer to do?
 (A) Give him his room for free
 (B) Give him a discount on his next visit
 (C) Give him free room service
 (D) Give him a gift certificate
-
59. What is Robert Porter's position?
 (A) Lead Repairer
 (B) Head Engineer
 (C) Main Engineer
 (D) Main Repairer
60. What problem does Susan Sherman describe?
 (A) Some of the measurements weren't done.
 (B) All of their equipment is missing.
 (C) Some of their equipment is missing.
 (D) A piece of equipment is still in the office.
61. Why did Robert take the equipment away?
 (A) To review it further
 (B) For special repairs
 (C) For replacement
 (D) To evaluate its condition

GO ON TO THE NEXT PAGE 

**Sizzling Sam's
BBQ**

Discount Voucher

10% off any order over \$100

Valid until December 2017



62. Where most likely are the speakers?

(A) The hospital
(B) A café
(C) A restaurant
(D) The airport

63. Look at the graphic. Why is the voucher invalid?

(A) Their bill is under \$100.
(B) The food was not good.
(C) Their bill was over \$100.
(D) The voucher is expired.

64. What does the man ask the woman?

(A) If they can have more food
(B) If they can have more drinks
(C) If they can have a refund
(D) If they can come back another time



65. According to the man, why are people arriving late to work?

(A) Swan Street parking lot was closed.
(B) The Franklin Avenue parking lot was closed.
(C) Everyone was feeling sick.
(D) The traffic was bad.

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

(A) Franklin Avenue
(B) Swan Street
(C) Front of the building
(D) Swanson Avenue

67. What does the woman recommend to the man?

(A) Take the subway
(B) Take a bus
(C) Take a taxi
(D) Drive his car

Laptop package

- 1 laptop computer
- Wireless mouse
- Wireless keyboard
- Office software
- Detachable webcam
- Free Gift: 8 Gigabyte USB Stick



68. Where does the woman most likely work?
- (A) Hardware store
 - (B) Furniture store
 - (C) Home appliance store
 - (D) Electronics store
69. Look at the graphic. What is the man missing?
- (A) Office software
 - (B) 8 gigabyte USB stick
 - (C) Wireless keyboard
 - (D) Wireless mouse
70. What does the woman offer to do?
- (A) Have a delivery driver drop it off the next day
 - (B) Send it by post right away
 - (C) Have him come and pick it up
 - (D) Deliver it in person

PART 4

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

71. What is the advertisement about?
- (A) A martial arts class
(B) An athletic contest
(C) A city tour bus
(D) A downtown festival
72. Who is the special offer directed at?
- (A) Senior citizens
(B) Beginners
(C) Children
(D) Local residents
73. What does the speaker say about the advertised location?
- (A) It is accessible by public transportation.
(B) It has no parking space available.
(C) It is near a train station.
(D) It is in the same building as Geller Bank.
74. Where is the introduction taking place?
- (A) At a school
(B) At a museum
(C) At a radio station
(D) At a community center
75. Who is George Butler?
- (A) A computer technician
(B) A mechanical engineer
(C) An electrician
(D) A technology expert
76. What is offered for teenage students?
- (A) A hands-on experience
(B) A weekly after-school class
(C) A complimentary souvenir
(D) A discounted ticket price
-

77. What has caused the change in plans?
- (A) Broken kitchen equipment
 - (B) The absence of some clients
 - (C) A late delivery
 - (D) Traffic congestion
78. What will listeners receive?
- (A) A conference schedule
 - (B) A meal voucher
 - (C) A lunch menu
 - (D) A name tag
79. What will begin at 1:00 P.M.?
- (A) A software demonstration
 - (B) A leadership workshop
 - (C) A luncheon
 - (D) A client meeting
-
80. What is the purpose of the planning committee?
- (A) To tighten some regulations
 - (B) To supervise a construction project
 - (C) To review employee performance
 - (D) To develop a new curriculum
81. What does the volunteer need to do?
- (A) Pick up a client
 - (B) Introduce a guest
 - (C) Write down an agenda
 - (D) Give a presentation
82. What will listeners do next?
- (A) Go on a business trip
 - (B) Participate in a workshop
 - (C) Introduce themselves
 - (D) Select a group leader
-
83. Who most likely are the listeners?
- (A) Factory workers
 - (B) Lawyers
 - (C) Accountants
 - (D) Web developers
84. What does the woman mean when she says, "I know that you are all overworked"?
- (A) She recognizes the listeners concerns.
 - (B) She doesn't really mind what they think.
 - (C) She wants them to work less.
 - (D) She is inviting them to a meeting.
85. What task does the speaker assign to the listeners?
- (A) Prepare some instructions
 - (B) Prepare a new budget
 - (C) Revise some training materials
 - (D) Hire new staff
-
86. What is "Beyond the Blue" about?
- (A) Online bullying
 - (B) The ocean
 - (C) Whales and sharks
 - (D) Mountains
87. Why does the speaker say, "Remember, this is the first film Mr. Harris has made"?
- (A) To suggest that he is an impressive director
 - (B) To suggest the film will be poor
 - (C) To recommend him as a good worker
 - (D) To suggest they shouldn't watch the film
88. What is going to happen after the film?
- (A) They will give away free DVDs.
 - (B) They will watch it again.
 - (C) The director will have a short Q&A.
 - (D) An actor will sign autographs.
-

GO ON TO THE NEXT PAGE 

89. According to the speaker, what has happened to the company in the last year?
- (A) Their products have gained global success.
 - (B) Their sales are down.
 - (C) The product is low quality.
 - (D) Their CEO is upset.
90. What most likely are the CNU reporters doing on Wednesday?
- (A) Interviewing some office workers
 - (B) Interviewing the President
 - (C) Making a music video
 - (D) Promoting their new web series

NEW

91. Why does the man say, "You realize what this means"?
- (A) To discuss future renovations
 - (B) To make a point clear
 - (C) To highlight that the company will grow
 - (D) To give staff some bonuses

SAM'S SALON PRICING FOR THE HOMELESS BENEFIT	
	
Men's trim	\$10
Men's full cut and shave	\$25
Women's trim	\$20
Women's styling	\$45
Sorry! No coloring or perms for this Saturday's benefit!	

92. What is indicated in the article?
- (A) Sam's Salon is just starting to interact with the homeless.
 - (B) Sam's Salon has been involved with improving the lives of homeless people.
 - (C) Sam's Salon employs a high quality manicurist.
 - (D) Sam's Salon is trying to make extra money for coloring and perms.
- NEW
93. Look at the graphic. What is true about the benefit?
- (A) People should get their hair colored another time.
 - (B) Women's trim is expensive.
 - (C) Most men will choose a trim.
 - (D) Homeless people need to shave.
94. How much does Sam's Salon charge the homeless for a shampoo, shave, and a haircut?
- (A) \$25
 - (B) \$45
 - (C) \$10
 - (D) Nothing, it's free.

	Option 1	Option 2	Option 3	Option 4
Price	\$1,000	\$1,200	\$1,300	\$2,000
Backup System	yes	no	no	no
Data Archive	1 week	10 weeks	30 weeks	52 weeks

95. Where does the talk most likely take place?

- (A) The cafeteria
- (B) The conference room
- (C) The new break room
- (D) The new foyer

96. Look at the graphic. Which option does the speaker recommend?

- (A) Option 1
- (B) Option 2
- (C) Option 3
- (D) Option 4

97. Why is Option 4 more expensive than the others?

- (A) It has state-of-the-art surveillance.
- (B) It has video cameras.
- (C) It includes a one-year data archive.
- (D) It offers a backup system.

100. What effect did Jerome's letter have?

- (A) The staff will get a day off.
- (B) Everyone will get to take home pie.
- (C) Everyone will get holiday gift cards.
- (D) The staff will receive an extra holiday bonus.

This is the end of the Listening test.

A LETTER TO MILLIE'S DINER

Dear Millie's Staff,

My name is Jerome and I am a long haul trucker. I saw the sign from the highway, "Millie's Diner, home of classic pies," and thought, you know what, I am going to treat myself. I was exhausted, but as soon as I walked into the diner and smelled the pies, saw all the decorations, and was greeted by the hostess, I just felt so good. You really made my weekend special, and I wanted to thank you with all sincerity. Happy Holidays,

Jerome Simmons

LISTENING TEST

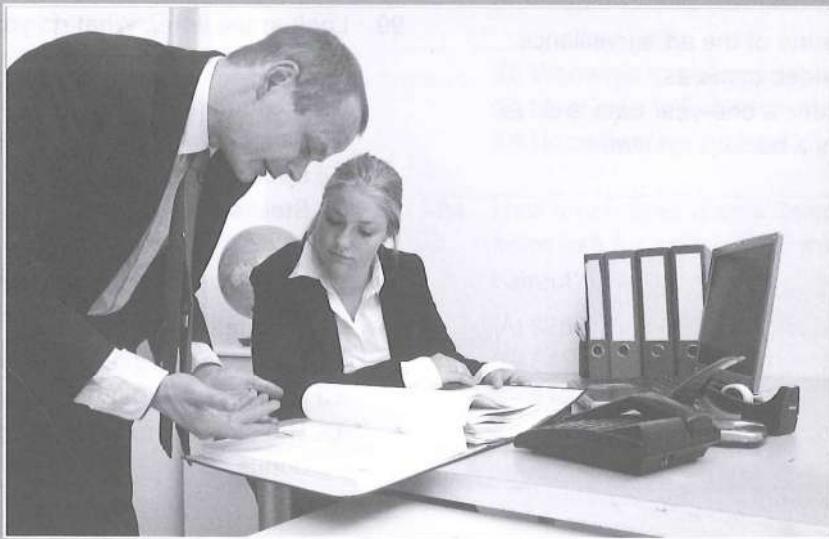
In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers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

PART 1

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

Example**Sample Answer**

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

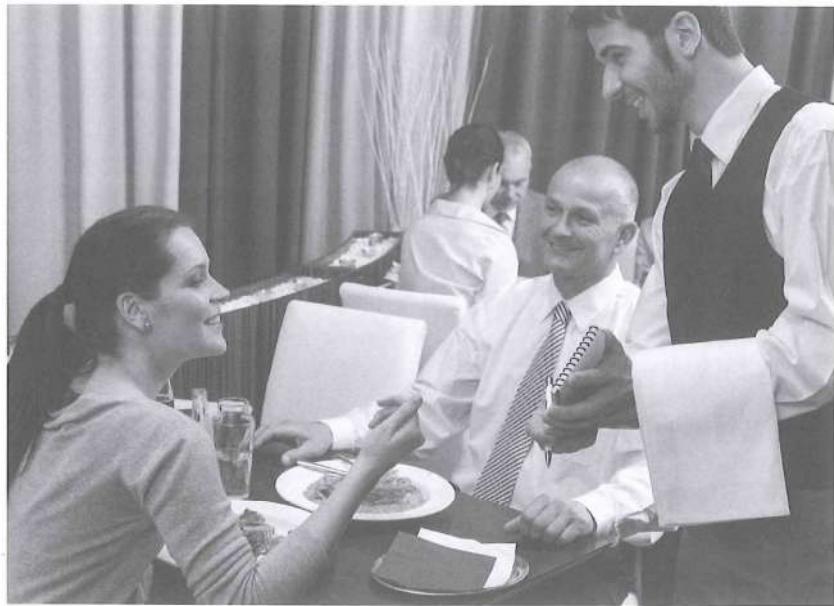


Statement (B), "They're looking at the document," is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

1.



2.



Actual Test 08

GO ON TO THE NEXT PAGE

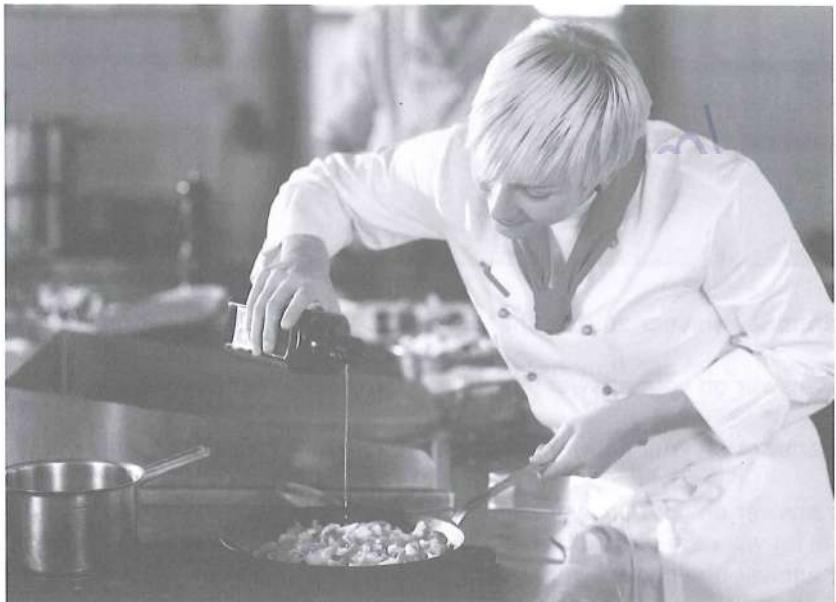
3.



4.



5.



6.



Actual Test 08

GO ON TO THE NEXT PAGE

PART 2

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

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
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22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

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

32. Who is the man?

- (A) A hotel guest
- (B) A janitor
- (C) A night manager
- (D) A receptionist

33. Why is Mr. Carter unavailable?

- (A) He is meeting a client.
- (B) He is on vacation.
- (C) He has not arrived at work yet.
- (D) He is giving a presentation.

34. What will the man do next?

- (A) Watch training videos
- (B) Conduct an interview
- (C) Contact Mr. Carter
- (D) Fill out paperwork

35. What are the speakers discussing?

- (A) Preparations for a meeting
- (B) A keynote speech
- (C) A seminar agenda
- (D) Meeting locations

36. What does the man say he is relieved about?

- (A) A product is selling well.
- (B) A trip was not delayed.
- (C) A new employee was hired.
- (D) A meeting room is available.

37. What does the woman offer to do?

- (A) Act as an interpreter during a meeting
- (B) Inform the man ahead of time
- (C) Call Mr. Takahashi's secretary
- (D) Listen to a weather report

38. What does the woman ask the man about?
- (A) The status of a project
 - (B) The location of a store
 - (C) The list of clients
 - (D) The cause of a problem
39. Why was the man unable to complete his work?
- (A) He didn't have enough time.
 - (B) His car wouldn't start.
 - (C) He was busy with other projects.
 - (D) His computer malfunctioned.
40. What is the woman planning to do?
- (A) Terminate a contract
 - (B) Ask for a deadline extension
 - (C) Meet with a company executive
 - (D) Hire a new designer
-
41. What problem does the man report?
- (A) Internet access has been disconnected.
 - (B) A delivery has not arrived yet.
 - (C) A power outage occurred.
 - (D) Some equipment has malfunctioned.
42. Where most likely does the woman work?
- (A) At an electronics store
 - (B) At a power company
 - (C) At a toy factory
 - (D) At a communications provider
43. What does the woman suggest the man do?
- (A) Take shelter elsewhere
 - (B) Report the incident to the police
 - (C) Restart his computer
 - (D) Arrive ahead of schedule
-
44. Where does the man work?
- (A) At an immigration office
 - (B) At a public school
 - (C) At a post office
 - (D) At a travel agency
45. Why is the woman in a hurry?
- (A) She is late to work.
 - (B) She forgot an important event.
 - (C) She must meet a deadline.
 - (D) She has another appointment.
46. What does the man recommend?
- (A) Making a phone call
 - (B) Visiting a different business
 - (C) Sending an e-mail
 - (D) Canceling a subscription
-
47. What type of business does the man work for?
- (A) An auto repair shop
 - (B) An insurance company
 - (C) An automobile dealership
 - (D) A construction contractor
48. What does the woman say is her top priority when she makes a purchase?
- (A) Affordability
 - (B) Popularity
 - (C) Design
 - (D) Safety
49. What does the man suggest doing?
- (A) Replacing a broken part
 - (B) Evaluating a different model
 - (C) Visiting a new branch
 - (D) Paying a deposit
-

50. What are the speakers mainly discussing?
- High sales figures
 - A staff conflict
 - Low sales figures
 - New training manual
- NEW**
51. What does the woman mean when she says "I'm actually on my way to a meeting"?
- She doesn't have a lot of time to talk.
 - She can stay and chat for a long time.
 - She is asking the man out to lunch.
 - She will send him an e-mail later on.
52. What possible solution does the man suggest?
- To employ more staff members
 - That the woman should be fired
 - They should have lunch together.
 - The woman might have to fire someone.
-
53. What is the problem?
- The person who was supposed to give the speech is sick.
 - The person who was giving the speech said they don't want to.
 - There is no keynote speech anymore.
 - The keynote speech is cancelled.
54. What does the woman ask the man?
- She asks him to find someone to do the speech.
 - She says she will deliver the speech.
 - She asks him to deliver the keynote speech.
 - She says the board is not happy.
- NEW**
55. What does the man imply when he says "Thanks, but I'll have to pass on it"?
- He will deliver the speech.
 - He doesn't want to deliver the speech.
 - He will talk to the board of directors.
 - He needs some more information.
-
56. Why is the man calling Tristar Logistics?
- To reschedule a delivery
 - To cancel his order
 - To change his address
 - To update his details
- NEW**
57. What does he imply when he says "That won't work for me"?
- It contains important documents.
 - He will pay with a money order.
 - He doesn't want them to leave it with someone at the office.
 - He wants it left at the office.
58. What does the woman say she wants?
- The office address
 - His cell phone number
 - The order number
 - His building number
-
59. What are the speakers mainly discussing?
- The delivery of some furniture
 - The signing of a rental contract
 - The drafting of a document
 - The delivery of computer equipment
60. What problem do the speakers have?
- They don't need the equipment.
 - They will miss some important deadlines.
 - They need to train their new staff.
 - They haven't found the documents.
61. What does the woman suggest they do?
- Accept the late order
 - Cancel the order
 - Call another supplier
 - Rent some equipment

GO ON TO THE NEXT PAGE 

Office Directory

- 1st Floor: Harlington Accounting
2nd Floor: Jersey Construction
3rd Floor: Swanson and Sons
4th Floor: Grounds LTD.

Harron Dry Cleaning

Fabric	Price
Cotton	\$12
Denim	\$15
Cypress	\$20
Wool	\$25

62. Who most likely are the speakers?
(A) Store clerks
(B) Artists
(C) Painters
(D) Electricians
63. Look at the graphic. Where is the man currently working?
(A) Swanson and Sons
(B) Harlington Accounting
(C) Jersey Construction
(D) Grounds LTD.
64. What does the woman recommend to the man?
(A) To bring more paint
(B) To bring one ladder
(C) To bring at least three ladders
(D) To paint the roof first
65. What does the woman say she will do tomorrow?
(A) Go out for a dinner
(B) Visit her family
(C) Host an award show
(D) Attend an award ceremony
66. Look at the graphic. What is the gown made of?
(A) Cotton
(B) Wool
(C) Denim
(D) Cypress
67. What does the woman say she will do?
(A) Pick it up at 9:00 P.M.
(B) Send her husband to pick it up
(C) Send her intern to pick it up
(D) Cancel the order



68. According to the man, what is causing people to arrive late to work?
- (A) An electrical storm
 - (B) A parking lot is closed
 - (C) A protest
 - (D) Some new traffic rules
69. Look at the graphic. Where is the sign most likely located?
- (A) Swinton Road
 - (B) The Cranson Lot
 - (C) Menzies Street
 - (D) Prunkel Street
70. What does the man suggest they do?
- (A) Go home
 - (B) Buy some parking tickets
 - (C) Have an early dinner
 - (D) Walk to work

PART 4

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

71. Where does the announcement most likely take place?
(A) On a train
(B) On a bus
(C) On a plane
(D) On a ship
72. What is the speaker waiting for?
(A) An itinerary
(B) Authorization to depart
(C) Some passengers to board
(D) A parking permit
73. What does the speaker suggest listeners do?
(A) Have their tickets reissued
(B) Transfer to another line
(C) Stay near a departure gate
(D) Modify their plans
74. What type of business does the speaker work for?
(A) An electronics store
(B) A furniture outlet
(C) A clothing store
(D) A theater company
75. What improvement is mentioned?
(A) Product selection will be increased.
(B) More staff will be able to help.
(C) Free parking will be offered.
(D) Store hours will be extended.
76. When can customers receive a discount?
(A) On Tuesday
(B) On Wednesday
(C) On Thursday
(D) On Friday

77. What is being advertised?
- A security system
 - A rented house
 - A gardening tool
 - An insulating product
78. What is mentioned about the product?
- It is domestically produced.
 - It reduces the cost of living.
 - It won several awards.
 - It received positive reviews.
79. What must listeners do to receive a discount?
- Buy a certain amount of products
 - Apply for a membership card
 - Talk about the advertisement
 - Make a payment in cash
-
80. What event is ending?
- A grand opening
 - A consumer electronics expo
 - A product demonstration
 - A museum tour
81. What is required of volunteers?
- Relevant experience
 - A degree in engineering
 - Availability to work on weekends
 - Fluency in two languages
82. What are potential volunteers cautioned about?
- Missing a deadline
 - Leaking confidential information
 - Damaging a device
 - Interrupting a presenter
-
83. What is the company recruiting?
- Programmers
 - Chefs
 - Interns
 - Factory workers
- (NEW) 84. What does the man imply when he says, "Have you seen the interview questions we use?"
- He is postponing an appointment.
 - He needs a record of the report.
 - He wants her to help him with the questions.
 - He will recruit some accountants.
85. Why does the man want to meet with the woman?
- To get some assistance from her
 - To ask her for some records
 - To get a new letterhead
 - To plan an orientation
-
86. What is the purpose of the announcement?
- To announce winning firm of the year
 - To announce a rise in sales
 - To announce a new team member
 - To complete a project
- (NEW) 87. What does the woman imply when she says "So let's keep moving up!"?
- They need to continue working hard.
 - They are moving buildings.
 - She is renovating the office.
 - They are going on a business trip.
88. What does the woman ask the staff to do?
- Study the new handbook
 - Prepare a report
 - Study the material on corporate law
 - Write a memo
-

GO ON TO THE NEXT PAGE 

89. Why is the woman calling?
- (A) To say thank you
 - (B) To ask a favor
 - (C) To discuss travel plans
 - (D) To request a form

90. What does the woman imply when she says, "You have to show me the design sometime!"?

 - (A) She wants to learn how to make it.
 - (B) She wasn't sure about the details.
 - (C) She needs a dentist recommendation.
 - (D) She is writing a design manual.

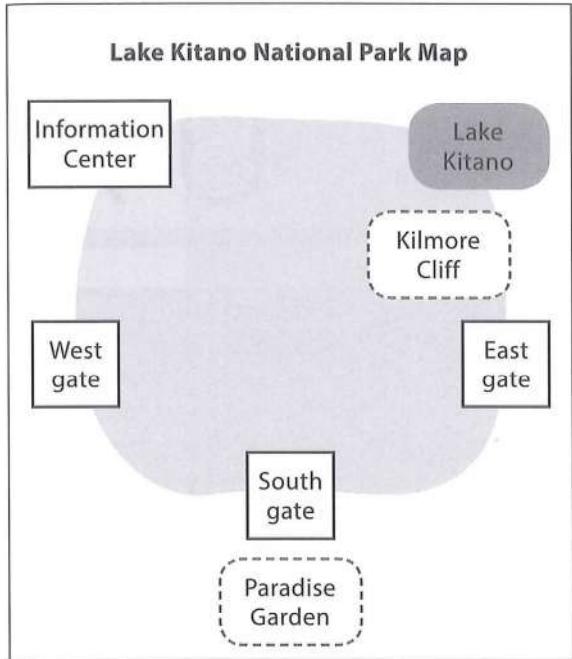
91. What will the women do next week?

 - (A) Plan for the Grayson wedding
 - (B) Plan for the Christmas party
 - (C) Design a new invitation
 - (D) Meet for coffee

**SPRINGDALE MUSIC CLUB'S
SATURDAY CONCERT LINE UP**

5:00 P.M.–8:00 P.M.	Barbeque Cook Out, bring your own meat!
8:00 P.M.–9:00 P.M.	Djubai Djinn, all the way from East Timor
9:00 P.M.–10:00 P.M.	Swinging Devils, touring from Memphis
10:00 P.M.–11:00 P.M.	Rock or Die! Local heroes
11:00 P.M.–12:00 P.M.	Ferocious Four, all the way from New York City

92. What is indicated about Springdale Music Club?
- (A) They love all music equally.
 - (B) They take pride in location.
 - (C) They specialize in country music.
 - (D) They have never carried world music before.
93. Look at the graphic. What can you infer about the bands?
- (A) They will be great.
 - (B) They are jazz musicians.
 - (C) The acts following Djubai Djinn play rock and roll.
 - (D) It will be loud.
94. Why does Springdale Music Club ask you to bring your money?
- (A) The concert will be expensive.
 - (B) There is a bar.
 - (C) To help support Djubai Djinn's US tour
 - (D) To pay for your meats



95. Who most likely are the listeners?
- Residents
 - Tourists
 - Park employees
 - Forest rangers
96. Look at the map. What place are the listeners unable to go to?
- Lake Kitano
 - East gate
 - Kilmore Cliff
 - Paradise Garden
97. What does the woman mention about Kilmore Cliff?
- It is dangerous.
 - The views are spectacular.
 - People who fear heights may not enjoy it.
 - It is 50 meters from the final destination.

Order form	
Item	Quantity
Desk	1
Chair	8
File	3

98. Look at the graphic. Which department filled out the order form?
- Finance
 - IT
 - Public Relations
 - Human Resources
99. What does the speaker anticipate may happen?
- Some departments may go over budget.
 - The warehouse may not have enough supplies.
 - The orders may not arrive on time.
 - The departments may forget some items.

100. What does the speaker request of Lima?
- To fax over the orders
 - To file the papers
 - To arrange a meeting
 - To contact him

Actual Test

09

PART 1 / PART 2 / PART 3 / PART 4

LISTENING TEST

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

PART 1

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

Example

Sample Answer

A B C D

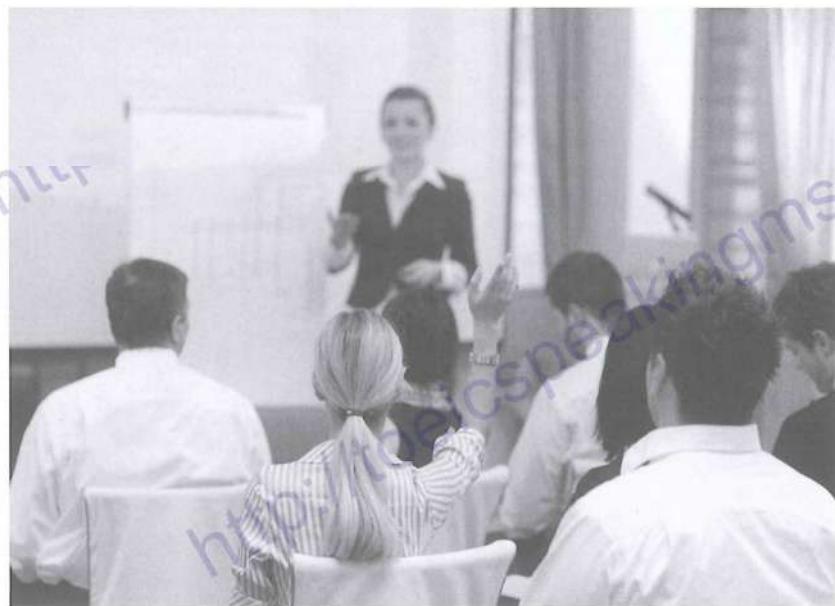


Statement (B), "They're looking at the document," is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

1.



2.



Actual Test 09

GO ON TO THE NEXT PAGE

3.



4.



5.



6.



Actual Test 09

GO ON TO THE NEXT PAGE

PART 2

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

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

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

32. What is the woman requesting?
(A) Time off from work
(B) A recommendation letter
(C) A schedule change
(D) A pay raise
33. Why is the woman unsure about the man's question?
(A) She wants to quit her job.
(B) She is waiting for her exam results.
(C) She got a job offer from another restaurant.
(D) She has not registered for classes.
34. What does the man ask the woman to do?
(A) Work overtime this week
(B) Inform him about her availability
(C) Recommend her acquaintance
(D) Create a new menu design
35. Why is the man calling?
(A) To order a product
(B) To postpone an appointment
(C) To book a wedding hall
(D) To hire a photographer
36. What does the man inquire about?
(A) A price quote
(B) A product sample
(C) A list of employees
(D) An event schedule
37. Why does the woman say the service might be quite expensive?
(A) Her services are in high demand.
(B) She will need additional staff.
(C) She uses high-end equipment.
(D) She has to meet a tight deadline.

38. Who is Nathan Gates?
(A) A sales clerk
(B) A customer
(C) A private detective
(D) A product inspector
39. What does the man ask the woman to do?
(A) Run a training session
(B) Enforce safety measures
(C) Introduce a new employee
(D) Inspect a construction site
40. What will the woman give Mr. Gates?
(A) A training manual
(B) Safety gear
(C) A work schedule
(D) An identification card
-
41. What problem are the speakers discussing?
(A) Unsatisfied customers
(B) An unexpected drop in sales
(C) Damaged inventory
(D) A delayed shipment
42. What caused the problem?
(A) An electrical fire
(B) A burst water pipe
(C) A sudden flood
(D) A gas leak
43. What will happen on Friday?
(A) Construction will be completed.
(B) Stock prices will increase.
(C) A shipment will arrive.
(D) A supplier will be changed.
-
44. What are the speakers discussing?
(A) A public lecture
(B) An upcoming exam
(C) A graduation requirement
(D) A recent publishing trend
45. Who is Charlie Klein?
(A) A scientist
(B) An inventor
(C) A professor
(D) A writer
46. Why is the woman planning to visit the man tomorrow?
(A) To return an item
(B) To borrow a book
(C) To meet Mr. Klein
(D) To sign up for a course
-
47. Who is Dr. Moran?
(A) A university professor
(B) A patient
(C) A pharmacist
(D) A medical practitioner
48. What problem does the woman mention?
(A) An incorrect diagnosis
(B) A family problem
(C) Persistent pain
(D) An outstanding balance
49. What does the man offer to do?
(A) Provide contact information
(B) Drive the woman to the hospital
(C) Set up an appointment
(D) Offer a free consultation
-

50. What is the man concerned about?
- (A) The messaging system
 - (B) Cell phone reception
 - (C) Phone transfer software
 - (D) A new computer system
51. What does the woman suggest?
- (A) Deleting all his hardware
 - (B) Get a new computer
 - (C) Download a movie
 - (D) Upgrade his software
52. What does the woman say she will do?
- (A) Send him a link for a free upgrade
 - (B) Upgrade his phone model
 - (C) Revise the schedule
 - (D) Check with the management
-
53. What is the man worried about?
- (A) Buying new software
 - (B) The production rate of the machine
 - (C) Finding a repair shop
 - (D) An increase in production
54. What does the man imply when he says "It doesn't make sense to keep going like this"?
- (A) He wants to take action immediately.
 - (B) He wants to continue business as usual.
 - (C) He wants to repair the software.
 - (D) He doesn't agree with the woman.
55. What does the woman say she will do?
- (A) Call the software engineer
 - (B) Contact the IT department
 - (C) Call the machine repair shop
 - (D) Buy new software
-
56. What did the man do last weekend?
- (A) Went to a conference
 - (B) Finished his sales reports
 - (C) Gave a presentation
 - (D) Visited his family
57. What does the woman imply when she says "Wow, sounds like you've really made it!"?
- (A) He failed at succeeding.
 - (B) He has been successful with his presentation.
 - (C) His presentation was not popular.
 - (D) His book sold well.
58. What does the man plan on doing next year?
- (A) Retire from writing
 - (B) Move to another country
 - (C) Have a child with his wife
 - (D) Release another book
-
59. Why most likely is the man calling?
- (A) To discuss an issue with the apartment
 - (B) To offer a lower rental price
 - (C) To negotiate a contract
 - (D) To make an appointment
60. What does the man say about the Swiss Tower Building?
- (A) It is too far away from her office.
 - (B) It is being renovated at the moment.
 - (C) It is being closed down.
 - (D) It is located close to a dry cleaner.
61. What does the man offer the woman?
- (A) To give her a lower rental price
 - (B) Extend the lease
 - (C) Pay for her hotel costs
 - (D) Arrange to move her furniture

Bernard & Son's Tailors
Gift Certificate

10% off any purchase of \$500 or more

Expires March 10



62. What is the woman doing?

- (A) Giving away free suits
- (B) Helping a customer
- (C) Updating software
- (D) Celebrating with friends

NEW

63. Look at the graphic. Why is the gift certificate rejected?

- (A) It is expired.
- (B) Because he is in the wrong store.
- (C) Because he didn't purchase enough.
- (D) The certificate is damaged.

64. What does the woman offer to do?

- (A) Give him another certificate
- (B) Help him try on a suit
- (C) Show him some pants
- (D) Give him a refund

Nutrition Information

Serving Size: 1 Rounded Scoop (29.4g)

Calories	120
Fat	10 grams
Carbohydrate	3 grams
Protein	24 grams
Calcium	10%

65. Why is the man looking for a certain product?

- (A) He stopped working out.
- (B) His trainer told him to.
- (C) Because he is a trainer.
- (D) He had a favorite brand.

66. Look at the graphic. Which ingredient is the man worried about?

- (A) Carbohydrate
- (B) Fat
- (C) Milk
- (D) Protein

67. What does the woman suggest?

- (A) Purchasing a milk-based product
- (B) Getting a full refund
- (C) Using soy beans
- (D) Buying a soy-based powder

Park Tower Office Directory

1 st Floor	Farnod Computing
2 nd Floor	Chaims & Son
3 rd Floor	Raptas
4 th Floor	Hecadi Constructing

68. Who most likely are the speakers?
- (A) Window cleaners
 - (B) Computer repair technicians
 - (C) Telephone operators
 - (D) Athletes
69. Look at the graphic. Where is the woman going next?

- (A) Raptas
 - (B) Farnod Computing
 - (C) Chaims & Son
 - (D) Hecadi Constructing
70. What are the speakers probably going to do next?
- (A) Go home
 - (B) Eat lunch
 - (C) Clean the carpets
 - (D) Leave the building

PART 4

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

71. Who most likely is the speaker?
- (A) A potential buyer
(B) A bank teller
(C) A real estate agent
(D) An architect
72. Why would the speaker like to arrange a meeting?
- (A) To discuss a sale
(B) To renew a contract
(C) To draw up a budget
(D) To introduce his co-worker
73. What does the speaker suggest doing?
- (A) Updating a website
(B) Accepting an offer
(C) Making the house neat
(D) Lowering a price
74. What is the news report mainly about?
- (A) A weather forecast
(B) A road construction project
(C) A traffic accident
(D) A cooking contest
75. What event has been delayed?
- (A) A sports game
(B) A live concert
(C) An opening ceremony
(D) An orientation
76. What will the winner of the eating contest receive?
- (A) A concert ticket
(B) A gift certificate
(C) A cash prize
(D) A plane ticket

77. Where is the announcement being made?
- (A) At a campground
 - (B) At a movie theater
 - (C) At a concert hall
 - (D) At a sports stadium
78. What is being announced?
- (A) A new restriction
 - (B) Operating hours
 - (C) Price changes
 - (D) A discount policy
79. What is said about some proceeds?
- (A) They will be used for a worthy cause.
 - (B) They will be put toward updating facilities.
 - (C) They will be saved for a special event.
 - (D) They will be awarded to some spectators.
-
80. What is the speaker discussing?
- (A) A new curriculum
 - (B) A weather warning
 - (C) A quarterly report
 - (D) A travel advisory
81. What has been canceled?
- (A) Television programs
 - (B) Graduation ceremonies
 - (C) Educational programs
 - (D) Fundraising events
82. What are local residents advised to do?
- (A) Update their anti-virus software
 - (B) Wear protective gear
 - (C) Go into a safe place
 - (D) Take an alternative route
-
83. What is the purpose of the speech?
- (A) To accept a nomination
 - (B) To announce a retirement
 - (C) To announce a merger
 - (D) To request funding
84. Why does the speaker say: "I couldn't have done this without my talented team"?
- (A) She dislikes her team.
 - (B) She is asking for some extra awards.
 - (C) She wants to thank her colleagues.
 - (D) She wants to offer her services.
85. Where most likely does the speaker work?
- (A) Cell phone shop
 - (B) Computer shop
 - (C) Shoe store
 - (D) Flower shop
-
86. What problem does the speaker mention?
- (A) No breakfast service
 - (B) No dinner service
 - (C) Extra items on the menu
 - (D) There are rats in the kitchen.
87. What does the speaker imply when he says, "you might want to come in the evening"?
- (A) He will offer free breakfast.
 - (B) The dinner menu is better.
 - (C) Don't come during the day.
 - (D) They are installing air conditioners.
88. What does the speaker say he will do?
- (A) Serve breakfast at night
 - (B) Charge more
 - (C) Offer free breakfast
 - (D) Offer a discount

89. Where does the speaker work?

- (A) A fashion company
- (B) A restaurant
- (C) A factory
- (D) A clinic

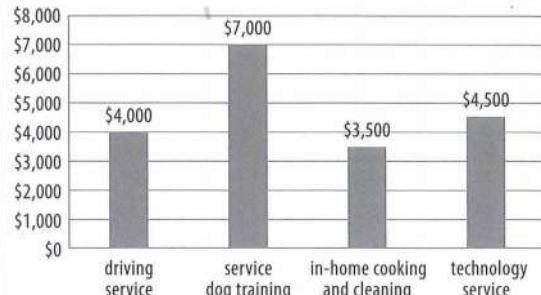
90. What problem does the speaker describe?

- (A) The delivery driver is lost.
- (B) The delivery is late.
- (C) The order is perfect.
- (D) The order has extra items.

91. What does the woman mean when she says "I need to let Head Office know what to do by 1:00 P.M. and it's already midday"?

- (A) She would like a response after midday.
- (B) She would like a response as soon as possible.
- (C) She would like extra time off.
- (D) She will call Head Office now.

Distribution of funding in thousands of dollars for the assistance of the blind



92. Look at the graphic. What is the largest expense?

- (A) Dog training
- (B) Technology
- (C) Meal preparation
- (D) Driving assistance

93. What is the listener asked to do?

- (A) Give more money than last year
- (B) Learn about the ways the National Center for the Blind uses their donations
- (C) Become a volunteer
- (D) Become a member of the National Center for the Blind

94. Where does the speaker most likely work?

- (A) A hospital
- (B) The National Center for the Blind
- (C) A church
- (D) The local government

FFFS Seminar Schedule and Price Guide

Orlando	"3 Weeks to Riches!"	3 weeks	\$1,500
New York	"The Big Apple is Yours"	5 days	\$750
Boston	"Revolutionary Wealth"	13 days	\$1,200
Seattle	"Prepare for Your Rainy Day"	20 days	\$3,000

(NEW)

95. Look at the graphic. What is the longest course?
- (A) Orlando
 - (B) Boston
 - (C) New York
 - (D) Seattle

96. Why is the listener most likely at the seminar?
- (A) They are rich.
 - (B) They want to get rich.
 - (C) They are bored.
 - (D) They were invited by a friend.

97. What is the speaker trying to do?
- (A) Sell real estate
 - (B) Sell seminar packages
 - (C) Sell vacations
 - (D) Sell small businesses

Common Area Cleanliness Checklist

Area	Monday	Tuesday	Wednesday	Thursday	Friday
Kitchen	Scott W.	Scott W.	Scott W.	Bill T.	Bill T.
Foyer	Bill T.	Bill T.	Hillary P.	Hillary P.	Hillary P.
Rec. A	Lawrence P.	Lawrence P.	Lawrence P.	Hillary P.	Scott W.
Lounge C	Hillary P.	Hillary P.	Bill T.	Scott W.	Lawrence P.

98. Who is speaking to the staff?

- (A) Human Resources
- (B) The regional manager
- (C) The CEO
- (D) The sales manager

99. Look at the graphic. Which employee was given responsibility for two common areas on the same day?

- (A) Lawrence P.
- (B) Hillary P.
- (C) Scott W.
- (D) Bill T.

100. What is indicated in the meeting?

- (A) The staff will get reprimanded.
- (B) The staff will need to work weekends.
- (C) Everyone will get holiday bonus.
- (D) There have been a lot of complaints.

Actual Test

10

PART 1 / PART 2 / PART 3 / PART 4

LISTENING TEST

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

PART 1

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

Example

Sample Answer

A B C D



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

1.



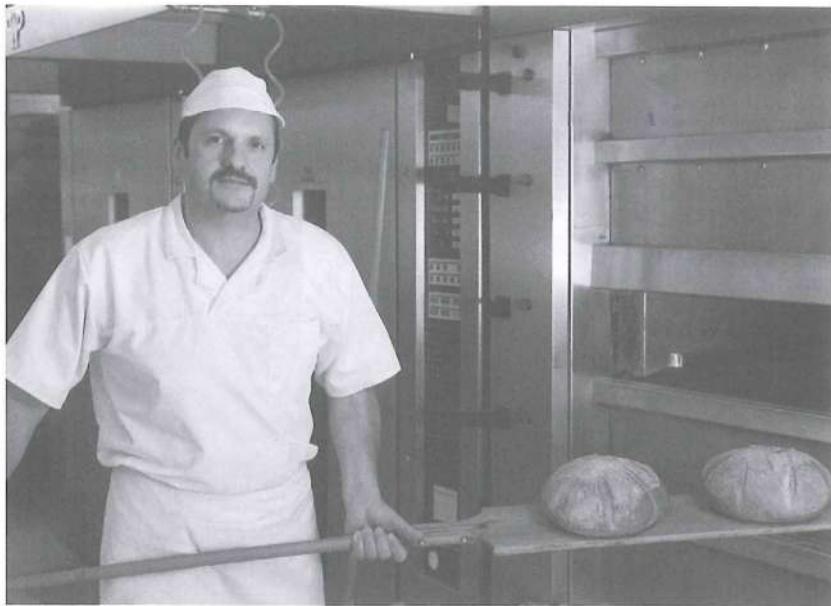
2.



Actual Test 10

GO ON TO THE NEXT PAGE

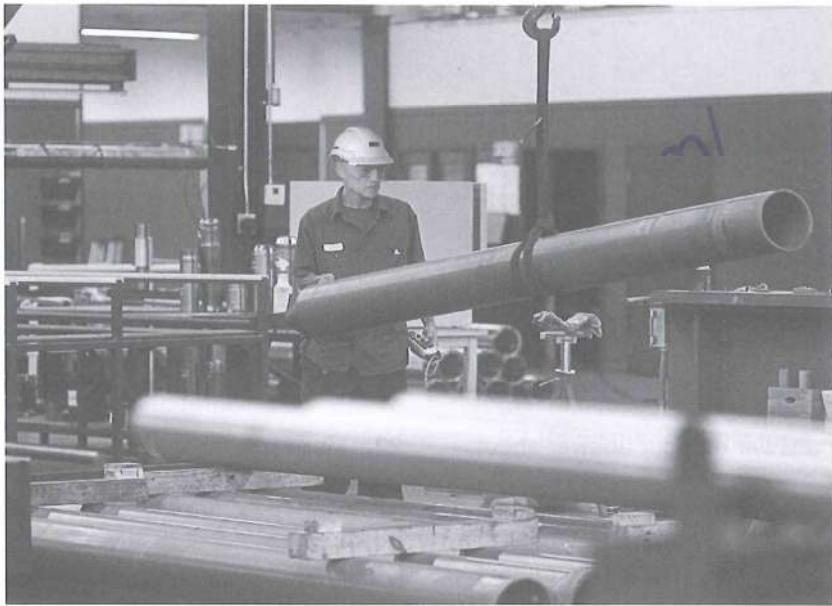
3.



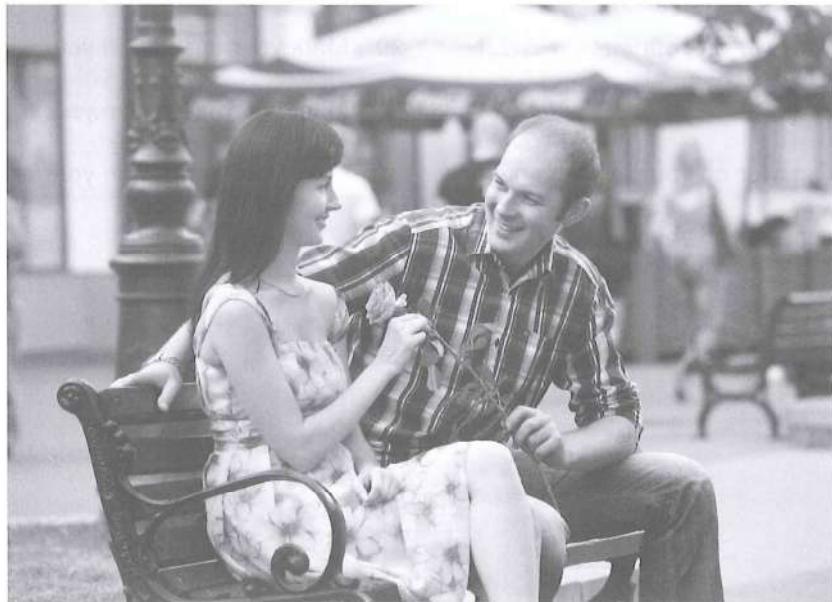
4.



5.



6.



Actual Test 10

GO ON TO THE NEXT PAGE

PART 2

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

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

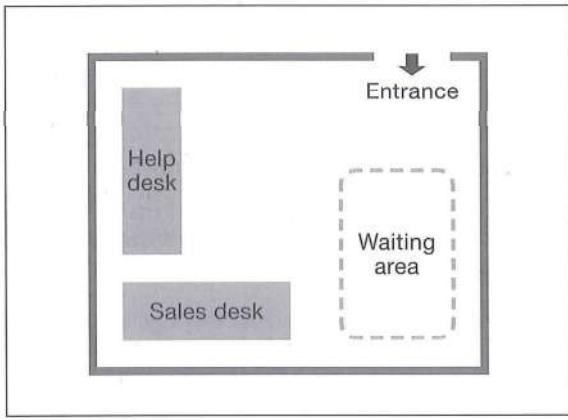
Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be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

32. How do the speakers know each other?
- (A) They met through a friend.
 - (B) They take a class together.
 - (C) They live in the same apartment complex.
 - (D) They work at the same company.
33. What does the woman suggest that the man do?
- (A) Introduce himself to his co-workers
 - (B) Wear a work uniform
 - (C) Learn how to make a list of goods
 - (D) Have a house-warming party
34. What does the man need to do first?
- (A) Change his clothes
 - (B) Attach a name tag
 - (C) Contact a warehouse supervisor
 - (D) Read an employee handbook

35. Why is the man calling?
- (A) He forgot a document password.
 - (B) He needs an important document.
 - (C) He wants to apply for a job.
 - (D) His computer is not working.
36. When will the woman leave work?
- (A) 4:00 P.M.
 - (B) 5:00 P.M.
 - (C) 6:00 P.M.
 - (D) 7:00 P.M.
37. What does the woman suggest the man do?
- (A) Extend a warranty
 - (B) Come to work early tomorrow
 - (C) Participate in a survey
 - (D) Check his e-mail

38. Where does the woman work?
(A) At a restaurant
(B) At a university
(C) At a movie theater
(D) At a hotel
39. Why are the tables and chairs currently unavailable?
(A) A shipment has not arrived.
(B) The woman didn't permit their use.
(C) Other people are using them.
(D) The storage room is locked.
40. What does the man clarify?
(A) The expected number of guests
(B) The location of stored supplies
(C) The starting time of an event
(D) The necessary documents
-
41. What are the speakers mainly discussing?
(A) A new recipe
(B) A grand opening
(C) A magazine article
(D) A detailed itinerary
42. What change does the woman mention about the restaurant?
(A) A menu was expanded.
(B) An address was changed.
(C) A document was revised.
(D) An opening date was delayed.
43. What does the man suggest doing?
(A) Redecorating the space
(B) Hiring a Mexican chef
(C) Meeting at a different time
(D) Making a reservation
-
44. Where is the conversation taking place?
(A) At a theater
(B) At a furniture store
(C) At a pet store
(D) At a restaurant
45. What problem does the man mention?
(A) A piece of equipment is out of order.
(B) Some fish was not cooked properly.
(C) A personal item has been lost.
(D) An extra charge was added.
46. What does the woman say she will do?
(A) Deliver an item
(B) Fix a computer error
(C) Replace a purchase
(D) Offer a discount
-
47. Who most likely is the man?
(A) A recording technician
(B) A tour guide
(C) A musician
(D) A radio host
48. What kind of music does the woman currently play?
(A) Pop
(B) Rock
(C) Folk
(D) Blues
49. According to the woman, what will be different about her upcoming performance?
(A) It will begin at midnight.
(B) It is free to the public.
(C) It will be broadcast live.
(D) It will include more performers.
-

50. Who is Mr. Hyatt?
(A) Building manager
(B) Fund manager
(C) Accountant
(D) Construction worker
51. What problem does Mrs. Jasmin mention?
(A) The main branch is closed.
(B) Construction is continuing.
(C) She didn't receive some funds.
(D) The timing was incorrect.
52. What does Mr. Hyatt ask Mrs. Jasmin to do?
(A) Don't message him back
(B) Send him a message back
(C) Review the receipt
(D) Cancel the transfer
-
53. What does the woman say about the restaurant space?
(A) She thinks it's too big.
(B) It has a good location.
(C) The location is not good.
(D) It's a bit far from her office.
54. Why does the woman say "I've looked at another location up the street that is about 10% cheaper"?
(A) To get a lower rental cost
(B) To buy the property
(C) To prepare a new contract
(D) To deny the request
55. What does the man say about the price?
(A) He agrees to reduce it.
(B) He has to ask his co-worker.
(C) He has to ask his manager.
(D) He refuses to reduce it.
-
56. What are the speakers discussing?
(A) Sales results of last quarter
(B) Sales results of last month
(C) Sales of the new range
(D) Sales for the coming month
57. What does the woman imply when she says "That's interesting"?
(A) She wants to work at the Collingwood store.
(B) She knows their sales are down.
(C) She wasn't listening to the man.
(D) She wants to know why the sales are down.
58. What does the man suggest they do?
(A) Visit Head Office
(B) Visit the Woodsdale store
(C) Visit the Collingwood store
(D) Visit their manager
-
59. Where most likely are the speakers?
(A) At an office
(B) At a lawyer's office
(C) At a hardware store
(D) At a local mall
60. What does the man mention about the delivery?
(A) He isn't getting any equipment delivered to the office.
(B) He is getting the small equipment delivered to the office.
(C) He is getting a drill delivered to the office.
(D) He is getting some documents delivered to the office.
61. What does the man say he needs?
(A) An invoice
(B) Some paint
(C) A shovel
(D) Some nails



Fire Drill Procedures January 21st		
Level 1	8:00 A.M.–9:00 A.M.	Human Resources Department
Level 2	9:00 A.M.–10:00 A.M.	Accounting Department
Level 3	11:00 A.M.–12:00 P.M.	Customer Service Department
Level 4	12:00 P.M. – 1:00 P.M.	Legal Department

62. What did the man recently do?
- (A) He met with a photographer.
 - (B) He met with a sales associate.
 - (C) He met with an interior decorator.
 - (D) He had lunch.
63. Why does the man want to move the sales desk?
- (A) To increase the company's sales
 - (B) To make it look nicer
 - (C) To make more room for the woman to work
 - (D) To give waiting customers more space
64. Look at the graphic. Where will the sales desk be moved to?
- (A) Where the help desk is now.
 - (B) So it is to the right of the entrance.
 - (C) Where the waiting area is.
 - (D) They will move the help desk instead.
- 65.** What did the man say about next week?
- (A) There will be an inspection.
 - (B) Some new computers will arrive.
 - (C) They will have fire drills.
 - (D) Someone called in sick.
- 66.** Look at the graphic. What department do the speakers work in?
- (A) Human Resources
 - (B) Accounting
 - (C) Customer Service
 - (D) Legal
- 67.** What does the woman suggest they do?
- (A) Don't say anything
 - (B) Print out some extra copies
 - (C) Speak to their supervisor
 - (D) Put up a sign

1980 Mazda Mikado Plastic Model

Part A – 1:25 scale plastic model kit

Part B – Snap fit tool

Part C – Rubber tyres

Part D – Rub-on decals



68. Where does the man most likely work?

(A) Chemist
(B) Hardware store
(C) Model shop
(D) Medical clinic

69. Look at the graphic. What part is the woman missing?

(A) Decals
(B) Model kit
(C) Snap fit tool
(D) Rubber tires

70. What does the man offer to do?

(A) Deliver it to her
(B) Give her a refund
(C) Cancel the order
(D) Express-post it to her

PART 4

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

71. What did the listener offer to do?
- (A) Attend a meeting
 - (B) Go to New York
 - (C) Take care of the speaker's child
 - (D) Lend a personal item
72. What will happen in April?
- (A) An annual conference
 - (B) A business merger
 - (C) A budget review
 - (D) A town meeting
73. What will the listener most likely inform the speaker about?
- (A) The time of arrival
 - (B) The payment
 - (C) An event location
 - (D) A weekend schedule
74. Where most likely is this announcement being made?
- (A) In a factory
 - (B) On an airplane
 - (C) At a bus terminal
 - (D) At an airport
75. What can listeners receive at the counter?
- (A) A name tag
 - (B) A receipt
 - (C) A meal ticket
 - (D) Some refreshments
76. What are listeners asked to do?
- (A) Form a line
 - (B) Stay nearby
 - (C) Sign a document
 - (D) Present a ticket

77. Where most likely is the speaker?
- (A) In a museum
(B) In a library
(C) In a lecture hall
(D) In a gift shop
78. According to the speaker, what is Dr. Simmons famous for?
- (A) Writing best-selling books
(B) Making important discoveries
(C) Finding ancient buildings
(D) Conducting groundbreaking experiments
79. What does the speaker request that listeners do?
- (A) Purchase a day pass
(B) Turn off a camera
(C) Refrain from using a flash
(D) Stay with the group
-
80. What is the speaker mainly discussing?
- (A) A company picnic
(B) A job opportunity
(C) A new benefit
(D) Overseas expansion
81. According to the speaker, what can listeners do online?
- (A) Find out a new payment
(B) Register for a workshop
(C) Remit a monthly payment
(D) Review a proposal
82. Why should some listeners contact Suzie Summers?
- (A) To request a schedule change
(B) To obtain personal information
(C) To cancel a subscription
(D) To congratulate a co-worker
-
83. Who most likely are the listeners?
- (A) Lawyers
(B) Accountants
(C) Bankers
(D) Chefs
84. What does the woman mean when she says, "I know that you are all very busy"?
- (A) She wants to organize a meeting.
(B) She needs more printers.
(C) She is recognizing their concerns.
(D) She isn't sure what to do.
85. What task does the speaker assign to the listeners?
- (A) Spend a week with the interns
(B) Don't speak to the interns
(C) Write a training manual
(D) Report on sales figures
-
86. What product does the speaker's company sell?
- (A) Electronics
(B) Food
(C) Clothing
(D) Apparel
87. What problem does the speaker describe?
- (A) She thinks there is not a problem.
(B) Some products are not selling well.
(C) They have a new competitor.
(D) They will have to cut staff.
88. What does the woman mean when she says, "sit in on the meeting"?
- (A) She will send employees an email.
(B) She wants employees to prepare a report.
(C) She wants employees to come to the meeting.
(D) She will have a conference call.

89. What product does the speaker's company sell?

(A) Heating products
(B) Air conditioners
(C) Vacuum cleaners
(D) Magazines

90. According to the speaker, what happened last month?

(A) They signed a special contract.
(B) They bought out another company.
(C) They traded stocks.
(D) Their sales went down.

NEW

91. What does the man mean when he says "How about that?"

(A) He is confused about the situation.
(B) He is pleased with the results.
(C) He isn't happy.
(D) He wants to try to upgrade their computers.

SPRINGFIELD DANCE TROUPE CLASS SCHEDULE							
Class	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Hip Hop	X	X	X	Tiffany 11–2	Tiffany 11–2	Owen 11–2	Owen 11–2
Swing	Beth 11–2	Beth 11–2	Beth 11–2	Beth 11–2	Beth 11–2	X	X
Jazz	Gwen 5–8	X	Gwen 5–8	X	X	Gwen 5–8	X
Ballet	Sally 1–4	Sally 1–4	X	X	X	X	X

92. What is indicated about Springfield Dance Troupe?

(A) They are changing the music they like.
(B) They are moving to a new location.
(C) They want to find a new swing class instructor.
(D) They are adding a new course.

93. Look at the graphic. What can you infer about the dance classes?

(A) They will be difficult.
(B) They are for beginners.
(C) Dance classes last for three hours.
(D) They are coed.

94. What does Springfield Dance Troupe invite the public to do?

(A) Come to their picnic
(B) See them in the concert hall downtown
(C) Watch them perform a hip hop dance routine
(D) Say goodbye to Sally Jones

Presidential Tailoring Pricing Structure
FIRST MEASUREMENTS ARE FREE

Men's trousers	\$35*
Men's jackets	\$150*
Women's ensembles	\$130*
Women's gowns	\$200*

*Prices may vary by choice and volume of fabric chosen or required.

95. What is indicated in the advertisement?
- (A) Presidential Tailoring is just getting started in their business.
 - (B) Jeffrey Frye is an experienced American tailor trained overseas.
 - (C) Presidential Tailors is having a big sale.
 - (D) They only have one tailor on staff.
96. Look at the graphic. What is true about the pricing?
- (A) It can change based upon what material people want.
 - (B) Women's gowns are popular.
 - (C) Most people choose the trousers because they are a good deal.
 - (D) Women's ensembles are overpriced.
97. What can you infer about Presidential Tailoring?
- (A) They are a discount clothier.
 - (B) They work with leather.
 - (C) Their target market is children.
 - (D) They take a lot of pride in their work.

INVOICE

Item	Quantity	Volume discount
Foot Stools	36	3%
Chairs	12	0%
Small End Tables	117	5%
Large End Tables	24	5%

98. Look at the graphic. Which volume discounts are incorrect?

- (A) Foot stools 3%
- (B) Chairs 0%
- (C) Small end tables 5%
- (D) Large end tables 5%

99. What is the listener asked to do with the invoice?

- (A) Change the Large end table orders to two dozen
- (B) Make the invoice match the order
- (C) Send the invoice to the factory for completion
- (D) Send the invoice to accounting

100. What does the speaker anticipate will happen next?

- (A) She will receive her order.
- (B) She will receive a new invoice.
- (C) She will have to place the order a third time.
- (D) She will need to use a different supplier.

This is the end of the Listening test.

Actual Test

Script

PART 1 / PART 2 / PART 3 / PART 4

01

PART 1

1



- (A) The woman is talking on the phone.
(B) The woman is using her cell phone.
(C) The woman is typing on the laptop.
(D) The woman is writing in her notebook.

2



- (A) The woman is cooking some bacon.
(B) The woman is baking a cake.
(C) The woman is preparing for dinner.
(D) The woman is frying some fish.

3



- (A) The man is holding some seafood.
(B) The woman is baking a crab.
(C) They are scared of the crab.
(D) The family is shopping for breakfast.

4



- (A) The man is using a screwdriver to screw a nail into the building frame.
(B) The man is hammering something into a building frame.
(C) The man is making the frame with his hand.
(D) The man is wearing protective glasses.

5



- (A) There are some tables and chairs outdoors.
(B) There are some people sitting at the tables.
(C) There are plastic umbrellas on the tables.
(D) There are many flowers in the garden.

6



- (A) They are looking at each other.
(B) The woman is typing on her computer.
(C) The man is using the calculator.
(D) The man is writing something onto the notepad.

PART 2

7 Where was the company picnic held?

- (A) In April.
(B) Refreshments will be provided.
(C) At a park next to a lake.

8 Who's working at the front desk today?

- (A) That's a difficult request.
(B) It's Katie Miller.
(C) Make room on your desk.

9 Would you like to work together or separately?

- (A) Actually, I prefer working alone.
(B) Let's gather the company's data.
(C) Before next Friday.

10 Have you introduced yourself to the new employee?

- (A) A new reward system will be introduced soon.
(B) No, I've been too busy today.
(C) Nice to meet you.

- 11 Where does this bus go to?
(A) You need a transit card.
(B) The bus stop is over there.
(C) It is headed downtown.
- 12 The elevator has been repaired, right?
(A) She works on the third floor.
(B) Yes, it is working again.
(C) That's not what I saw.
- 13 What was the cost of replacing the window?
(A) I think it was less than 60 dollars.
(B) In a department store.
(C) It wasn't difficult at all.
- 14 Will you be checking your e-mail tomorrow?
(A) Look at the attachment.
(B) Actually, I'll be on vacation.
(C) We accept cash or check.
- 15 Have you considered building a fence?
(A) The house is for sale.
(B) Yes, we're doing that next.
(C) His remarks caused offense.
- 16 Why did the subway stop running early tonight?
(A) Because it's a holiday.
(B) Let's get off at the next station.
(C) No, I won't be running tomorrow.
- 17 How was the museum tour?
(A) The window faces toward the street.
(B) Between Williams Street and Keller Avenue.
(C) It was very informative.
- 18 Why weren't the flyers ready in time for the event?
(A) They're not frequent flyers.
(B) The copier malfunctioned.
(C) It was the company's 40th anniversary.
- 19 Who's speaking at tonight's opening ceremony?
(A) Front row seats.
(B) Mr. Gibson will close the door.
(C) A famous novelist.
- 20 When should I turn on the air conditioner?
(A) When it reaches 25 degrees.
(B) I agree with you.
(C) They'll be on air in about an hour.
- 21 Which seat is mine?
(A) It's a comfortable chair.
(B) Please sit anywhere.
(C) Keep that in mind.
- 22 I couldn't get a hold of George.
(A) Hold the line, please.
(B) Some empty boxes.
(C) Try calling back later.
- 23 Shouldn't our food have been served by now?
(A) It was delicious.
(B) Yes, the service is rather slow tonight.
(C) I'll order the tomato pasta.
- 24 Why don't we take a group picture?
(A) Sure, let's do it on the steps.
(B) A digital camera.
(C) Yes, she looks attractive in this picture.
- 25 This new coffee maker was very expensive.
(A) He has extensive management experience.
(B) There's a paper jam in the copy machine.
(C) That's why the coffee tastes great.
- 26 Are you going out for dinner or staying in?
(A) I'm going to order delivery.
(B) Please bring the bill.
(C) At a convenient time.
- 27 Would you like to borrow this book when I finish reading it?
(A) Ms. Watson will be leading the team.
(B) I'm going to book a table for dinner.
(C) No, I'll get it from the library.
- 28 Didn't you receive a paycheck?
(A) No, they are distributed next week.
(B) Sure, I'll send him an e-mail.
(C) She wants to get the promotion.
- 29 You set up chairs in the conference room, didn't you?
(A) I need a reference book.
(B) Yes, 200 seats in total.
(C) No, I couldn't find the e-mail address.
- 30 I was very impressed with Alex's singing.
(A) I forgot the singer's name.
(B) Where is the concert?
(C) Yes, he has a wonderful voice.

- 31 How about renting a larger space for the party?
(A) Is that really necessary?
(B) I returned the equipment.
(C) I'm not a tenant.

PART 3

32–34 conversation

- M Hello, I'm Steven from Home Appliance Mart. (32) I'm here to install the UHD television that you ordered last week.
- W Yes, come right this way. We would like to mount the television on this wall. We plan to use it for presentations and training seminars.
- M Oh, no. (33) It looks like I forgot the tools that I need to screw the television to the wall mount. I'm sorry. I'll have to come back tomorrow morning.
- W Oh, that's all right. (34) However, please call me before you come tomorrow to make sure that someone is in the office to meet you.

35–37 conversation

- W Hello, Mr. Weaver. (35) You are one of the final applicants that we are considering for the teaching position at Belmont University. How do you think your previous jobs have prepared you to teach at our university?
- M (36) Well, I used to be an editor-in-chief at a literary magazine. Therefore, I think it has prepared me well to teach in the English literature department at your university. I would be able to help students to become better writers.
- W Well, I think you are right about that. You seem to be qualified for the position. As you may know, we don't pay a lot for this position. (37) However, if you take a job with us, you would receive a lot of time off during the summer vacation.
- M Actually, that's one of the reasons I chose this job.

38–40 conversation

- W (38) Chris, how are the renovations going in the dining room? Do you think we'll be ready to reopen by this Saturday?
- M No, definitely not. The shipment of floor tiles still hasn't arrived. (39) Because the floor space is so large, it'll take at least a week to finish the entire project.
- W Ah, I see. Well, we have a lot of dinner

reservations for the weekend. What should I do about that?

- M (40) Why don't you call everyone who already made a reservation and offer them a 20% discount on their next meal by way of compensation?

41–43 conversation

- M Hi, Linda. I'm responsible for putting together a slide show for Greg's going-away party this Friday. (41) However, I can't find many pictures. Do you happen to have any photos of Greg that you could send to me?
- W What? Greg is leaving the company? I had no idea.
- M Yeah, he is taking a job at a design company. (42) He said the job is more suited to his skills.
- W Oh, I'm happy for him. I have a few photos from last year's Christmas party. (43) I'll find the ones with Greg in them and e-mail them to you.

44–46 conversation

- M Joanne, did you hear that all employees will be receiving free tablet computers next week? (44) I'm excited about it, but actually I don't know how to use one. Even my mobile phone is not a smartphone.
- W Don't worry about it. I have one at home and they are very user-friendly. You won't have any trouble familiarizing yourself with it.
- M I'm glad to hear that. (45) As a logo design company, we can definitely use the tablet computers to increase work efficiency.
- W You're right. (46) If you have any questions, feel free to ask me for help.

47–49 conversation

- M Excuse me. (47) I'm conducting research on the effect that the new downtown mall is having on local residents' shopping habits. Do you have a moment to talk to me?
- W Sure, no problem. I can tell you that since the mall was built, I find myself coming downtown a lot more. (48) I think what I like most is that I never have to struggle to find a parking spot.
- M I see. What about the variety of shops? Are you satisfied with that?
- W (49) Well, I usually come to the mall to shop for clothes. I think there is a wide selection of women's clothes.

50–52 conversation

- W (50) Have you placed the order yet? Mr. Johnson just called and said he wants two more laptops, and a 50-inch monitor.
- M Well, I already placed the previous order, (51) but the laptops and monitor will have to wait until tomorrow. The supply company closes at 8:00 P.M.
- W Oh, will they be able to deliver to us on the same day? Mr. Johnson was hoping to get everything tomorrow.
- M I'm not sure. I'll call them first thing in the morning and find out.
- W Meanwhile, how much was the total for the order?
- M It came to \$12,500. Do we have enough in our budget for more laptops and a monitor?
- W (52) I'll call Mr. Johnson and ask. It looks like we've gone over our budget.

**53–55 conversation**

- W Hi, Mr. Jeffries. (53) Unfortunately, our client in New Jersey called and said they have to reschedule the meeting date to 5th of July. I went ahead and booked a ticket for the 4th. Is it OK if you go straight to Washington after New Jersey?
- M What about the client in Washington? Were they comfortable with the schedule?
- W Yes. (54) I explained that we need to postpone the meeting in Washington because of our client in New Jersey. I think this gives us time to prepare some additional materials for your presentation. I would like to add some more details to your PowerPoint slides about our new products. Let's meet this afternoon and discuss it.
- M (55) That's not a bad idea. I'll see you this afternoon.

**56–58 conversation**

- M (56) Rachel, how was your vacation in Australia?
- W It was fantastic. It is a beautiful country, but we did not get to see everything we wanted to see. Maybe we will go back in the future. Have you managed to find a new account manager yet? We are starting to get busy and we need some more staff.
- M Actually, there is someone we are looking to hire. His CV is quite impressive. Here, take a look.
- W (57) What's this? Is this Robert Wilder's

application? I have known him for years! (58) We play tennis together on the weekends. So you are thinking about hiring him?

- M Yeah. The interview went really well and he has all the qualifications. I think he can be a great member of our team.
- W I agree. I have never worked with him, but personally, I think he will be an excellent employee. I'm just surprised to see him applying here.

59–61 conversation

- M1 Tom and Julie, I need the sales reports for this month ready a bit early. Next month is really important for our company so we need to prepare a bit earlier than usual.
- W Sure. But we will need to do some overtime. (59) We are really busy at the moment so it's going to be a lot of extra hours after work, and I have to take care of my children.
- M2 Yeah, that's a lot of extra work. (60) I think after next month we should get a few days added to our vacation.
- W That sounds reasonable. (61) I will need to hire a babysitter while I'm doing the overtime, so the extra vacation time seems fair.
- M1 I agree. Okay, we will discuss the details later, but I definitely agree with you.

**62–64 conversation**

- W Hi, we are renovating our boardroom and I'd like to purchase some cherry wood tables for our conference room. (62) I am having a meeting with some very important clients on Friday. So I'd like to have them delivered tomorrow. What is the cost for an emergency delivery?
- M Hold a moment please... Next day delivery is an extra seventy-five dollars.
- W Really? That is expensive. I thought if my order was over three hundred dollars, delivery would be free of charge.
- M Well, yes. (63) Are you planning to order the cherry wood tables?
- W Yes, I would like two of them.
- M OK then, (64) I will make sure that your order arrives tomorrow morning before midday, and delivery will be free of charge.



65–67 conversation

- W Hi, this is Rachel. ⁽⁶⁵⁾ I'm calling to see if I can upgrade from coach to business for my flight to ⁽⁶⁶⁾ Thailand this June.
- M OK, can I have your membership number please?
- W Yes, it's EM3985771.
- M ⁽⁶⁷⁾ I'm sorry. You don't have enough points for this trip. However, I see that you're traveling to Korea and Japan next week. That should give you enough points to upgrade in June. **Why don't you call again after your trip?**
- W OK, that's a great idea. I'll call again in two weeks.



68–70 conversation

- W ⁽⁶⁹⁾ You beat me again! You always get to work before I do even though I leave before you. How do you do that?
- M Which road do you take?
- W ⁽⁷⁰⁾ I just follow my GPS and it shows that Kingsley Road is the most direct route to work.
- M No, don't follow your GPS. Your route passes through several residential areas and school zones as well as traffic signs, so it takes much longer to get here.
- W Which route do you take then?
- M ⁽⁷⁰⁾ I go to Cambridge Street, which takes a bit of a detour from our apartments, but it's practically a highway. I even have enough time to stop for some coffee before work.
- W Wow, I always thought Cambridge would take much longer.
- M No, it's really quick. I can show you next time.

PART 4

71–73 instructions

- M ⁽⁷¹⁾ Amy, it is your responsibility to check that the store is clean and well-stocked for customers before we open for the day. ⁽⁷²⁾ Most importantly, I would like you to make sure that the proper price tags are displayed in front of their corresponding products. Customers get really confused and upset when the price of a product is displayed incorrectly. ⁽⁷³⁾ In the case that a customer ever does get displeased, please let me know right away so I can come and deal with the problem in person.

74–76 announcement

- W ⁽⁷⁴⁾ The town of Dayton is excited to announce the opening of a new community center. The center provides daytime activities for kids and adults of all ages. ⁽⁷⁵⁾ For the grand opening, the local band Summer Heat, led by Jim Neilson, will perform a show in half an hour. ⁽⁷⁶⁾ Afterwards, attendees are encouraged to fill out a survey meant to judge the needs of local citizens. Thank you.

77–79 talk

- W Good morning, everyone. ⁽⁷⁷⁾ Welcome to a test screening of our pilot for a new daytime sitcom entitled *Once Upon a Romance*. Your participation in this focus group is essential for assessing audience reception. ⁽⁷⁸⁾ This television show is meant to appeal to middle-aged housewives, and that is why you have all been selected. ⁽⁷⁹⁾ After watching the pilot, we will take you to a meeting room where we will conduct an in-depth interview that will help us gather your feedback and responses. Thank you again for your cooperation.

80–82 radio broadcast

- M ⁽⁸⁰⁾ This is a reminder that legendary soccer player Tommy Durant will be signing autographs at Dave's Sport Shop at 1:00 P.M. tomorrow. ⁽⁸¹⁾ You are encouraged to bring your own items, such as clothes or books, for Mr. Durant to autograph. Also at this time, parents will be able to sign their children up for a summer soccer camp that will be run by Tommy Durant. ⁽⁸²⁾ The camp is limited to twenty children, so anyone who is interested should sign up early.



83–85 introduction

- W As I'm sure everyone is aware, ⁽⁸³⁾ we have recently merged with another company that is located in India. Now that we have become an international corporation, ⁽⁸⁵⁾ we will be sending a lot of our most vital data through unsecure email systems. According to the IT department, this is unavoidable. Unfortunately, this means we have to be very careful with what data we send through e-mail. This afternoon, everyone must attend a seminar explaining the new procedures for what data can be sent via e-mail. The rest will

be sent using secure air mail. If you don't come to the meeting then I will have to explain the same thing over and over again and ⁽⁸⁴⁾ **my schedule is too tight to do that.** So, everyone should come to the 1st floor meeting room at 2:30 P.M.

(NEW)**86–88 speech**

W First of all, I'd like to thank everyone for attending the annual Bob Shilling Short Theater festival. I'm sure you have all enjoyed the performances so far. The actors have put in many nights of rehearsal to bring you some excellent performances! Next up is the Bromley Actors Guild, and they will be doing Shakespeare's play "The Tempest". ⁽⁸⁶⁾ **This is a play that is focused on the themes of magic and illusion.** ⁽⁸⁷⁾ **Remember, last year the Bromley Actors Guild won first place at this event, so you should look forward to seeing them perform this wonderful play.** ⁽⁸⁸⁾ **After the play finishes, we will have question-and-answer time,** and you can get to know some of the members of the Guild on a personal level.

(NEW)**89–91 announcement**

W I'm sure you are all aware that the ⁽⁸⁹⁾ **new line of cell phone cases and selfie sticks we released are selling very well.** For some reason though, our range of portable batteries are selling quite poorly. ⁽⁹⁰⁾ **I wonder if the cost is too high compared to the other products on the market. We need to develop a strategy to start selling more batteries so I've consulted with a marketing specialist in regard to changing our prices.** ⁽⁹¹⁾ **This afternoon we will have a conference call with them, so please come to my office after lunch and sit in on the discussion.**

(NEW)**92–94 telephone message**

M Hi, Susan. I'm calling about the office furniture we delivered to Harmons & Sons recently. They said their first floor looks really good but they are going to need twenty chairs and twelve whiteboards for their boardrooms upstairs. ⁽⁹³⁾ **They recently merged with another company so I think they will have a lot more staff in their building soon.** Make sure you check what we have in the warehouse; if we are missing anything, we need to order it today. ⁽⁹⁴⁾ **Also,**

before you send the order, please have me sign off on it. As the manager, I need to sign all outgoing orders before they leave the office. Please let me know when you have the order prepared.

95–97 talk

W OK everybody, thank you for coming in. ⁽⁹⁵⁾ **I received the statistics for this year's software market shares.** Although we are still in the top four companies, we need to work harder. ⁽⁹⁶⁾ **Slight Line Inc. has just moved past us by three percent one year. We were much bigger than them last year.** Analysts are suggesting that Slight Line's success is because they give away a lot of free software updates after people buy their games. ⁽⁹⁷⁾ **In the next quarter, we are going to begin to offer all of our expansion packs for free download.** I think this can give us the edge we need and help us get back about Slight Line Inc.

98–100 excerpt from a meeting

M Hello everyone! ⁽⁹⁸⁾ **Welcome to your first day at Valencia's Culinary Training Center. Your ability to combine cooking skills with health and safety procedures will be crucial for your future career.** Here's our training schedule for the next four days. Today we will work on basic knife skills and food preparation. This is an essential first step in becoming a skilled chef. For the rest of the week, each day will have a different theme relating to the most important aspects of working in a kitchen. ⁽⁹⁹⁾ **We have some celebrity chef's coming in who are highly skilled and I'm sure you will enjoy working with them.** One more thing to remember is we will have a special team lunch on Wednesday that will be prepared by everyone together.

Actual Test

Script

02

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1



- (A) The plane is docked at the airport.
(B) There is luggage being put onto the plane.
(C) There are many people boarding the plane.
(D) There are maintenance workers fixing the plane.

2



- (A) The woman is drinking a cup of coffee.
(B) The woman is listening to music.
(C) The woman is talking on her cell phone.
(D) The woman is looking at the newspaper.

3



- (A) She is fixing the wheel on her bike.
(B) She is changing the tire on her car.
(C) She is putting oil into her car.
(D) She is standing behind the windmill.

4



- (A) They are very close to the chairlift.
(B) They are making snow.
(C) The people are skiing down the mountain.
(D) All of the skiers are wearing helmets.

5



- (A) The people are drinking glasses of juice.
(B) She is giving a presentation about September's sales figures.
(C) All of the women are sitting down.
(D) One of the women is giving a business presentation on a whiteboard.

6



- (A) The men are adjusting headsets.
(B) The women are wearing headsets.
(C) The men are using a mouse with the laptop.
(D) The women are talking to each other.

PART 2

7 Where should I put the extra extension cords?

- (A) In the top drawer.
(B) The deadline is strict.
(C) After today's meeting.

8 How often should the windows be washed?

- (A) Please pass me my glasses.
(B) At least twice a year.
(C) Friday, March 3.

9 I'd be happy to make you dinner.

- (A) Thanks, but let's go out.
(B) At most 50 dollars.
(C) It was wonderful.

10 Which shoes fit you best?

- (A) He's physically fit.
(B) Make sure to tie them tight.
(C) The striped ones.

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

- 29 Why don't we take a tour of the house?
(A) No, I already saw this exhibit.
(B) Sure, I'd like to take a look too.
(C) Because the tenant will be moving out soon.
- 30 How long has this company been in business?
(A) It was founded in 1958.
(B) The meeting is at 5 o'clock.
(C) It's around 5 meters, I guess.
- 31 Jonathan knows the sales figures.
(A) Enter the figures in the spreadsheet.
(B) Is he in the office now?
(C) I can't figure out what's going on.

PART 3

32–34 conversation

- M (32) Ms. Potter, the package that you sent to the advertising agency in Tokyo was returned today. It seems that you sent it to the wrong address.
- W (33) Actually, I received an e-mail from the Tokyo office today informing me that they relocated their office yesterday. I wish they had told me earlier.
- M Well, that's unfortunate. It seems unfair that you had to pay for the postage. It must have been expensive to send such a large package.
- W Yes, it was. (34) I'm going to request that the company in Tokyo pay me back.

35–37 conversation

- M This is Mike Judge, your host for the morning news here at QQBC 99.5. Today our guest is business leader Karen Chambers. (35) She recently opened a chain of health food stores across the state. How did you get the idea, Ms. Chambers?
- W Well, I majored in food and nutrition and I minored in business administration. (36) So, my goal was to utilize what I learned in college to open a successful company.
- M Ah, I see. What factor do you think has contributed most to the success of your chain of stores?
- W (37) I think it's due to the recent trend of people showing enormous interest in health and fitness.

38–40 conversation

- M (38) Hello, I'm here because I'm interested in buying an instrument. My son just turned seven years old today and I thought it would be a great birthday present. Could you give me some advice on what to buy?
- W (39) Well, I usually suggest that children start by learning the piano. String instruments such as guitars or violins can be difficult for children to hold. On the other hand, a piano is fine for children as they can learn musical principles easily.
- M I see. However, do you think my son is too young to begin learning an instrument?
- W Not at all. Actually, children can learn as young as three years old. (40) Here is a pamphlet that will give you some information about the lessons for children that we offer.

41–43 conversation

- W (41) Steve, did you notice that this month there was a slight decrease in the number of viewers for our show? (42) I'm worried our new host, Jim Cruz, isn't very popular with viewers.
- M I know. I was expecting a lot more viewers. (43) I think we need to spend more money on advertising.
- W I see. Maybe a lot of people are just unaware of the show. I'll get in touch with an advertising agency right away.
- M Thanks. Tell me if you need any assistance.

44–46 conversation

- M Good morning, Ms. Spencer. (44) Why did you come to work particularly early today? Usually I'm the only one here at this time.
- W (45) Well, I have to leave work early today in order to attend my sister's wedding, so I came in early. By the way, do you think you could do me a favor?
- M Sure, I'd be happy to. What seems to be the problem?
- W The stapler ran out of staples. (46) Do you think you could bring me some more from the supply closet on the second floor? I have something to do right now.

47–49 conversation

- W Marcus, have you finished designing the layout for our new online clothing store? (47) **I'm really excited to start selling our clothes online as well as at the offline store.** Can I see the website?
- M Sure, but there are still a few changes I would like to make. I'm worried that some customers might get confused while navigating the website. (48) **I think I need to simplify the interface more.** What do you think?
- W Actually, I like it the way it is. I don't think it's too confusing. (49) **However, I think we need to add more photographs of the products.** If customers can't see exactly how the products look, they might be discouraged from making a purchase online.

50–52 conversation

- M Hi, Sarah. (50) **I'm making plans for the next business conference in the summer. What venues would you recommend?**
- W (51) **I think Highwind Hotel has great conference rooms and all the necessary equipment you might need. I've planned seminars as well as weddings there and they always do a great job.**
- M Alright, I'll give them a call and reserve their spaces today.
- W Did you release a newsletter about it yet?
- M No, I just want to confirm the venues first and then we'll start sending out emails and newsletters.
- W Great, (52) **let me know if you need any help.**
- M Thanks, in fact, can you take a look at a draft I'm working on? I'd like your opinion on it.

53–55 conversation

- M Excuse me, Mrs. Stevenson. (53) **Do you have a minute to discuss the new contract you offered me?**
- W (54) **Actually, I'm on my way to appointment. Is there a problem with the contract?**
- M Actually, there is. The vacation time is much lower on the new contract and I had planned a trip to Europe this summer.
- W I see. (55) **Have you already paid for your flights and accommodation?**
- M Yes, I have. I had been planning it for months. It is a large amount of money.

W I see. I'm sure we can work it out. I think I can extend your old contract until after your vacation. I don't want you to lose your money. Come to my office at around 3:00 P.M. today and we will try to work something out.

(NEW)

56–58 conversation

- M Hi, Beth. Do you like amusement parks?
- W Yeah! I really like them.
- M (56) **Some of us from the accounting department are going to Dreamworld on Saturday for a team bonding day.**
- W Oh really? I've never been there before. (57) **I had some plans this Saturday but I can easily change them.** What time were you thinking of going?
- M We should meet around 10:00 A.M. at Central Station. It will be much easier to take the subway because it's hard to find parking at the amusement park.
- W OK. Sounds good. (58) **I will book all of the tickets on my credit card online so we don't have to wait in the line.**

59–61 conversation

- W Are you guys ready? We need to leave shortly because the show starts in an hour. The traffic will be very busy.
- M1 Yeah, we better go soon. I'm so excited! (59) **I've never seen a Broadway show before.** I'll call John and see if he is ready to go or not.
- W (60) **Tell him I can pick him up with my car on the way there.** Otherwise he has to take the subway and that will take a long time.
- M2 Yeah, you're right. I will text him and let him know we are on the way.
- M1 Do not text him. I will just call him now and let him know. (61) **Oh, and Judy, I will give you some money for parking because it is quite expensive at the theater.**

(NEW)

62–64 conversation

- W OK, (62) **the body wash set on special today is sixty-eight dollars. Do you have a customer loyalty card?**
- M I have a discount coupon I want to use while it's still valid. It's in my bag... here it is.
- W OK... Hmm, it's not registering on the computer. Let me try to figure this out.
- M (63) **Wait a minute... Oh- I see what the problem is.** I don't have enough item.

Let me get more things and I will be right back.

- W No problem. (64) **I will hold this stuff at the counter for you while you take a look.**

(NEW)

65–67 conversation

- W Did you hear about the network closures next week?
- M Mr. Bronson got the e-mail about this yesterday. (65) **They need to upgrade our network so we can update our software next month.**
- W Oh, OK. But (66) **why would they put the 2nd floor offline at one o'clock?** They are usually so busy during that period. I don't understand why they would schedule it like that. They should do it on their lunch break.
- M Hmm... (67) **Good point. You should go to talk to the manager.** I'm sure he will agree with you, and then he can get the schedule changed.
- W Yeah, I will. I think I better tell him now so we can arrange it.

(NEW)

68–70 conversation

- W Hello, I'm travelling to Barcelona, Spain on business next month. (68) **I'd like to use my mileage points to upgrade my seat.**
- M Of course, (69) **can you please tell me your JenAir membership number?**
- W OK, it's JA388739.
- M Give me a minute as I bring up your information. Oh, I'm sorry. You don't have enough points to upgrade for this trip.
- W Oh, that's too bad. How many points do I need?
- M (69) **About 20,000 more points. You should have enough to upgrade after your trip to Spain however.**
- W Oh, that's so disappointing. I'll have to come to terms with waiting another few months before that upgrade then.

PART 4

71–73 telephone message

- M Hello, my name is Rick Dunn. (71) **I was in your store today and I'm worried I may have left my wallet there.** Earlier today I was in the home furniture section looking at some couches. (72) **I think my wallet may have slipped out of my pocket while sitting on one of the couches.** If you could please look for it, I would really

appreciate it. (73) **I'd like to stop by your store when you open it at 9:00 A.M. tomorrow.** I hope you have good news for me. My phone number is 023-555-6541. Thank you in advance.

74–76 instructions

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

77–79 announcement

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

80–82 radio broadcast

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

(NEW)**83–85 excerpt from a meeting**

W Great news everybody! Quarterly profits are up 23%. ⁽⁸³⁾ **The introduction of our new range of body washes has exceeded all of our expectations.** Our other products have continued to sell well, particularly our facial creams and hand creams. ⁽⁸⁴⁾ **Last month our products were featured in En Vogue magazine, and they had a three-page story on the quality of our manufacturing process.** This must have helped with our sales increase. We are expecting more media exposure in the following months, and the release of several new products. ⁽⁸⁵⁾ **How about that? I'm proud of all the work you have put into this quarter.** Let's keep it up!

(NEW)**86–88 announcement**

M Hello, everyone. ⁽⁸⁶⁾ **I'd like to announce a few changes in our procedure that are designed to save us money.** Firstly, we will no longer be sending statements to clients through the post. We'll be using e-mail to send monthly statements. ⁽⁸⁷⁾ **It is a simple procedure, and when the software is installed I don't think you will need any training. The system is very straightforward.** We are also renting out the catering room and installing some refrigerators in the cafeteria, ⁽⁸⁸⁾ **so you will have to start bringing your own lunches to work.**

(NEW)**89–91 telephone message**

M Hi, Julia. This is Frank Walton from Human Resources. ⁽⁸⁹⁾ **We need to post an ad this week for a new dental assistant.** A colleague told me you are really good at making job application ads. ⁽⁹⁰⁾ **Have you seen the criteria for the dental assistant position?** This is my first time recruiting new staff, so I'm a little unfamiliar with some of the questions. ⁽⁹¹⁾ **I would really appreciate it if you could come by my office today and teach me the criteria.** Thanks.

(NEW)**92–94 telephone message**

M Hi, this message is for Ronald Benson. ⁽⁹²⁾ **My name is Stuart Lawson, the manager at Rosewood Printing Company.** We just received an online order from you for 2000 wedding invitations with lace and gold fabric wrappings. ⁽⁹³⁾ **I'm calling just to confirm your order is for 2000 invitations and not 200.** It is unusual

to get such a large order so I just want to make sure it is correct. Please call me back to confirm when you have a chance. We will not proceed with the order until you confirm. ⁽⁹⁴⁾ **Also, if you are planning such a large event, we have an excellent planner in the office named Shubert Mendez.** If you want to speak with him just ask for extension 12 when you call to confirm. I will make sure he gives you a free consultation.

(NEW)**95–97 radio broadcast**

M Hi everybody, this is the late shift with Joey Denton on Free Net Radio. ⁽⁹⁵⁾ **Today we have George Farrelli in the studio to talk about his hit new album, which has been number one on the charts for six weeks.** Earlier today, ⁽⁹⁶⁾ **George was telling me how his album was heavily influenced by his recent move to London,** and the growing rock and roll scene there. You can definitely hear the British influence in the title track "Frankly Speaking." ⁽⁹⁷⁾ **Coming up next, we will discuss George's up and coming marriage to his longtime girlfriend Cindy Pullman.** Thanks for joining us today George.

(NEW)**98–100 introduction**

M Hi, everybody. ⁽⁹⁹⁾ **Welcome to the retirement celebration of our long time president Mr. Jang.** Mr. Jang has served as president for the last 22 years and has helped build our business from its humble beginnings to a fortune 500 company. ⁽¹⁰⁰⁾ **It's a pleasure to host this special event in the famous Gloria Westwood Ballroom.** I consider it an indication of the success we have experienced. ⁽¹⁰¹⁾ **My name is Bob Hopkins, and I've worked with Mr. Jang for over 20 years.** I consider him to be one of the most talented, honest, and hardworking people I know and I feel privileged to call him my friend. So, with no further ado, please put your hands together for Mr. Jang.

Actual Test

Script

03

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1



- (A) The woman is looking at some menu.
(B) There is a measuring tape around her neck.
(C) She is holding a pair of scissors.
(D) She is making some curtains with her measuring tape.

2



- (A) She is looking at the laptop.**
(B) The vegetables are behind the laptop.
(C) She is writing an email.
(D) She is cutting some cucumber and carrot.

3



- (A) All of the men are wearing glasses.
(B) All of the people are looking at the laptop.
(C) There are glasses of water on the table.
(D) All of the men are leaning over the table.

4



- (A) The man is throwing a snowball at the wood.
(B) They are making a snowman.
(C) The man is breaking the snowball.
(D) They are having a snowball fight.

5



- (A) All of the chairs are the same.**
(B) There are a lot of people swimming in the water.
(C) The pool is nearby the sea.
(D) The umbrellas are closed.

6



- (A) She is at the supermarket.
(B) She is selecting a flowerpot.
(C) She is with her best friend.
(D) She is paying for a flowerpot.

PART 2

7 Where are the training materials being distributed?

- (A) Please pass me the stapler.
(B) In room 403.
(C) On-the-job training.

8 Is this the last train?

- (A) Yes, it's the nature trail I visited a month ago.
(B) It'll last two hours.
(C) No, there will be another.

9 Jesse left an envelope for me, didn't he?

- (A) It's at the front desk.**
(B) No, turn right at the corner.
(C) Yes, he will develop a new product.

10 When will the construction be completed?

- (A) In three months.**
(B) They're building a bridge.
(C) It was too complicated.

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

- 30 We can't accept credit cards at our store for now.
(A) It was on sale.
(B) The last four digits of my credit card.
(C) What about checks?
- 31 Why don't you bring a camera along?
(A) In a frame.
(B) An amateur photographer.
(C) Actually, I don't have one.

PART 3

32–34 conversation

- W Hello, this is Julia Kramer calling from Human Resources. (32) I gave your department a laptop computer to be fixed last week and I still haven't received an update. The keyboard needed to be replaced.
- M Ah, yes, Ms. Kramer. We have had a lot of work orders lately, so we are a little behind with repairs. Is the matter urgent?
- W (33) Well, I just forgot to copy an important file off the hard drive that I need for my work.
- M I can transfer that file onto a storage device for you. (34) Come to my office at your convenience.

35–37 conversation

- M Hello, Ms. Turner. This is Michael Schmidt calling from the Yorkshire Seaside Hotel. It says here that you would like to be informed if a seaside room became available. (35) Well, someone has just canceled, so if you would like to upgrade, you may.
- W Oh, great. Thanks so much for informing me. (36) How much more is the upgraded room compared to the standard room?
- M Well, it will cost an extra \$50 a night. However, the room comes with a larger bed and a hot tub. I recommend you visit our website to see pictures and information on the room.
- W OK. (37) I'll look at your website and then call you back with my decision.

38–40 conversation

- M Hello. Since I bought an air conditioner from your store, I have never changed the air filter. (38) Should I replace it soon?
- W When did you buy it? (39) We recommend changing the filter once a year at a minimum.

If you suffer from allergies, you should change it even more often.

- M (39) Oh, I guess I'm due for a new filter then. How can I purchase a replacement? Do you carry it there?
- W Yes, we do. (40) All you need to tell us is the model number of your air conditioner. Do you happen to know it?

41–43 conversation

- M (41) Katrina, I'm going to pick you up at 5 o'clock to go to the rock festival. I had such a great time last year. I hope it's even better this year.
- W Yeah, I'm excited too. (42) However, are you sure if we leave at 5:00 we will still get there on time? It starts at 5:30 and I think it takes at least an hour to get there.
- M Huh? (43) Isn't it being held in Harpersville like last year?
- W (43) No, the festival is being held in Bristol this year. The festival organizers are expecting more attendees this year. They were concerned that there wouldn't be enough parking spaces, so they moved it to Bristol.

44–46 conversation

- M (44) Stephanie, did you see the flyer hanging on the bulletin board in the hallway? It says a yoga class will be available to all employees free of charge. Are you planning on signing up?
- W Yeah, I saw that. (45) It looks like a great opportunity, but the class is held on Wednesday nights and that's the same day as my jazz dance class.
- M Oh, I didn't know you took a dance class. You have so many talents I didn't know about. I would love to see you dance sometime.
- W (46) Well, actually, we are putting on a performance next month at the Mond Theater. I would be so happy if you and our team members came.

47–49 conversation

- M Hello, this is Axel Fischer calling. I placed an order last week for a blouse that I was going to give to my wife as a present. However, I think I bought the wrong size. (47) I'd like to cancel the order.
- W (48) I'm sorry, but that item was already

shipped. You'll have to wait until it arrives and then return it. But don't worry. We can still refund your purchase.

- M Oh, thanks. Wow, I'm surprised it was shipped so soon after the order was placed. By the way, will I have to pay for shipping?
- W Unfortunately, yes. According to our policy, in this case you will have to pay for the return shipping.
(49) I'll send you a return shipping label via e-mail. What's your e-mail address?

50–52 conversation

- W Here is the office space you asked me about. **(50) It is hot inside because the air conditioners have been off, but usually the temperature is fine.** What do you think?
- M It's quite nice. There is a lot of natural sunlight which I really like.
- W Me too. It's a little small but we only have five employees so it would be fine.
- M Is there any public transport close by? Some of our employees take the subway to work.
- W Yes. Actually, the Brighton Street stop is about a five minute walk so it's pretty close.
- M **(51) The only problem is the carpet.** It's quite dirty. Does the owner plan on changing it anytime soon?
- W **(52) Actually, we are having new carpets put in next week.** So don't worry about that. If you sign the contract you won't move your stuff in for a month.
- M That's great. I think we will take it. When do we need to sign the contract?
- W I will prepare it when I get back to the office and we can sign it all tomorrow afternoon.



53–55 conversation

- M **(53) OK, Ms. Florence, I have talked with my colleagues about purchasing your office building.** The total offer including tax is three hundred thousand dollars.
- W That's much lower than I had expected. **(54) I've had several other offers that are higher than that from other real estate agents.** One agent offered me three hundred and fifty thousand dollars.
- M Well, there is room for negotiation. We are very interested in the property so I will pay more if you have other offers. We would like to sign a contract as soon as possible.

W **(55) I'm pleased you can match their offer.** I will give you a call this afternoon and we can arrange the contract.

56–58 conversation

- W Hi, Simon. I just got a phone call from Joseph Hardy at Datsio Construction. **(56) He is wondering why we have not started construction on the Marshall Tower yet.** He wants to begin construction as soon as possible because they are losing money while they wait.
- M I see. My lawyers are still going over some of the clauses in the contract that may need changing. **(57) I've been meaning to visit him but I have been busy with the new mall we are building on West Point. I'll go down this afternoon and have a talk with him.**
- W Okay, I understand. It's probably best we make sure that the contract is right before you sign it. **(58) I'll call Joseph and organize a meeting time and I'll e-mail and tell you what time to go and see him.**

59–61 conversation

- M1 OK, Ms. Mendez. **(59) The total cost to repaint the foyer will be around four thousand dollars.** That includes after service for six months if you have any problems with our work.
- W Hmm... That's more expensive than I thought it would be. Our budget was three thousand dollars. Why is the price so high?
- M2 **(60) I can explain why the price is over your budget.** It is because the old paint is peeling badly in some areas. We have to remove it all before repainting, which takes a long time. If you had repainted it earlier it would be less expensive.
- M1 In the future I would recommend painting it every 7 years.
- W OK. I thought I was being over charged, but that makes sense. **(61) You can go ahead and begin painting on the first weekend of August.**



62–64 conversation

- W Excuse me? **(62) I'm on a diet at the moment so I'm looking for some healthier food options.** I like to have cereal in the morning, can you recommend something for me? My nutritionist said I should eat a lot of protein.
- M There are many different breakfast options. One

of my favorites is the new Protein Plus range. It has oats, fruits, and extra protein added. Here, take a look.

- W Hmm, this looks delicious! ⁽⁶³⁾ But my nutritionist said I should keep my sugar intake below 20 grams a day. One serving of this cereal contains 28 grams!
- M Yes. In that case, ⁽⁶⁴⁾ I recommend that you try having eggs in the morning with some coffee. Then you can eat some sugar later in the day.

NEW

65–67 conversation

- M Hi, I need this suit cleaned. ⁽⁶⁵⁾ I'm going overseas on a business trip on the weekend and all my suits are getting a bit old now. How much would it cost to clean this?
- W Hmm... ⁽⁶⁶⁾ Usually twenty dollars. But this one will cost a bit more.
- M Really? On your price list, it says twenty dollars.
- W Well, yes, but you're very tall. This suit is going to take longer to clean and require more products. It will incur an additional surcharge.
- M Hmm... Maybe I will take it somewhere else. That doesn't seem fair.
- W ⁽⁶⁷⁾ OK. I will do it for twenty dollars. And whenever you need a suit cleaned, please come back to me.

NEW

68–70 conversation

- W Hi, Jimmy. Just checking up on you. ⁽⁶⁸⁾ Are you finished installing the wiring for the lighting in the Olive Cosmetics building?
- M I'm nearly finished. There were some problems with the electrical box so I had to fix some old fuses, so it took longer than expected.
- W ⁽⁶⁹⁾ OK. I'm nearly finished the lighting on the first floor, but ⁽⁷⁰⁾ I need help installing some cables in the roof. Can you come downstairs when you are finished?
- M Sure. This will take me another twenty minutes then I will come down.

PART 4

71–73 telephone message

- W Hello, my name is Alice Keller. ⁽⁷¹⁾ I'm calling to reserve some tables for a private party next Thursday. ⁽⁷²⁾ I have been a loyal customer of your restaurant for years, and trust it will be the perfect place for my wedding after-party.

We are expecting around fifty guests and will pay for food and drinks to be served to all guests. ⁽⁷³⁾ One of our requests is that vegetarian options be available for some guests.

74–76 talk

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

77–79 announcement

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

80–82 introduction

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

(NEW)

83–85 news report

W This is Ron Brixton from CCR News. I'm here at the WingTip shoe store next to Hyde Park, where ⁽⁸³⁾ hundreds of people have been camping overnight, waiting to buy the new running shoe the company will release tomorrow. ⁽⁸⁴⁾ Some people have camped here overnight or taken the day off work to be here. From the look of it, you'd think they were giving the shoes away. The shoe is a huge upgrade on WingTip's last pair of shoes because of their new Boost technology. The Boost technology is made with three stripes of an innovative material the company has developed, which contains thousands of specially formulated foam pellets called "energy capsules". To show appreciation to its most loyal customers, ⁽⁸⁵⁾ WingTip are giving out a limited edition pair on the first day of sales, which features the signature of the Chicago Blue's star forward Jerry Halliwell.

(NEW)

86–88 introduction

M Our next guest speaker is Gary Hardwell, CEO of Broadbank industries. His company is responsible for funding our latest work, building wells in Africa. ⁽⁸⁶⁾ The value of his contributions can be seen on the walls of his office, which are lined with pictures of the villages he has provided with clean drinking water. In the last year, Broadbank Industries has donated over 12 million dollars and built over 3000 wells across the poorest regions of Africa. This has grown into Mr. Hardwell's greatest passion, and ⁽⁸⁷⁾ he now spends about six months of each year in Africa overseeing his workers and ensuring his money is being spent in the right places. I think it's safe to say that Mr. Hardwell should leave some room on his walls. In the next year, he intends to increase well production by 10 percent. He has written a book about his experiences titled *Water is Life: Giving Back to the World*. ⁽⁸⁸⁾ Today he will preview the book and show us some video footage of the work he is doing in Africa. Please put your hands together for Mr. Hardwell.

(NEW)

89–91 telephone message

W Hello, Ms. Francis. ⁽⁸⁹⁾ This is Barry Walls from Calvin Fashion. We received your design portfolio last month. ⁽⁹⁰⁾ I'm sorry I didn't call

you sooner; I was out of town on a business trip. I really liked your designs; it is exactly the kind of look we are going for in our summer collection. I would like to meet you for dinner in the next few days and show you the designs we are interested in. ⁽⁹¹⁾ If you are happy with the arrangement, we can go back to my office and prepare a contract. Please get back to me as soon as possible so we can arrange a time. I really look forward to working with you.

(NEW)

92–94 telephone message

M Hello, this is George Benson from Winbox Computers. We made a catering order two weeks ago but we need to make some changes. ⁽⁹²⁾ We have added some additional businesses to the luncheon, ⁽⁹³⁾ so we are going to need to increase the number of cold meat trays we ordered to 10 and the mixed salad plates to 8. Everything else can remain the same. Our order number is 5521673. ⁽⁹⁴⁾ Please give me a call back to confirm the changes. Thanks.

(NEW)

95–97 tour guide

W Hi, all. Welcome to the annual Florist Convention. It's a pleasure to see so many people here today. ⁽⁹⁵⁾ My name is Juliette White and I am the president of the Maryland Florist Association. Today will be a great day filled with a lot of informative seminars and practical examples of how to improve your skills in all areas of floristry. ⁽⁹⁶⁾ First thing in the morning, everyone should meet at 9:00 A.M. on the street in front of the tulip garden. In the tulip garden we have the most diverse collection of tulips in England. At the moment, most are blooming so it's a fantastic opportunity to see how you can make new and exciting arrangements. ⁽⁹⁷⁾ One more thing I suggest is that you visit the aviary before you go home. The combination of the animal life and flowers is truly a sight to behold.

(NEW)

98–100 advertisement

M Hello, Granville Produce shoppers. ⁽⁹⁸⁾ It's our first birthday, and we're commemorating it with a special offer this week through Sunday. You'll be able to take advantage of our great savings. ⁽⁹⁹⁾ Make sure you stop by our heirloom tomato corner, where you can find our award-winning selection of heirloom

tomatoes of every variety and color. (100)
By far the best deal is the Brandywine this
season. Normally at \$2.50 per pound, the
Brandywine won't last long. Don't wait! Come
into Granville Produce right away before all of the
fresh, delicious vegetables are gone. Thank you
for being our loyal customers over the past year.
We hope to make this birthday the first of many!

Actual Test Script

04

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1



- (A) There are a lot of other people at the park.
(B) The boy is riding on his daddy's shoulders.
(C) They are taking a walk in the park.
(D) The boy is running on the path.

2



- (A) The men are all wearing glasses.
(B) One of the men is typing on his laptop.
(C) The women are looking at each other.
(D) They are having a business meeting.

3



- (A) She is putting air into her car tire.**
(B) Someone is helping her fill the tire with air.
(C) She is pumping gas into her car.
(D) She is changing the tire on the car.

4



- (A) She is cooking a steak in a frying pan.
(B) She is tasting the food while cooking.
(C) There are many fruits on the counter.
(D) She is cutting vegetables.

5



- (A) They are running on the treadmills.**
(B) They are using exercise bikes.
(C) All of the treadmills are being used.
(D) The man is pressing some buttons on the treadmill.

6



- (A) He is taking the hook out of the fish's mouth.**
(B) There are several men in the boat.
(C) He is cooking the fish.
(D) He has a lot of fish in the boat.

PART 2

7 When will the meeting be held?

- (A) After lunch.**
(B) Yes, it will be.
(C) Next to the conference room.

8 Do you want me to sign this document?

- (A) The recent documentary.
(B) Yes, right here.
(C) I can't read them.

9 Who will be responsible for interviewing new job applicants?

- (A) Before the New Year.
(B) That's Jenny's duty.
(C) Just apply online.

10 How many hotel rooms would you like to reserve?

- (A) I think at least five.**
(B) He stayed overnight.
(C) At the beginning of March.

- 11** Was that the last speaker of the conference?
(A) The conference schedule.
(B) At 5:00 P.M.
(C) No, there will be another this afternoon.
- 12** When will workshop registration happen?
(A) The shop opened last year.
(B) He is the new instructor.
(C) It will begin next week.
- 13** Where should I store these books?
(A) Yes, they are for sale.
(B) Please put them in the closet.
(C) He came in first place.
- 14** Could you pick up our client from the airport as soon as possible?
(A) It's a domestic flight.
(B) Check the contract.
(C) Sure, I'll leave now.
- 15** You locked the front door after you left, didn't you?
(A) No, she left early.
(B) It's in the front.
(C) Yes, don't worry.
- 16** Why was the quarterly training session canceled?
(A) He's undergoing intensive training.
(B) Actually, it was rescheduled.
(C) Because the pencil was broken.
- 17** Can you give me the e-mail address for the sales department?
(A) I'll forward it to you.
(B) It's a sale price for a limited time.
(C) What a nice dress!
- 18** Didn't you get my proposal?
(A) It's not a new garbage disposal.
(B) Yes, and I replied.
(C) I didn't get there in time.
- 19** Are you interested in a year-long membership or something short-term?
(A) I'll try just a month at first.
(B) It's only available for members.
(C) This loan offers low interest.
- 20** You can park your car in front of our building.
(A) Oh, that's convenient.
(B) I ran out of gas.
(C) It overlooks an amusement park.
- 21** Is this laptop very portable?
(A) Yes, it's small and lightweight.
(B) It's comfortable to sit on.
(C) No, it wasn't on my lap.
- 22** How can I find a roster of all the volunteers?
(A) He volunteered to attend the conference.
(B) Please register your complaint.
(C) Just access the company database.
- 23** Please take a brochure before the presentation.
(A) Thanks. I'll read it.
(B) At the podium.
(C) I forgot her present.
- 24** Ms. Schneider didn't call yet.
(A) They did call for help.
(B) Don't worry. She will soon.
(C) Please transfer her call to me right away.
- 25** Shouldn't we inform our customers of the policy change soon?
(A) Yes, it's custom furniture.
(B) That was my application form.
(C) I'll let them know.
- 26** You can fix my bicycle, can't you?
(A) I ride the bus to work.
(B) Sure, but it will take some time.
(C) Yes, I can teach a graphics course.
- 27** I didn't turn in the assignment punctually.
(A) Take a left turn at the corner.
(B) We appreciate your punctuality.
(C) Maybe you should contact your professor.
- 28** What kind of ink does the printer use?
(A) He's a world-famous sprinter.
(B) Consult the manual.
(C) It's very kind of you to say so.
- 29** Would you like to go out for lunch?
(A) It was tasty.
(B) The lights will go out after 7:00 P.M.
(C) When is your break?

- 30 Why was the manuscript I submitted rejected by the editor?
(A) Submit the form online.
(B) Actually, I'm not in charge of editing.
(C) It was written on the menu.

- 31 I need to confirm your reservation.
(A) I'll send the confirmation number.
(B) No, there is no room.
(C) The seat was fairly firm.

PART 3

32–34 conversation

- M Hello. ⁽³²⁾ Last Thursday, I arranged to have cable television installed at my house this Wednesday. Unfortunately, I will have to be out of town that day because of some urgent matters and would like to reschedule the appointment for Friday afternoon.
- W OK, that shouldn't be a problem. ⁽³³⁾ However, I would like to warn you that there is a \$5 rescheduling fee. That's our company's policy. Can I have your name, please?
- M Oh, I see. My name is Charlie Kramer. I'm living in Hainesville. Do you know when I will have to pay this fee?
- W ⁽³⁴⁾ I'll e-mail you soon about a user name and temporary password that you can use on our website. Please check the e-mail and pay all your bills through our website.

35–37 conversation

- M Hi, Tiffany. Do you know what happened to the company car? I tried to reserve it today, but I was told it's being repaired.
- W ⁽³⁵⁾ When Mark was driving yesterday, he got a flat tire. I just heard that the car should be out of the repair shop by this evening. I'll let you know when they call me.
- M Oh, that's good news. ⁽³⁶⁾ I was worried because I need it tomorrow morning to pick up an important client from the airport.
- W Ah, isn't that Mr. Lee from Beijing? ⁽³⁷⁾ Just in case, why don't you call a local car rental business and reserve a car for tomorrow? If the company car is fixed in time, you can cancel.

38–40 conversation

- W Hello, this is Kelly in the accounting department. ⁽³⁸⁾ The ink cartridge in the printer on the fourth floor has run out. Do you think you could come to replace it today?
- M Sure. By the way, can I ask you a favor? ⁽³⁹⁾ I need you to let me know what model the machine is so I can bring the correct one. Actually, I'm not in the office right now, so I can't see what it is.
- W OK. But how can I find out that information? Do I have to open the printer cover or press some function buttons?
- M No, you don't. ⁽⁴⁰⁾ Just ask Mr. Hills in your department. He should have a complete list of all the hardware on the fourth floor.

41–43 conversation

- M ⁽⁴¹⁾ Hello, I saw your advertisement on TV promoting your grand opening. Can you tell me about your clothing store?
- W Welcome to our store. Our store specializes in men's suits and formal wear. ⁽⁴²⁾ As a grand opening promotion, we are offering free delivery on all purchases this month.
- M Wow, that's great. I need to buy a suit for my wedding, so I stopped by. Could you show me something I might like?
- W Sure. We have a variety of wedding suits. Please come here. ⁽⁴³⁾ First, I would like to have my assistant take your measurements so we can find a suit that fits you well. It won't take much time.

44–46 conversation

- W Nice to meet you, Mr. Gomez. ⁽⁴⁴⁾ I'm sure after you hear about our business, you will want us to provide food and beverages for your company's various events.
- M Nice to meet you, Ms. Gates. Thank you for coming today. I haven't inquired about your services because your company is located out of town. ⁽⁴⁵⁾ I didn't think you could provide services to us.
- W Rose and Lily Co. is willing to travel anywhere within the state in order to meet our clients' needs. Our prices don't change depending on distance, so you don't need to worry about that.
- M Oh, I'm glad to hear that. In that case, we

will consider your services. What are your specialties? ⁽⁴⁶⁾ Do you think I could sample some of the food and beverages you provide?

47–49 conversation

- W Hi, Josh. You work at Sentry Insurance, don't you? ⁽⁴⁷⁾ I heard from a friend they are expected to merge with another company. Is your position secure?
- M Yes, no problem. I will be keeping my position. ⁽⁴⁸⁾ In fact, my company plans to expand internationally so that we can compete with other global corporations. I'm certain it will be beneficial for both me and my company.
- W I'm glad to hear that. Actually, I've recently been thinking about changing my line of employment. Will there be any opportunities for getting hired at your company?
- M ⁽⁴⁹⁾ Well, you should visit my company's website because we are posting new job positions that will be available after the merger.

50–52 conversation

- M Hi, Ms. Parker? This is Joseph Sterling from Green Creek Realtors. ⁽⁵⁰⁾ We need to talk about an issue with the apartment you wanted.
- W Oh, hi Joseph. Did you manage to find me a place in the Kahlua Apartment building?
- M Yes, that's the reason I'm calling. But there is a bit of an issue.
- W Really? What is it?
- M ⁽⁵¹⁾ There is a major pest problem in the building, and they need to clear the whole building and carry out pest control. It's going to take them at least three months to make sure the building is clean. So you would have to wait three months to get a place there...
- W I see...
- M There is a building just nearby called Graceville Towers. It's very close to the Kahlua building so you could stay there for three months then move over to the Kahlua building. ⁽⁵²⁾ I will arrange all of the moving for you. Why don't you go online and check out Graceville Towers and get back to me?
- W Sure, that sounds good. Thanks Joseph.

53–55 conversation

- W Hi, Amos. This is Elizabeth Cox. ⁽⁵³⁾ Last year you helped find some office space for my

company and I was hoping you could help me find something in the same area.

- M Hi, Elizabeth. It's good to hear from you. If I remember correctly, your office is in the Barnsbury area right?
- W Yes. ⁽⁵⁴⁾ Actually, I recently left that company and I've opened my own legal firm. I only have four staff members so we don't need a big space. As long as it is in good condition and the location is fine.
- M No problem. I have a few in the area I think you would like. ⁽⁵⁵⁾ What's your afternoon like?

(NEW)

56–58 conversation

- M Hey Judy, ⁽⁵⁶⁾ did you see the new offices the company built? They look fantastic.
- W ⁽⁵⁷⁾ Yeah, it's about time!
- M I know we had some slow years, but the last five years everyone has worked so hard and now it's finally paying off.
- W ⁽⁵⁸⁾ Our company's growth has been fast, but there has been a lot of long nights and hard work.
- M I agree with you. But it is nice to see it finally paying off. I can't wait to move into my new office!

59–61 conversation

- W Hi, Roger. ⁽⁵⁹⁾ Is last month's sales report ready for our meeting today?
- M1 I have finished my section. Andrew, have you finished yours? ⁽⁶⁰⁾ I noticed you were at work late last night so I assumed you had finished.
- M2 My part is finished. Give me your part and I will get everything ready for the meeting. Sales are really high this quarter so management will be very pleased.
- W Oh, that's great. We needed a good quarter after our last one. That was our lowest in history.
- M1 ⁽⁶¹⁾ Andrew, when you're finished send us an e-mail and we can prepare for the meeting.

(NEW)

62–64 conversation

- M Hello, this is Warren speaking. How can I help you today?
- W ⁽⁶²⁾ Hello, Warren. I purchased a work desk from your store. I'm trying to put it together but there are some important parts missing.
- M I'm sorry about that. Sometimes the manufacturer makes mistakes. What are you missing?
- W ⁽⁶³⁾ Well, the biggest problem is I don't have

- the tool to put in the bolts.** And I'm missing 3 barrel nuts.
- M OK, I have those parts in the shop. ⁽⁶⁴⁾ **I have a lunch break at 2:00 P.M. I can bring them over to your place if you like?**
- W Oh, wow. That would be fantastic. Wait one moment and I will give you my address.
- 65–67 conversation**
- M Hi, Sandra. I'm so sorry I missed our meeting this morning. ⁽⁶⁶⁾ **I didn't realize the Tower Bridge was closed for upgrading.** I had to go over the Brooklyn Bridge.
- W Don't worry about it Rob. ⁽⁶⁵⁾ **Most of the staff was late because of that. It's going to be annoying to have to go over the Brooklyn Bridge every day.** I might just take the Express Tunnel.
- M Yeah, I know. But the traffic is just so terrible in that tunnel. I can't really handle it.
- W I agree. ⁽⁶⁷⁾ **I think we should all just take the subway until the Tower Bridge is open again.**
- 68–70 conversation**
- W OK, your total bill comes to seventy-five dollars. ⁽⁶⁸⁾ **I hope you enjoyed your food tonight.** Would you like to split the bill?
- M No, I will pay. I have a coupon for a ten percent discount. It's in my wallet... here it is.
- W OK – Hmm, it doesn't seem to work when I try to scan it. Let me get the manager.
- M ⁽⁶⁹⁾ **Oh... never mind, I can see the problem. I didn't read it properly. I'm so careless sometimes. We should have ordered more drinks!**
- W Well, next time you come in you should bring a bigger group, and you will get a better discount that way anyhow. ⁽⁷⁰⁾ **If you like I can put the coupon in our computer system so next time you come in you don't need to bring the card.**
- PART 4**
- 71–73 announcement**
- W Attention, conference attendees. Thank you for your patience while you wait for us to solve this delay. ⁽⁷¹⁾ **Unfortunately, the computer that is to be used during the keynote speaker's presentation is having problems.** As a result, we are currently transferring the necessary files onto a different computer. ⁽⁷²⁾ **We plan to get underway with the presentation in half an hour.** In the meantime, feel free to enjoy some of the refreshments provided near the entrance. ⁽⁷³⁾ **We will dim the lights in order to indicate that the presentation will be beginning.** Please return to your seats at that time.
- 74–76 radio broadcast**
- M Welcome back to your local radio station WXFD 93.7 with the morning news update. ⁽⁷⁴⁾ Yesterday, the Clinton Town Council passed a new law prohibiting pet owners from bringing their pets onto public beaches. ⁽⁷⁵⁾ Tim Kellerman, who was newly elected to the town council last month, justified the decision by arguing that pets can bother other beach-goers. Those who violate the law will have to pay a fine of \$300. ⁽⁷⁶⁾ **Up next, we will be taking calls from listeners to hear their reaction to this new measure.**
- 77–79 talk**
- W Welcome to our Holiday Sale here at Leeman's Department Store. We are currently running our Red Cart Savings Event. Pay just \$100 for all the clothing that you can fit in a single red cart. ⁽⁷⁷⁾ **You can get a cart immediately inside the main entrance to the store.** Make sure to take advantage of this sale. It only happens once a year! ⁽⁷⁸⁾ **In order to accommodate the high volume of customers, we have extra staff located throughout the store. You can spot them easily because they are wearing green vests.** Also, you can enter your name into our raffle event by visiting the front desk. ⁽⁷⁹⁾ **I will announce the results at the end of the day.**
- 80–82 advertisement**
- M ⁽⁸⁰⁾ **If you're looking for reasonable prices on ink toner, then stop by Quill Office Supplies in Rochester!** We have replacement ink toner to fit all models of printers and copy machines. ⁽⁸¹⁾ **During the month of April, we will send a technician to your location at no charge to help you remove an old ink cartridge and install a new one.** ⁽⁸²⁾ **If you sign up for regular cartridge refills, you can receive a 5% discount on all of your purchases.** For more information, please visit our website at www.quillofficesupplies.com.



83–85 announcement

W Hi everyone, thanks for meeting with me today. (83) I'd like announce a few changes in our health and safety policy that are designed to conform to the new government regulations. Firstly, we can no longer work a shift longer than six hours without taking a one-hour break. We'll be using a clock-in system that is automated to send you a text message once you reach six hours. You will also wear a device that monitors your time on the shift. (84) It's a very simple device, you just attach it to your work belt and it will do the rest, so you won't need any training with that. (85) Sharing helmets and work boots is also now prohibited. You will have to buy your own equipment, and then later you can claim the money back on your tax return.



86–88 excerpt from a meeting

M (86) Well, it's only been a year since we began operating out of Beijing, but our clothing has become a nationwide success. I got a call from a reporter at Phoenix Television, and they want to do a thirty-minute story documenting our rise to success. They want to interview the designers about the clothing we are creating here. Also, Xinhua Fashion Magazine wants to come in next Thursday and do a full photo shoot of one of our stores, so we need to book models for that day. (87) They want to take photos of our new range of denim clothing. The publicity is really going to get our name out. (88) Our success is going to skyrocket! We should expect to get a lot busier soon.



89–91 announcement

W Hi, everyone. (89) There have been some new regulations sent in from Head Office. Our productivity assessment was quite poor. They aren't very happy with our performance compared to last year. (90) So we are going to have to put in some overtime to get ahead of schedule. We really need to stay on top of this, or some people might get fired. (91) We are going to need to make a roster and work some weekend overtime shifts. We will have a rotation list, so each staff member works one Saturday every three weeks. I know this is a burden, but once we get high enough above our targets, things will go back to normal.



92–94 tour guide

M Attention, passengers. (92) (93) Welcome aboard Continental Lines, with bus service to Columbia, Charleston, and terminating in Eastport. We will be spending the majority of our trip on the highways, so please make sure you have your seatbelts buckled. (94) We will reach our first destination, Columbia, in approximately 2 hours, making our time at arrival 10:30 P.M., Friday the 15th. We'll be getting on the road shortly; please make sure all of your luggage is secure and out of your neighbor's way. You can learn about attractions in Columbia and all of our destinations in the travel brochure located in the seat pocket. Now sit back, relax, and enjoy the scenery!



95–97 excerpt from a meeting

W Hello everyone, (95) I wanted to get you together to go over the recent failures in our customer service department here at Monster Telecom. As you know, customer service is at the heart of everything we do. We receive on average 3,000 calls per week from customers with a wide range of needs. (96) In order to prepare you all to handle the most frequently asked questions from our customers, I have distributed the graph in front of you. Please go over this graph with your team leader and develop a plan to improve our customer service. Next quarter's reviews will be in two months. (97) We aim to have half as many weekly calls by then.



98–100 advertisement

M (98) Springdale Fitness Club has just expanded its swimming facilities to include a lap pool. We are extremely excited to be able to build on our already impressive offerings of aquatic fitness! We'll be having a ribbon cutting ceremony this Saturday at noon, and to celebrate we will be holding a timed lap race! Because we created the lap pool for our members who are serious about training, we must enforce a policy that requires members to sign up for times to use the pool. (100) Additionally, the pool is not to be used for free style play. Please come down to Springdale Fitness Club on Saturday and join us in the good time!

Actual Test

Script

05

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1



- (A) The man is pointing at the flowers.
(B) She is picking some flowers.
(C) The man is holding a flower.
(D) They are all looking at the plants.

2



- (A) He is wearing a tool belt.
(B) The man is loading a cart.
(C) He is changing the tire in the garage.
(D) The tire is brand new.

3



- (A) He is driving a car in the snow.
(B) He has already shoveled the snow off the roof.
(C) His car door is covered in snow.
(D) He is playing with friends in the snow.

4



- (A) The lecture theater is full of students.
(B) The lecture theater is empty.
(C) All of the students are outside the lecture theater.
(D) There is a man giving a lecture.

5



- (A) The woman is looking at the computer.
(B) The woman is eating some fruits.
(C) The woman has her hair down.
(D) The woman is typing on the computer.

6



- (A) She is holding a vegetable.
(B) She is looking at some fish.
(C) She is checking her shopping list.
(D) She is tasting the vegetables.

PART 2

7 Who's presenting the sales report at the next meeting?

- (A) I think Jason is.
(B) It's already been sold.
(C) At the nearest port.

8 Would you prefer an appointment today or tomorrow?

- (A) I arrived yesterday.
(B) This afternoon is fine.
(C) The office on the second floor.

9 How can you improve product quality?

- (A) By using better materials.
(B) I can prove him wrong.
(C) Production costs.

10 Which road is fastest?

- (A) Why don't I drive?
(B) Take the highway.
(C) Slow down.

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

- 30 Is it possible to have this repaired today?
(A) Yes, a pair of scissors.
(B) Won't the event be held tomorrow?
(C) No, we have to order new parts.

- 31 Why don't we send the parcel express?
(A) It still won't arrive in time.
(B) Throughout the press conference.
(C) They deliver supplies to your doorstep.

PART 3

32–34 conversation

- W Hi, James. This is Candice in the marketing department. (32) I'm supposed to be leading a weekly meeting in room 302 soon, but I just discovered that the room is already in use.
- M I'm sorry, Candice. Actually, I have been getting calls like this all day. (33) It looks like an error with our computer system is to blame for the mix-up.
- W Oh, I see. Well, is there a currently vacant room that I could use for the meeting? The room will need to be equipped with a computer and a projector.
- M I'll need to check manually to determine which room will be available. (34) I'll let you know as soon as I find another suitable room. Please wait for a moment.

35–37 conversation

- W Hi, Craig. (35) I was expecting you to submit the market analysis report yesterday, but I still haven't received it. Do you need more time to work on it?
- M Hi, Ms. Watson. I'm really sorry I didn't send it to you by the determined deadline. I have recently been very busy with another urgent task. (36) I'll make sure I finish the report before doing anything else. Is that OK?
- W (37) Well, I really need that document for a meeting with a potential client tomorrow morning. I'll stop by later today and help you so that we can finish it in time.

38–40 conversation

- W Hello. (38) I'm interested in enrolling in your school's vocational training program to become a dental assistant, but I couldn't find any information about tuition on your website.

- M Thank you for your interest. We offer a two-semester training program to become a dental assistant at our community college. Tuition for a single semester is \$6,500.

- W Oh, I see. Honestly, that is a little more than I expected. (39) I will have to ask my bank about the possibility of getting a student loan. Is there anything else you can tell me?

- M (40) Well, one thing to keep in mind is that our community college offers night classes for all our programs. This is very good for students who work during the day. And please remember that we are one of the top-ranked schools in the state, and so far more than 5,000 of our graduates have become dental assistants.

41–43 conversation

- M Did you enjoy this afternoon's training session for the new software? (41) I think it'll really help us improve the quality of our graphic design work.
- W I thought it was very informative, but there are still a lot of details that I'm unsure about. (42) I wish the instructor had allowed some time for participants to ask questions.
- M Yeah, I agree with you. However, I heard that the instructor of the training session left his contact information with the human resources department. (43) Why don't you try contacting him via e-mail?

44–46 conversation

- M Welcome back, Catherine. I hope you are feeling better after recovering from the flu. (44) I wanted to make sure you know about the new policy concerning sick leave.
- W I did hear that now we need to submit a doctor's note along with the sick leave form. (45) Will I still be paid the same amount for my sick leave as I would a normal workday?
- M Actually, the terms of compensation have changed as well. (46) I'll print out a copy of the new policy and leave it on your desk later today. If you have more questions, you should contact Jennifer in Human Resources.

47–49 conversation

- W Hello. (47) I'm calling to ask about the landscaping services you advertised in the

- newspaper.** I moved into a new house two months ago and would like to have some work done on my front yard.
- M Thanks for calling us. Unfortunately, we are currently swamped with requests from a lot of customers. Summer is our busiest season. ⁽⁴⁸⁾ **I'm afraid you will have to wait a month until we can help you.**
- W Oh, I understand. I heard your business is professional and reliable, so it's worth the wait. In the meantime, I can provide you with a plan of what I have in mind.
- M OK, that would be great. ⁽⁴⁹⁾ **After reviewing your plan, I can send you an estimate of potential costs.**

50–52 conversation

- M Hello Charlotte. ⁽⁵⁰⁾ **I'll be meeting a client for lunch next week. Do you know any great restaurants around here?**
- W Yes, Lament's Kitchen in Hildorf Hotel has a quiet atmosphere for meetings and the food is delicious.
- M That's good to know. I'll make a reservation today.
- W ⁽⁵¹⁾ **Oh and don't forget that Mr. Willis wants to meet you over dinner today to talk about this month's budget reports.**
- M I completely forgot. I'll need to cancel tonight's meeting then.
- W Don't worry about that. ⁽⁵²⁾ **I'll inform everyone for you.**
- M Thanks!



53–55 conversation

- W Hi, this is Shelly from Bafta Airlines. ⁽⁵³⁾ **Unfortunately, your flight to Vancouver tomorrow has been cancelled due to weather conditions.** The earliest we can fly you out is tomorrow night at 11:00 P.M.
- M Oh... I actually have an important meeting tomorrow. It won't be easy to reschedule. Is there any way you can get me on an earlier flight?
- W I'm sorry sir, but we are not allowed to fly under certain weather conditions. We understand the inconvenience and would like to offer your return ticket free of charge. ⁽⁵⁴⁾ **There is an overnight bus that will get you there by the morning.** I can make the booking for you.
- M Hmm... ⁽⁵⁵⁾ **That's not a bad idea.** Let me phone my client in Vancouver and I will call you back shortly.



56–58 conversation

- M Hi, Carol. How was the recruitment fair in New York?
- W It was good. ⁽⁵⁶⁾ **We recruited two new customer service managers, and I got to look around the city.** New York is a beautiful place! When did you start having flowers in your office?
- M Oh... You noticed them? I had them delivered today to freshen up the place a bit.
- W Um... ⁽⁵⁷⁾ **Are they real?**
- M Of course! Go and smell them. They are beautiful. ⁽⁵⁸⁾ **I can have some delivered to your office if you like.**
- W No, don't worry about it. That's too much bother but I appreciate the offer!

59–61 conversation

- M ⁽⁵⁹⁾ **Hi Jennifer, this is Scott. Did you transfer some money to Mr. Woods yesterday?** He called me today and said they haven't received the funds yet. They are one of our most important clients and I don't want to upset them.
- W1 Grace, did you do it? I asked you to go to the bank yesterday and take care of it.
- W2 Yes, I did it at about 4:00 P.M. ⁽⁶⁰⁾ **The bank said it might take an extra business day to go through because they are having some problems with their computer system.** Sorry, I should've told you.
- M I see. In the future, please let me know. This client is quite strict about time so we need to be careful not to upset them. They bring us a lot of business. ⁽⁶¹⁾ **I need you to e-mail me the transfer receipt so I can send them evidence of the payment.**

- W2 I'm sorry. I'll email you the transfer receipt right away.



62–64 conversation

- W Did you see this notice? The subways will be out of service during the morning peak time.
- M I know. ⁽⁶³⁾ **The line that we need to catch is closed during morning peak time.** ⁽⁶²⁾ **They are having some problems with tracks and they need to fix them. I think it's a safety issue.**
- W It's very irritating. That's probably the busiest line at that time of the morning. I don't know why they decided to do that.

M (64) I think if we get a few other people together, I can drive my car into work. Traffic will be bad but it's much better than taking the bus.

W Oh, great idea. I'll ask around the office and let you know later.

(NEW)

65–67 conversation

M Ms. Franklin, here is the inventory list in case we need to order anything. (65) Please let me know by today because the supply company is closing for Christmas soon.

W I see. Well, Christmas is coming up so (66) we will need to wrap a lot of gifts for the staff presents. Also, I'm tired of holding my phone while typing and we don't have anything for me to use. Can you please order me something?

M Yes, no problem. I will order that for you. Also, we are out of business cards and we have some new employees beginning after Christmas. (66) I suggest we have business cards ready when they arrive, otherwise we may look unprofessional.

W Good idea. Go ahead and order those too. (67) Can you please send me the order form so I can double-check it before you send it away?

M I'll email it to you soon.

(NEW)

68–70 conversation

M Hi, (68) I'm competing in a triathlon next week and I need some energy bars or drinks to have during the race. It's a six-hour race so it will be exhausting. I'd like something that is low in fat and will give me a boost of energy quickly.

W Wow! That sounds exhausting. We actually have a new range of energy gels. My personal favorite is this one; it's called Hammer Gel.

M Oh wow! I've never heard of energy gels. That's convenient. (69) Oh, this looks great. It is basically just sugar. That's perfect!

W It also has caffeine which is really helpful. Our other products don't have that. (70) But I suggest you don't have too much caffeine before you take this because this has quite a lot.

PART 4

71–73 telephone message

M Hello, Ms. Grayson. (71) This is Michael Cook calling from Alliance Financial Bank. (72) It has recently come to my attention that some

clients who renewed their credit card this month were sent the wrong card. We have had multiple calls from bank members saying that they were sent a credit card with someone else's name on it. According to our records, you were also sent the wrong credit card. (73) We ask that you please dispose of the credit card by cutting it with a pair of scissors. In the meantime, we will issue a new credit card and have it delivered by express mail. We apologize for the inconvenience.

74–76 announcement

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

77–79 recorded message

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

80–82 advertisement

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

83–85 excerpt from a meeting

W Hi, thanks for coming for this special meeting today. ⁽⁸³⁾ **The reason I called everyone is to announce our new partnership with Walker Studios.** As the CEO of Metro Studios, it is my great pleasure to witness this amazing opportunity to work with such a high caliber company like Walker Studios. They possess a number of studios that are capable of producing cutting edge quality 3-D films. This will allow our company to begin producing 3-D films. ⁽⁸⁴⁾ **And why wouldn't we?** The majority of our films are science fiction, and I believe a transition into 3-D is an excellent path for us. I have ensured that we will have full access to Walker Studio's equipment, and in return they will become a shareholder in our company. ⁽⁸⁵⁾ **I suggest that our studio staff should spend the next following weeks studying how this new type of equipment works, so we can begin producing content as soon as possible.**

86–88 notice

M Hi, everybody. This Saturday, the fitness center will be upgrading our water heating system in the bathrooms. ⁽⁸⁶⁾ **Unfortunately, the hot water will be off from 9:00 A.M. to 12:00 P.M.** If anyone was planning to come in and exercise, ⁽⁸⁷⁾ **you might want to hold off until later.** If the work gets delayed, ⁽⁸⁸⁾ **I will send a text message to all club members to notify you of any changes.**

89–91 telephone message

W ⁽⁸⁹⁾ **Hi, Chef Garder, this is Lauren Cole phoning from the restaurant kitchen.** The delivery just came in, and ⁽⁹⁰⁾ **there is a lot more meat and fish delivered that we don't usually have on our list.** I don't recall any special events coming up, and the calendar doesn't have anything on it. Did you make the order? I'm going to call the supplier but I want to check with you first in case you need the products. ⁽⁹¹⁾ **Give me a call back, and please bear in mind I have to finish the kitchen inventory by 11:00 A.M... and it's already nine thirty.** Thanks Chef.

92–94 introduction

W Welcome to your first training session at Jarret's! The next four days will be quite intense as you will be shown a lot of different equipment you will be required to handle in your daily job. Try not to get too overwhelmed. ⁽⁹²⁾ **Once you get used to the assembly process, the machines will become very easy for your efficiency at working the line will grow rapidly within a year.** At Jarret's we pride ourselves on producing quality materials in a positive environment. We hold weekly team building exercise and a monthly staff getaway. ⁽⁹³⁾ **I'm sure you will enjoy our company events and become good friends with your colleagues.** Today we will have a tour of the factory and meet the workers. The next three days are spent on machine training. ⁽⁹⁴⁾ **One of the days we will have a special team lunch and the president will be coming in to meet everybody.**

95–97 excerpt from a meeting

M Alright everyone, here's the analysis of this year's micro brew market shares. The good news is, Alright Ales is still in the top five small breweries in the Northcut region. ⁽⁹⁵⁾ **The bad news is, the newest entry into our market, Strange Brew Ales, has a directly competing beer and is making strong gains.** In order to stay competitive, we must be able to introduce new styles of craft beer to our consumers. Our analysts agree, if the current trend continues, Strange Brew Ales will bump us out of the top five by this time next year. Our master brewers have come up with four new styles of beer that we will introduce to a focus group at the upcoming Northcut Beer Festival. ⁽⁹⁶⁾ **Once we get consumer feedback we will select the two most popular offerings and create an aggressive marketing campaign.** Our sales must increase by at least 5% over the next quarter in order to maintain our market share in Northcut.

98–100 announcement and worksheet

W Welcome to Big Toys' warehouse orientation. As the industry leader in children's toys, ⁽⁹⁸⁾ **it is essential that you understand the huge volume of merchandise that you will be dealing with as a stockroom worker.** The worksheet in front

of you is a map of our warehouse. Each section of the warehouse is divided into zones by the type of toy, and then arranged alphabetically by manufacturer. ⁽⁹⁹⁾ At the bottom of the map is a list of toys we would like you to collect and place on the designated pallet for shelving. There will be a "Z" and a number before the name of the toy, to let you know what zone it is in. ⁽¹⁰⁰⁾ This is a timed exercise, and all toys should be collected within 1 hour. I understand this is a trial by fire, but once you get the hang of our organization, you will be able to complete a task like this with ease.

Actual Test

Script

06

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1



- (A) She has some grocery bags.
(B) She is holding some flowers.
(C) She is reaching out to pick up a vegetable.
(D) She is washing the fruits.

2



- (A) The boy is putting bait on the hook.
(B) The father has his right arm around the boy.
(C) The boy is reeling in a fish.
(D) They are fishing on the pier.

3



- (A) He is washing the fruits.
(B) He is cutting up some vegetables.
(C) There are some glasses of water on the table.
(D) She is standing next to him.

4



- (A) They are looking at some documents on the table.**
(B) They are wearing helmets.
(C) There are some people working behind them.
(D) One of the men is writing on the document.

5



- (A) There are some building designs on the table.
(B) The woman is drinking a cup of coffee.
(C) The woman is writing a recipe.
(D) The woman is talking on the phone.

6



- (A) The man is typing on the computer.
(B) They are both looking at the laptop.
(C) The men are wearing ties.
(D) The men are checking some blueprints.

PART 2

7 Who's responsible for the report?

- (A) Sometime in the afternoon.
(B) In the news report.
(C) It's John Draper.

8 Where can I buy a ticket?

- (A) A round-trip ticket.
(B) On the official website.
(C) By 5:00 at the latest.

9 Did Mr. Stacks show you the new work schedule?

- (A) Yes, he was.
(B) It's behind schedule.
(C) Actually, Ms. Dwain did.

10 When should I call the travel agency?

- (A) Sometime before Friday.**
(B) In my desk drawer.
(C) We don't allow refunds.

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

- 31 This book is too difficult for me.
(A) Then I'll pick out a different one.
(B) The library is close by.
(C) Try this hat on.

PART 3

32–34 conversation

- W Hi, Mr. Joyce. This is Sally Walker calling from Frohman Publishing. ⁽³²⁾ My company has a three-page text that we need translated into Chinese. I know you sometimes do these kinds of short-term jobs for our company.
- M Yeah, I would be happy to. ⁽³³⁾ However, you should know that it is my policy to be paid in advance. Is that OK?
- W That's no problem. I'll transfer the money into your bank account immediately. ⁽³⁴⁾ The deadline for this translation hasn't been decided yet. Once I know, I will inform you.
- M Thank you for your understanding. Please e-mail me the document. I'll do my best.

35–37 conversation

- W Good morning, James. ⁽³⁵⁾ Here is a copy of your expense report from last month's business trip to Tokyo.
- M Thanks, Mary. ⁽³⁶⁾ Oh, while you're here, can you leave a message in this get-well-soon card for Bryce? He had knee surgery yesterday and I was thinking this card might cheer him up.
- W Oh, did he? I didn't even know he was in the hospital. I was out of town yesterday. Is it serious?
- M Not that I know of. But he said he had to stay in the hospital for a few days. ⁽³⁷⁾ I'm planning on visiting him this evening after work.

38–40 conversation

- W ⁽³⁸⁾ I need to talk to you about the interior decorations we are carrying out at the Carleton's property. They are a major client, so we need to make sure that they are completely satisfied. Have you consulted with them about the furniture for the master bedroom?
- M I have. They agreed on all of our plans except for the choice for the master bed. ⁽³⁹⁾ They're worried it is too big and will occupy too much space, so I'm looking for something smaller that still fits the color scheme of the room.

- W OK. ⁽⁴⁰⁾ I was planning on ordering all the furniture today, but I think we'll have to wait until we get their permission.

41–43 conversation

- W ⁽⁴¹⁾ Hi, I'd like to adopt a pet that doesn't have a home. I live alone and feel that a dog would be great company.
- M You came to the right place. ⁽⁴¹⁾ We have many cute dogs here who were rescued from the street and don't have a home. What kind of dog are you looking for specifically?
- W ⁽⁴²⁾ Well, my house is not that big, so I was hoping for a dog small enough to hold in my lap.
- M All right. ⁽⁴³⁾ Before we can allow you to adopt a dog, we need you to complete some official paperwork. If you have a seat in the lobby, I'll bring you the documents immediately.

44–46 conversation

- M Hello, this is David Wright. ⁽⁴⁴⁾ I represent the guitar player Joe Jackson, who will be performing at your venue this weekend. ⁽⁴⁵⁾ I wanted to remind you that Mr. Jackson requests that no cameras be allowed during the duration of his performance.
- W Yes, I remember. We have posted flyers at the entrance prohibiting cameras and have asked our staff to remind guests that photography is not allowed.
- M Thank you for your cooperation. As you know, Mr. Jackson is very sensitive when he plays.
- W ⁽⁴⁶⁾ I'll make an announcement onstage before the show to inform the audience one more time about this restriction.

47–49 conversation

- M Hi, Kelly. Did you see our advertisement in this month's issue of *Fishing Fanatic*? ⁽⁴⁷⁾ The accompanying graphic shows how our fishing rods are stronger than any other product on the market.
- W Yeah, I saw it this morning. ⁽⁴⁸⁾ I'm hoping the advertisement will help convince customers to purchase our newest line of fishing rods.
- M ⁽⁴⁸⁾ I'm sure it will. ⁽⁴⁹⁾ I'll get in touch with the advertising agency and request that the ad be placed in other magazines as well.

50–52 conversation

- M1 Heights Department Store, Michael speaking, how can I help you?
- W Hi, this is Sarah. (50) I purchased a Regan cashmere coat from you two weeks ago, but I still haven't received it yet. I was told that I'd get it in 2–3 days.
- M1 Hold on a second, (51) you'll need to speak with a representative from the Regan boutique. I'll transfer your call.
- W No problem.
- M2 Hello, this is Regan Luxury Boutique, Brian speaking, what can I help you with?
- W Yes, Brian, this is Sarah. I bought a coat from you two weeks ago and I'm wondering what happened to the shipment.
- M2 Oh, hello Sarah, I'm sorry to hear that you haven't received it yet. Let me check the computer here. (52) Can you give me your full name?
- W Sure, it's Sarah Jane Park.

53–55 conversation

- M Hi, Mrs. West. (53) Everything is setup for your anniversary party tonight. If you can arrive at about 6:00 P.M., that would be great.
- W 6:00 P.M.? I have meetings until 8:00 P.M. tonight. You know we are merging with another company at the moment; it's a very important time for our company.
- M Oh no... I've scheduled the band to play from six to ten o'clock. And dinner will be served at seven o'clock.
- W Well, I wish you would have told me about this earlier.
- M (54) But it's your fifth year anniversary party...
- W OK. (55) I will cancel my last meeting tonight and arrive around six thirty. So don't worry; everything will be fine. I will just be a little late.

56–58 conversation

- M Hi, Susan. This is Rob. (56) Did you get the flowers I sent you?
- W Yes, I did, but unfortunately, I'm allergic to sunflowers. I had to go to the hospital because they were in my office for several hours.
- M (58) Oh, I thought you would like them.
- W You know I'm allergic to pollen Rob. How could you forget? (57) You should take me to dinner tomorrow night to apologize.
- M OK. I will! I'll take you somewhere nice. Sorry about the flowers!

59–61 conversation

- M1 Hi Bob, hi Karen. The reason I called you in is to talk about the budget for the last two months. (59) This biggest issue is that our entertainment expenses are way too high. I think we need to reduce the amount we are spending on company lunches and dinners.
- W (60) Yes, I agree. I think we need to start paying for our own lunches.
- M2 I agree with both of you, but I think we need to keep entertaining clients. I think if we pay for our own lunches, then that will leave money to take clients out for dinner.
- M1 That's a pretty good idea Bob. Karen, does that sound OK with you?
- W I think that's a great compromise Bob. (61) I will make a monthly budget plan and e-mail it to you this afternoon.

(NEW)

62–64 conversation

- W Do you know why the lifts will be out of order next week?
- M (62) Last week, Harriet saw that there were some inspectors in the building next door. Our maintenance checks aren't up to date so if we get inspected, the building manager might be in trouble.
- W Oh, OK. But did you see the time schedule? (63) The busiest wing in the hospital will be closed from 8–9 A.M. So many people will be arriving to work at that time. I don't understand why they would schedule the North Wing repair at that time.
- M Hmm... Yes, you're right. (64) I think we should talk to Dr. Franklin about this. I'm sure he can get the schedule changed.
- W I better do it now so the technicians have time to reschedule.

(NEW)

65–67 conversation

- W Good morning, this is Hardy's All Purpose. How can I help you?
- M (65) Hello. I picked up a camping pack this morning but it's missing some of the items.
- W Do you know which items aren't there?
- M (66) I have the mats, sleeping bags and the carry bag. I thought there was supposed to be one more item in there.

W Ah yes, I know what it is. Are you able to drop in the store today? ⁽⁶⁷⁾ **I will give you a 15% refund because of the mistake.**

M Oh, really? That's very kind of you. I'll come this afternoon and pick it up.



68–70 conversation

M Hi, I have a carpet that is identical to this one here. ⁽⁶⁸⁾ **I need it cleaned as I'm going to be selling my office soon.** There are 3 rooms.

W ⁽⁶⁹⁾ **Three rooms of that carpet would cost seven-hundred and fifty.**

M Oh really? I thought you were advertising a 15% discount on all your carpets?

W That discount only covers our frieze and shag pile carpets.

M Hmm... ⁽⁷⁰⁾ **I see. OK. I will need some time to think about it and I will come back.**

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

80–82 telephone message

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



83–85 speech

W Thank you, thank you so much... ⁽⁸³⁾ **I feel truly honored to be promoted to Executive Chef at such a prestigious establishment such as Gray's on High Street.** I have been here for five years, and during that time we have been able to achieve a two-star Michelin rating. ⁽⁸⁵⁾ We have spent hundreds of hours in the kitchen at night perfecting our recipes and working on new and exciting culinary techniques. ⁽⁸⁴⁾ I have to say, this promotion is not just for me. I could not have done this without highly-skilled crew. Their diligence and hard work have led to our success. So, please join me in giving them a warm round of applause. To our future!



86–88 telephone message

W ⁽⁸⁶⁾ I'm just calling because I wanted to say thank you so much for helping with the catering at last week's gallery opening. I really wouldn't have been able to do it alone, and I'm so grateful that you helped me on such short notice. The green curry you made was absolutely delicious! ⁽⁸⁷⁾ **You have to show me the recipe!** I think there was not a single person who didn't love that dish. ⁽⁸⁸⁾ Anyway, I'll see you next week for the Charity Ball. I'm really excited to see what dishes you cook for us!

PART 4

71–73 radio broadcast

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

74–76 radio advertisement

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

77–79 instructions

M Thank you for attending today's safety workshop. My name is Tim Hines and I'll be instructing

(NEW)**89–91 news report**

W ⁽⁸⁹⁾ In other news... Bernburg Studios, which is the studio responsible for such blockbuster hits as Rolling Hills, and Standing Tall is looking to film a movie in Westchester. ⁽⁹⁰⁾ The CEO has made an announcement requesting someone to allow them to film inside their home. In the movie, the chosen place will be the home of the Oscar Award winning actor Robert Holloway. ⁽⁹¹⁾ The CEO admitted that it is awkward to impose upon someone's private life, but he also said he received hundreds of applications. After all, this is Robert Holloway we are talking about. The studio has not chosen a location yet so if you are still interested, visit Bernburg Studios website.

(NEW)**92–94 advertisement**

M Hello, Happy Day shoppers. ⁽⁹²⁾ It's our anniversary, and we're offering 50% off the prices advertised on everything until Friday night at midnight! Save on everything in our store, including our premium selection of pillows. Collect the whole series of Mama San brand pillows for half off! ⁽⁹³⁾ At the end of our sale, we will be restocking our shelves with a brand-new inventory, so everything must go! ⁽⁹⁴⁾ Be sure to stop into our style specialist. Bring a picture of a room you want to redecorate and we will help you make choices to make every day a Happy Day! Thank you for being our loyal customers and we look forward to making you smile!

(NEW)**95–97 telephone message**

M Hello, this is Trent Herrington from Blanders & Co. We recently received an order from you and there are some missing items. ⁽⁹⁵⁾ On the invoice, it clearly says we ordered 30 case binders but we only received 20. We also did not receive any of the legal pads we ordered. ⁽⁹⁶⁾ We have some important cases today and we needed those case binders to organize our client's defense professionally. ^{(96) (97)} As a law firm, it is very important that we arrive to the court organized. Is it possible for us to pick up the binders and legal pads this morning? Please call me back on 2612-4547 as soon as possible. Thanks.

(NEW)**98–100 tour guide**

W Welcome aboard the Midnight Cruise, Loveport's most romantic evening! ⁽⁹⁸⁾ We will be spending the majority of our cruise in Billing's Bay, ⁽¹⁰⁰⁾ but we will also be following the coastline of Eagle Island to Port Lewis for a champagne toast. During our cruise, our host, ⁽⁹⁹⁾ Star master Jenkins, will be directing you through the constellations that are in view, and with any luck we will be able to witness tonight's meteor shower! While we are cruising, we ask that you wear your life jackets at all times when on deck for your safety. If you begin to feel sea sick at any time, I encourage you to visit our on-board clinic for some medication. Now I would like to ask everybody to join the captain in the stateroom for a rundown of this evening's services!

Actual Test

Script

PART 1 / PART 2 / PART 3 / PART 4

07

PART 1

1



- (A) They are drinking cups of coffee.
(B) He is pointing at some information.
(C) The man is writing something on the document.
(D) All of the women are looking at the man.

2



- (A) He is mixing the snow.
(B) He is making snow for skiing.
(C) He is clearing some snow with a snow blower.
(D) He is cleaning the road with a broom.

3



- (A) The cars are being transported in a truck.**
(B) The cars are being fixed.
(C) There are many people in the cars.
(D) There are cars on the top level of the truck.

4



- (A) She is pumping gas into the car.**
(B) She is paying for the gas.
(C) She is changing the oil in her car.
(D) She is putting air into her tires.

5



- (A) They are fixing the computer.
(B) They are pointing at the computer screen.
(C) They are both holding documents.
(D) They are pointing at each other.

6



- (A) She is wearing long pants.
(B) She is paying the bill.
(C) Her reflection is in the mirror.
(D) She is looking at her reflection.

PART 2

- 7 Who are you going to send on the business trip?
(A) I've picked Susan in accounting.
(B) It was a very rewarding trip.
(C) At the start of next year.
- 8 Why don't we go for a bike ride tomorrow?
(A) I gave Mr. Holland a ride to the airport.
(B) That sounds like fun.
(C) It was 3:30 P.M.
- 9 Did Monica answer the phone, or was she away from the office?
(A) I'll mark it on the calendar at the office.
(B) Please leave a message.
(C) She was meeting her client at that time.
- 10 Which theater is the movie showing at?
(A) He's a famous actor.
(B) Well, I'll have to check.
(C) She's over there.

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

- 30 I fixed the printer in the break room this morning.
(A) You're welcome.
(B) Was it out of order?
(C) I was in the meeting room.

- 31 What did the tennis instructor say?
(A) She said to practice more.
(B) Have you decided on a date?
(C) I told you so.

PART 3

32–34 conversation

- W Hi, Mark. This is Julie in accounting. (32) Our printer has broken down again and nobody in our department knows how to fix it. Could you stop by and give us a hand?
M (33) I wish I could help, but I have a meeting with an important client in half an hour. I have to be fully prepared when he arrives.
W I understand. (34) I'll try to find an instruction manual. I hope it will help me figure out what exactly is wrong.
M All right. I'll check on you right after the meeting.

35–37 conversation

- W (35) Mr. Hawke, I just looked over our projected sales for this month and it looks like our current inventory of televisions won't be enough to meet demand.
M Do you think so? But I thought we increased our stock this month compared to last. How are we already running out?
W Well, all of the advertisements we placed seem to be having the intended effect. (36) Thanks to the promotional sale this month, we are selling a lot more televisions than usual.
M (37) OK, if anyone tries to buy a television that is out of stock, tell them that they can still get the same promotional deal next month as well.

38–40 conversation

- M Ms. Simpson, can you tell me why you applied to work at our store? (38) Judging from your résumé, it appears you have no retail experience. What do you think makes you qualified for selling apparel?
W You're right. I previously worked as a secretary at a hospital. (39) At that time, I learned that I

really enjoy working with people. So I thought working in retail would be a good fit for me.

- M Yes, that is very important. Here at our store, we expect all employees to be kind and helpful with each and every customer. (40) Next, I'd like to ask about your availability during the week.

41–43 conversation

- W Hello, this is Suzy Smith calling for Dan Harmon. I work at Danny Sweets. (41) I'm calling to let you know that the wedding cake you ordered is ready to be picked up at any time.
M Oh, thanks for calling. (42) I'm extremely busy making other preparations for the wedding tomorrow and won't have time to stop by. Can you deliver the cake instead?
W I'm sorry, but we don't offer any delivery service. (43) However, if you give us a name in advance, you could have someone else pick it up for you.
M (43) OK, I'll try to find someone to do that for me. I'll call back later.

44–46 conversation

- W I have noticed that a lot of our customers are from all over the world. (44) I think it's because we provide exotic and delicious food, and we are near very popular tourist attractions.
M You're right. I have noticed that too. (45) I was thinking maybe it would be very helpful if some of our servers could speak other languages fluently. That would make things much more comfortable for our customers.
W (46) Actually, I have already scheduled two interviews next week with potential employees. I'm going to interview a woman who can speak Japanese and a man who can speak Spanish.

47–49 conversation

- M Hi, Lindy. (47) Jessica just left to go home because she had a bad headache. I told her to take the day off tomorrow as well to go to the hospital. (48) Do you think you could come in to fill in for her tomorrow morning?
W Oh, I'm really sorry, but tomorrow I have to attend a close friend's wedding. (49) However, I'll call around to see if any other employee is available to work tomorrow in place of Jessica.

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

50–52 conversation

W Wilmore Appliance customer service. How can I help you?
 M Hi, (50) I'm having problems with the freezer part of my fridge. The temperature never goes below 5 degrees Celsius even when I set it below freezing.
 W Do you know the model number?
 M Let me check. It's the Azura 783XB model.
 W (51) Oh, I'm sorry but we no longer make that model so I can't help you over the phone.
 M That's going to be a problem. I purchased several gallons of ice cream for a party tomorrow.
 W I'm so sorry. (52) I'll send a technician over as soon as possible so that the problem is looked at. Will anyone be home at around 5:00 P.M. tonight?
 M Yes, I'll be here.
 W Good. Our technician will be there between 5 and 6 tonight.

53–55 conversation

M Hi, Angela. I just got an e-mail from UHP incorporated. (53) They are asking about installing the plumbing systems in their new offices. They want to know when we will begin.
 W (54) I intended to call them today, but I'm waiting for a call from some workers. They are at the building site now testing the ground. (55) It seems as though there may be some problems installing the pipes underground. We may need to dig deeper than we expected. I will let them know by this afternoon.
 M I see. I'll call UHP and let them know the situation. They didn't sound like they were angry, they were just curious to know what was going on. Let me know when you hear back from the workers.

56–58 conversation

W Okay sir, your total bill comes to one thousand dollars. Would you like to pay with cash or card?
 M One thousand dollars? (56) Are you serious?
 W Yes sir. You ordered a lot of room service over the last few days and spend a lot of money at the downstairs bar and restaurant. (57) You stayed in room 208, didn't you?

M No. I was in room 207. I think you've made a mistake.

W Oh, I'm sorry sir. (58) I will give you a 10% discount next time you stay with us. I apologize for the confusion.

59–61 conversation

W1 Hi, can I please talk to Robert Porter? It's regarding the repairs to the office equipment at Baker & McKenzie. (59) He is the Head Engineer, right?
 W2 Yes. May I ask who is calling?
 W1 This is Susan Sherman. I'm the maintenance manager at Baker & McKenzie. (60) Some of our equipment is missing and I'd like to know where it is, and when we will get it back.
 W2 OK, wait a moment. I will try to put you through to Robert. Please hold the line.
 W1 Thank you.
 M Hello? Susan?
 W1 Hi Robert, I'm calling in regards to the missing office equipment you repaired at Baker & McKenzie yesterday. Where is it and when will we get it back?
 M Oh, I left a note with your receptionist. (61) I told her we needed to take it away to our workshop for special repairs. We should have it ready by the end of the week.

62–64 conversation

W (62) OK, your total bill is \$75. Did you enjoy your food tonight?
 M Yes, it was delicious! Oh- I have a voucher here. Let me find it... Here you go.
 W Hmm... I'm not sure if you can use this...
 M (63) Oh! I see the problem. Never mind. (64) Can we sit back down and have some drinks so I can use the voucher?
 W Certainly. I will find a table for you now.

65–67 conversation

W I apologize for being late to work. (65) The parking lot on Swan Street was closed for some reason. I think they are moving to another location.
 M I understand. (65) Most of the staff were late because of this issue. Where did you find a parking space? On Franklin Avenue?
 W Yeah. There was some parking on Franklin Avenue. So I parked there. (66) The sign on Swan

Street said I could not park there after nine o'clock in the morning.

- M That's a good idea. Franklin Avenue has parking until ten o'clock.
- W (67) **I suggest you take the bus tomorrow; it took me thirty minutes to walk to the office from Franklin Avenue.**

68–70 conversation

- W Hello. This is Will's Hi-Fi, Margaret speaking. How can I help you today?
- M (68) **Hi, I bought a laptop package from you today. (69) It was supposed to have a free gift but it wasn't in the bag.**
- W Oh, is this Graham? I served you today. I'm sorry that we left out the free gift.
- M Yes, this is Graham. Do I need to come and pick up the gift?
- W No. (70) **We can send it to you by post. I will have the delivery driver drop it off tomorrow. Can you give me your address?**
- M Oh, that's great! My address is 1900 Forest Street, West Hampton.

PART 4

71–73 radio advertisement

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

74–76 introduction

- M (74) **Welcome to the Museum of Electronics.** Here you can see some of the earliest televisions, radios, and telephones. This month, we have a special exhibition that focuses on radar and other technologies developed during World War II. (75) **George Butler, an expert in the field, will be giving a short talk describing the history behind this marvelous technology.** (76) There is also a workshop for students aged 13 to 19 where they can assemble their own radio

transmitter. It will be a good opportunity to learn a few basic principles of electronic engineering.

77–79 announcement

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

80–82 excerpt from a meeting

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



83–85 excerpt from a meeting

- W Hi, everyone, let's start the weekly work meeting. (83) **Firstly, I want you to know that I've hired five more staff for the main factory room.** (84) **I know that you are all overworked;** I'm trying hard to push for funding to get two more people in over the next few months. The new staff will be here on Monday morning, so I want everyone to go out of their way to train them as quickly as possible. To do this efficiently, I'm going to have each of you train the new staff in a particular section of the factory. (85) **Please prepare some instructions and email them to me so I can double-check them.**



86–88 talk

- M I appreciate the number of people who have attended the Westbridge Film Festival this evening. I hope that all the films have been enjoyable so far. The next film we are going to

show is particularly special. The film is called "Beyond the Blue" and is the debut release from documentary film maker Michael Harris. ⁽⁸⁶⁾ The film captures the deepest parts of the ocean and explores the complex eco systems that exist in the areas of the ocean that humans cannot survive in. ⁽⁸⁷⁾ The film has already been nominated for multiple awards, most recently at the BAPTA Film Festival. Remember, this is the first film Mr. Harris has made. ⁽⁸⁸⁾ After the film, Mr. Harris will come to the front for a short Q&A session. Anyway, please enjoy the show.

(NEW)**89–91 speech**

M ⁽⁸⁹⁾ Well, it's only been one year since I took over the position of Company President. Since then our products have become the most sought-after watches in the world. Our unique designs, excellent price point, and promotional campaigns have proven to be miraculous. This has led to a lot of media attention. The worldwide CNU Business channel wants to run a special story about our company next month. ⁽⁹⁰⁾ They are sending some reporters to interview me on Wednesday and take some video footage of our manufacturing processes. ⁽⁹¹⁾ You realize what this means. CNU is broadcasted globally, and this could cause our business to grow even more.

(NEW)**92–94 announcement**

M ⁽⁹²⁾ Sam's Salon is committed to helping aid the homeless. If you have been a resident of Freewater over the last year, you have surely noticed the pop up salon on the corner of Cornwall Avenue and Dupont. ⁽⁹²⁾ This pop up is not for hipsters though, it's for the homeless. ^{(92) (94)} Sam's Salon has been volunteering to give the homeless in our community shampoos, shaves, and haircuts in order to help them get back on their feet. To further this effort, Sam's Salon is having a Saturday only haircut special, where half of all sales will go to help the local homeless shelter. This is great opportunity to show that you care, support a local business, and to get a darn good haircut.

(NEW)**95–97 excerpt from a meeting**

W ⁽⁹⁵⁾ Hello everyone, and thank you for inviting me to speak with you all in this beautiful new conference room. Our newest line of office security systems is really impressive, and I am sure it will meet your needs. We have developed four options to choose from. ⁽⁹⁶⁾ Let me just say that Option 1 is by far the best value because of the backup system that we offer with this package. It is not as expensive as Option 4, but don't let that fool you. Option 1 still offers all of the security that your business could want. All of our options include state-of-the-art video surveillance. ⁽⁹⁷⁾ Option 4 is more expensive because we offer 365 days of archived data. After taking a tour of your facilities, I feel that this option would not be the best for your company.

(NEW)**98–100 excerpt from a meeting**

M ⁽⁹⁸⁾ Hello everyone, I wanted to get you together to go over the recent successes in our customer service here at Millie's Diner. Millie's Diner is an institution here in Petersburg, and although we have always been complimented on our polite and timely service, the comments and tips we received over this long holiday weekend were extraordinary. I want to tell you all how proud I am of all of your hard work and dedication. ⁽⁹⁸⁾ It is my name on the sign, but this is really your business. I have made a copy of a thank-you letter that really touched my heart. We received it from a customer, and I wanted to share it with you so you could all see exactly how our hard work pays off. ⁽¹⁰⁰⁾ It moved me so much that I decided to give everyone who worked over the weekend an extra holiday bonus! You all are the best!

Actual Test

Script

08

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1



- (A) One of the women is handing some paper to the man.
(B) They are all using laptops.
(C) The lady is typing on the laptop.
(D) The man is presenting in the office.

2



- (A) The waiter is writing in his notepad.
(B) The man is drinking a cup of coffee.
(C) The woman is ordering some food.
(D) The waiter is talking to the man.

3



- (A) There are cleaners in the lecture hall.
(B) The lecture hall is occupied.
(C) There are many people in the lecture hall.
(D) The lecture hall is unoccupied.

4



- (A) The man is holding the umbrella with his hand.
(B) The woman is strolling along the path.
(C) They are boarding the train.
(D) They are lined up against the wall.

5



- (A) The woman is boiling water in the pot.
(B) The woman is putting pepper into the pot.
(C) The woman is pouring oil into the pan.
(D) The woman is wearing a chef's hat.

6



- (A) They are signing a contract.
(B) They are shaking hands with each other.
(C) They are sitting next to each other.
(D) They are sharing business cards with each other.

PART 2

7 How often should I replace the battery in this device?

- (A) It is in place.
(B) At least once a year.
(C) He often goes on business trips.

8 Where do you keep the spare tire?

- (A) In the trunk of the car.
(B) For an unexpected emergency.
(C) Yes, I'm a little bit tired.

9 Weren't you going to send an e-mail with corrections to the document?

- (A) Driving directions.
(B) I'll change the format.
(C) It's not finished yet.

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

- 28** I've been reviewing several candidates for a vacant position.
 (A) **I hope you can find a qualified person.**
 (B) The election is next month.
 (C) Congratulations on your new job.
- 29** Don't you want to see the apartment for rent next week?
 (A) I paid the rental fee.
(B) It's not close enough to the subway.
 (C) Because of a population increase.
- 30** This television isn't still under warranty, is it?
 (A) We replaced the item at no cost to the customer.
 (B) A trusted brand for over 30 years.
(C) I believe it expired just a month ago.
- 31** I just spoke with Jonathan on the phone.
 (A) A spokesperson for Hines Tours.
(B) Oh, is he feeling better?
 (C) I'll adjust the microphone.

PART 3

32–34 conversation

- M Hi. ⁽³²⁾ I was hired yesterday to work here on the night cleaning staff. Today is my first day and I'm not sure who I need to talk to.
- W Oh, welcome to the staff of the Hampton Lodge Hotel. ⁽³³⁾ Mr. Carter is in charge of the cleaning staff, but he doesn't come into work for another hour. I think you're here early.
- M They told me to report to work at 11 o'clock. Then what should I do in the meantime?
- W I see. ⁽³⁴⁾ Well, normally new employees watch a series of training videos as part of their orientation. Please follow me.

35–37 conversation

- W Hi, Chris. Our client from Japan, Mr. Takahashi, just arrived at the airport. I'm going to leave in a few minutes to pick him up. ⁽³⁵⁾ Will everything be ready for the meeting once we arrive?
- M ⁽³⁶⁾ Oh, that's good to hear. I was worried he wouldn't be able to arrive today because of the bad weather. I have just about everything prepared. All I need to do is print out a blueprint for the new prototype.
- W OK, great. ⁽³⁷⁾ I'll call you thirty minutes before

we arrive. See you soon in the meeting room.

38–40 conversation

- W ⁽³⁸⁾ Kevin, did you finish the billboard design for Frank's Tires Plus yet? They want the advertisement to be up in time for their big sale next week.
- M ⁽³⁹⁾ I was just about to finish it this morning when my computer crashed suddenly. Unfortunately, I lost some of my data, including the work I had done on the billboard design.
- W Oh, no. That's a shame. ⁽⁴⁰⁾ I'll call Frank's Tires Plus and ask for a few more days to complete the design. In the meantime, I hope you can find a solution.

41–43 conversation

- M Hello, this is Tim Mason speaking. I live on Maria Street. ⁽⁴¹⁾ All the electricity at my house has gone out.
- W I'm very sorry, sir. It looks like a tree fell on a power line and knocked out all the power on your street.
- M Yeah, that's what I expected. Do you know how long it will take to restore the electricity?
- W ⁽⁴²⁾ Because of all the storm damage, our repair teams are behind schedule. ⁽⁴³⁾ In the meantime, I suggest you stay at a family member or friend's house.

44–46 conversation

- W Hello, I need to send a package to my brother who lives overseas in Germany. What delivery method would be best?
- M Well, it really depends on what you're sending. ⁽⁴⁴⁾ Because we are a public post office, we don't offer that many options.
- W ⁽⁴⁵⁾ Actually, it was my brother's birthday last week, but I forgot. So I'm in a hurry to send this package. Also, what I'm sending is somewhat fragile.
- M ⁽⁴⁶⁾ In that case, I suggest you use a private delivery service. Private companies provide a larger variety of services that we don't offer.

47–49 conversation

- W Hi, Mr. Winston. This is Sharon Smith. ⁽⁴⁷⁾ I was the person interested in buying the used Speedster sports car that you showed me last week. I checked my financial situation and I've

- decided to go ahead with the purchase.
- M Hi, Ms. Smith. Well, unfortunately, we already sold that car to somebody yesterday. However, I have a similar model that you could look at. The car is used, but it is in great shape and just had new tires put on it.
- W Oh, that's too bad that you already sold the model. ⁽⁴⁸⁾ That car had a really good safety rating, which is what I consider most important when buying a car.
- M I see. Well, this similar model also has a five-star safety rating. ⁽⁴⁹⁾ Why don't you come here this week? You can take a look at it and take it for a test drive.
- 50–52 conversation**
- M Hello, Judy. ⁽⁵⁰⁾ Have you got a moment to discuss last week's sales figures?
- W ⁽⁵¹⁾ I'm actually on my way to a meeting, but you can ask me something briefly.
- M ⁽⁵⁰⁾ The sales figures for your branch are much lower than they have ever been. The board of directors is pretty upset about it. Is everything OK at the office?
- W Well, not really. There are some problems with my staff at the moment and they aren't working like they used to. There is a conflict between some of the staff. I know it's affecting sales figures and it is a serious problem.
- M Really? ⁽⁵²⁾ Do you think we need to fire someone?
- W I think that's the only solution. I'm going to see how they go in the next week and I will make a decision.
- 53–55 conversation**
- W Hello, Mr. Morgan. This is Debra. ⁽⁵³⁾ We have a bit of a problem. The person that was supposed to give the keynote speech next week is sick. So we need to find a replacement. Would you be able to do it?
- M I'll be out of town for the next four days on business and when I get back I'll be quite busy.
- W I see. ⁽⁵⁴⁾ The board of directors would love to have you do the speech. They really liked it last time you delivered it.
- M ⁽⁵⁵⁾ Thanks, but I'll have to pass on it. I just have too much on my plate at the moment. If I had some more time to prepare, I would have considered it.
- W OK, I understand. I'll let the board know. I hope you have a safe trip.
- M Thanks for your understanding, Debra.
- 56–58 conversation**
- W Tristar Logistics, how can I help you?
- M Hello. ⁽⁵⁶⁾ I have a delivery coming today but I won't be at the office all day. Can you reschedule to deliver for another day?
- W No problem. If you prefer, we can leave it with someone at your office?
- M ⁽⁵⁷⁾ That won't work for me. The delivery contains some expensive pieces of art so I want to personally receive it.
- W That's fine. When would you like it delivered?
- M Before midday would be perfect.
- W ⁽⁵⁸⁾ OK, if you could give me your cell phone number, I can have the delivery man call you when he is in your neighborhood.
- 59–61 conversation**
- M Hi Ruth, hi Greg. ⁽⁵⁹⁾ Unfortunately, there is going to be a delay on the delivery of your computer equipment. We won't be able to deliver it until tomorrow.
- W We needed that equipment today. ⁽⁶⁰⁾ We are going to miss some important deadlines without that equipment.
- M If we miss that deadline, we might lose some very important clients. Is there any possible way you can get it to us today?
- M I'm sorry it's not possible. We haven't received the equipment at our distribution center yet.
- W OK. I know another supplier who can guarantee same-day delivery. ⁽⁶¹⁾ I'm going to call them and ask if they can supply us with the equipment.
- 62–64 conversation**
- W ⁽⁶²⁾ Hi, Aaron. How is the painting going? ⁽⁶³⁾ Have you finished most of the work on level two?
- M No, it is taking longer than we thought it would. We had to get some more paint delivered to the site so we just started working again.
- W OK. When you finish on level two, please come up to the fourth floor. We need your help to paint the ceiling. We don't have enough ladders. ⁽⁶⁴⁾ I suggest you bring at least three more ladders; there is a lot of work to be done here.

M Sure. We just have one more coat to put here and then I will come up and help you finish.

(NEW)

65–67 conversation

- W Good morning, I need this gown cleaned. (65) I have to attend an award ceremony tomorrow night and I've only just noticed that there is a big stain on the back here. I need it cleaned by today. I know your service usually requires two days but this is an emergency... Can you help me?
- M Yes, I can have it ready for you by 9:00 P.M. It will cost \$36.
- W Are you serious? (66) But your price list says it should be \$12.
- M Well, yes, but if you need an emergency service, we charge three times the price. I have to delay other people's orders to clean yours so it causes me some problems.
- W OK. I understand. That's fine. (67) I'm busy this evening so I will send my intern to pick it up tonight at 9:00 P.M. Her name is Julie.
- M That sounds fine. I'll have it cleaned by 9:00 P.M.

68–70 conversation

- W I apologize for being late Bruce. (68) The Cranson Lot on Prunkel Street was shut because of water damage from the recent hurricane, so I couldn't find a parking spot.
- M That's fine. (68) Most of the staff is late today because of the Cranson Lot closure. Where did you park? Swinton Road?
- W (69) There was a couple of spaces there but the sign said I couldn't park there past 8:00 P.M. I think we will be working late tonight so I just parked on Menzies Street.
- M Oh, that's a smart move. I think Menzies Street parking is 24 hours, (70) so I suggest we have an early dinner and then get this project finished tonight.

PART 4

71–73 announcement

- M Hello, passengers. (71) This is an announcement from your conductor. Due to a freight train stalled at the next station, our departure will be delayed. The train ahead of us seems to be suffering a slight malfunction. (72) Once we receive official permission from the traffic control center, we will proceed as normal.

Unfortunately, we will arrive a little bit later than the scheduled arrival time. We apologize for this inconvenience. (73) Please adjust your plans accordingly. Thank you for your patience. We should be on the move shortly.

74–76 recorded message

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

77–79 radio advertisement

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

80–82 instructions

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

(NEW)

83–85 telephone message

- M Hi, Josephine, this is Robert Marcus calling from Human Resources. (83) We're due to recruit some more interns for next year. I've only been working here for a year so I don't know the intern screening process. (84) Have you seen the interview questions we use? (85) It

would be great if you could just give me a quick rundown on what I need to do. I can drop by your office anytime this week. Let me know a suitable time for you and I'll mark it in my calendar. Thanks.

(NEW)

86–88 talk

W Welcome to the 2nd Annual Ball for Smith & Bradley's Legal. First of all, (86) I'm pleased to announce that we have won Law Firm of the Year this year! We had a win rate of 98% this year. We have beaten all the competition, with the second highest at 92%. This means a lot for us. This result will allow us to move into corporate law, which is the most highly profitable area in the world! This is due to the diligence and hard work of our legal team. (87) So let's keep moving up! Corporate law is very technical however, so I will be sending out a lot of information through email over the next several weeks. (88) I'm going to need all of you to study this material, so we can maintain our win rate and continue growing as a firm.

89–91 telephone message

W Grace! (89) Thank you so much for helping set up the Simpson wedding last weekend. The centerpieces and floral arrangements you made were amazing! (90) You have to show me the design sometime! The bride and groom absolutely loved your work. (91) Anyway, I'll see you on Tuesday. We have to go over the centerpieces and flower setups for the Grayson wedding next week. I'm very excited to work with you again! Talk soon.

(NEW)

92–94 announcement

W (92) Springdale Music Club has just expanded its music selection to include world music artists. We are extremely excited to be able to build on our already impressive offering of domestic recording artists! We'll be having a live performance of international sensation, Djubai Djinn, this Saturday at 8:00 P.M. Come early for the cook out too. Bring your own meats though; we can't feed everyone! (94) Djubai Djinn will be signing autographs and selling their own albums and merchandise to help promote their US tour, so be sure you bring your money and your dancing feet! For those of you

worried that we may be changing our focus too much, fear not! (93) Springdale Music Club will still keep a healthy emphasis on rock and roll music, and this Saturday's concert is no exception with 3 rockin' acts.

(NEW)

95–97 tour guide

M Welcome to Lake Kitano National Park. (95) I'm Jane Black, your guide for today. If you look at your map, we'll start our tour from the Information Center and head to West gate. (96) Now we usually continue our journey to South gate after a short break, but that path is closed to the public this season. Instead we'll take the path to East gate and hike up the Kilmore Cliff trail until we reach Lake Kitano. (97) For those of you who are afraid of heights, Kilmore Cliff is a trail that goes along the 50-meter cliff drop. If you have any concerns please voice them now. Otherwise we'll begin our tour...

(NEW)

98–100 telephone message

M Hello Lima, this is George. I've faxed you the order forms that the different departments sent. (99) The Finance department has the largest order with over 100 items but you'll need to make sure they stay within the budget. Also, double-check the IT department's form. They ordered a lot of electronic equipment. (100) I think Public Relations is fine since they only wanted about a dozen items. Call me if there need to be changes made on the order forms so that I can contact the departments.

Actual Test

Script

09

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1



- (A) There are many people in the store.
(B) She is purchasing a garment.
(C) She is looking at some clothing.
(D) There are clothes on all the coat hangers.

2



- (A) One woman is raising her hand.**
(B) The presenter is looking at the watch.
(C) The presenter is using the microphone.
(D) The presentation is very boring.

3



- (A) She is wearing safety glasses.
(B) She is looking for some bacteria.
(C) She is looking through the microscope.
(D) She is using the microphone.

4



- (A) They are playing golf.
(B) They are carrying their golf clubs over their right shoulder.
(C) They are setting up the golf clubs.
(D) They are trading used golf clubs.

5



- (A) She is repairing the shoes.
(B) There are other people in the store.
(C) They are trying on some shoes.
(D) She has a sock on her left foot.

6



- (A) The man is giving a presentation in front of a screen.**
(B) The man is typing on his laptop.
(C) The woman is writing some notes with her right hand.
(D) They all have computers.

PART 2

7 Is Mr. Johnson joining us for lunch?

- (A) Yes, I'm hungry too.
(B) No, he's occupied.
(C) I brought a sandwich.

8 When will the company release its newest video game console?

- (A) At midnight tonight.**
(B) He will renew his lease next month.
(C) It's on the desk.

9 How did you get such great seats for the concert?

- (A) By winning tickets at a raffle.**
(B) At least once a week.
(C) He's a world-renowned musician.

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

- 27 Should I tell Susan for you, or do you want to tell her yourself?
 (A) She's a teller.
(B) I want to do it directly.
 (C) I forgot the phone number.
- 28 The annual sales report is finished.
(A) We should proofread it before printing.
 (B) I watched the weather report too.
 (C) They raised the price by 10 dollars.
- 29 Is this used vehicle for sale?
(A) Yes, and I changed the tires on it.
 (B) The price of gas is reasonable.
 (C) I used it for cooking.
- 30 What is needed to apply for this job?
 (A) Yes, she starts on Monday.
(B) A bachelor's degree or higher in engineering.
 (C) The rule doesn't apply to children under 8.
- 31 Who's in charge of designing promotional handouts?
 (A) Mr. Wilson was promoted to sales manager.
(B) The man wearing the blue shirt.
 (C) We don't charge for delivery.

PART 3

32–34 conversation

- W Hello, Mr. Penn. ⁽³²⁾ **I wanted to ask about changing my work hours.** I will be entering university starting next month and my availability is going to change.
- M Well, Nami, we really value you as a hard-working employee at this restaurant, so I want you to continue working here. What do you think your schedule will be?
- W Thank you for saying so. ⁽³³⁾ **I haven't registered for classes yet, so I'm not completely sure.**
- M I see. ⁽³⁴⁾ **Once you find out, please let me know.** I'm sure we can figure something out so that you can attend university and continue working here.

35–37 conversation

- M Hello, my name is Jordan Briggs. ⁽³⁵⁾ **I'll be getting married next week and we are looking for someone to photograph our wedding.** A

friend of mine showed me photographs you took and I was really impressed.

- W Thanks for calling me, Mr. Briggs. What type of photographs are you interested in exactly?
- M Well, we would want you to take photographs of everything including the guests, the food, the ceremony, and the after-party. ⁽³⁶⁾ **How much would that cost?**
- W Well, it could be quite expensive. ⁽³⁷⁾ **In order to photograph the event that extensively, I would need to hire two or three assistants.**

38–40 conversation

- M We will have a new quality control inspector joining our staff as of tomorrow. ⁽³⁸⁾ **His name is Nathan Gates and he'll be examining products for any defects before being shipped.**
- W I'm glad to hear that. We have had a lot of customers returning defective items lately. It's not good for our company's image and reputation.
- M ⁽³⁹⁾ **When he comes to work tomorrow, please introduce him to everyone in the factory.**
- W Sure, I will. ⁽⁴⁰⁾ **I'll also make sure to give him all the proper safety gear he needs to wear inside the factory.**

41–43 conversation

- M We finally were able to pump all of the water from the basement today. ⁽⁴¹⁾ **Unfortunately, a lot of our inventory was damaged by the water.**
- W ⁽⁴²⁾ **I've never seen a flood occur so fast like that.** Because of the damaged inventory, we won't be able to be open for a few days.
- M Well, at least it didn't happen over the weekend when no one was in the office. The damage could have been much worse.
- W That's true. ⁽⁴³⁾ **I heard from our supplier and they said they can restock our storage room this Friday.** I guess we'll just have to wait patiently until then.

44–46 conversation

- M ⁽⁴⁴⁾ **Next week at Harrison University, Charlie Klein will be conducting an introductory lecture on creative writing. It's open to the public and it isn't very expensive.**
- W Charlie Klein? ⁽⁴⁵⁾ **Doesn't he currently have a book on the bestseller list?** I heard his stories are very moving and powerful. I'd like to attend it.
- M Yes. I recently bought one of his books and was

really impressed. That's why I don't want to miss this opportunity to learn from him. Would you like to read it before the lecture?

W Sure. (46) I'll stop by your home tomorrow and pick up the book from you. Thanks for letting me know.

47–49 conversation

- W I saw an advertisement on the subway today for back pain relief at Frank Logan Hospital. The advertisement offers a free consultation to assess a patient's situation and suggest a course of treatment. I'm thinking of going.
- M (47) Actually, I was treated by Dr. Moran at the hospital for back pain last year. After five years of enduring the pain, my pain was drastically reduced under the care of Dr. Moran. In addition to medication, he showed me some useful stretching exercises. I really recommend seeing him.
- W You're right. I shouldn't hesitate anymore. (48) My work is disrupted by my back pain almost every day.
- M (49) If you would like, I can give you the number for Dr. Moran's office. That way you can set up an appointment with him directly.

50–52 conversation

- M Sarah, I need your help. (50) There is something wrong with the phone transfer software.
- W What exactly is the problem?
- M I can't get through to Human Resources and Accounting. When I try to call through to them I just hear a strange noise and then the phone just goes silent.
- W Oh. They are on a different version now I think. (51) You might need to update your software so it's compatible with theirs.
- M Oh... Yeah, I haven't updated for over a year.
- W That is definitely the problem then. (52) I will send you the link for a free upgrade and you shouldn't have any more problems.
- M Great! Thanks, Sarah!

53–55 conversation

- M I'm concerned about the output of some of our machinery. (53) Production has slowed by 8% since June. I think there must be a problem with the software. We are losing money over this, and I'm not sure who to ask about it.

W We had it repaired once in the past but it was so expensive we ended up just buying a new one. Now it is slowing down as well. Do you think we should just replace the machine again?

M (54) Yeah, it doesn't make sense to keep going like this.

W (55) I'll call the machine repair shop and get a quote on the repairs and we can decide what to do.

M OK, but let's get it done as quickly as possible please.

56–58 conversation

- W Hey Joe! (56) How did your presentation go last weekend?
- M It was great! We sold a lot of books after the seminar.
- W (57) Wow, sounds like you've really made it! So what are your plans for the future?
- M (58) I'm writing another book now that is due for release next year, so I will just continue doing seminars and trying to get more exposure.
- W Excellent. If you need any help, let me know. I have a few connections in the publishing industry.

59–61 conversation

- M1 Hi, Mrs. Kraft? This is Logan from Yellow Bank Realtors. (59) I am calling about some problems with the apartment you will be renting in the Swiss Tower Building. Let me put you through to our manager and he will tell you.
- W Okay, I'll wait.
- M2 Hi, Mrs. Kraft. (60) They are having some renovations done at the Swiss Tower Building so we need to change your move-in date to the end of October. Will that be okay with you?
- W Well... not really. I will have nowhere to live, and it's far too expensive to stay in a hotel.
- M2 OK. (61) We will be happy to pay for your hotel expenses until you can move into the apartment. I'm really sorry for the inconvenience. We only found out about this today.
- W That sounds fine.

62–64 conversation

- W OK, sir. (62) This suit comes up to \$385. Would you like to pay cash or card?
- M I have a gift certificate here for a 10% discount. Wait, I can't find it... OK, here it is.

- W Thank you, sir... Hmm, unfortunately, you won't be able to use this with this suit.
- M (63) Ah- I see the problem. Well, I need some more dress pants for work; do you mind if I go and pick some items out so I can use my gift certificate?
- W Of course, sir. Please follow me. (64) I will help you pick out some pants I think will suit you well.

 NEW

65–67 conversation

- M Excuse me? (65) I've just started a new exercise program and my trainer told me I should buy some protein powder to have after I work out. Most importantly, I need something that is high in protein, but doesn't have a lot of carbohydrates. Do you have anything you can recommend?
- W We have a wide variety of protein powders, but there is one I particularly like the taste of. It is a protein drink made from milk and soy.
- M Oh... (66) Actually, I'm lactose intolerant. Are there any other options?
- W (67) I suggest you purchase a powder that is only soy-based. You won't have any problems with that.

 NEW

68–70 conversation

- W Hi, Harold. (68) (69) Just wanted to let you know I'm nearly finished with all of Farnod Computing's windows. I'm going to move up to the next floor in about twenty minutes. Are you finished with Raptas' window?
- M Hi, Batty. Yeah, I have finished Raptas' and I'm going upstairs to the next floor. The windows are already pretty clean up there so I think we can get the job done pretty soon.
- W Great. Before you start on the 4th floor, can you please bring me some more window cleaner? I have run out.
- M Sure, I'll be up in about twenty minutes. It will be good to see how clean your windows are compared to mine. (70) When we are finished with the windows, we need to start on the carpets.

PART 4

71–73 telephone message

- M Hello, this is Sam Booth calling from Crimson Realty. (71) This message is for Jordan King.

I'm happy to say that someone is interested in making an offer on your house. (72) I would like to stop by with the potential buyer this Thursday to discuss the sale in more detail. Please let me know what time on Thursday you're available and I'll arrange a time with the potential buyer. (73) In the meantime, I suggest you clean up the house so it looks as impressive as possible for Thursday. Thank you.

74–76 news report

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

77–79 announcement

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

80–82 weather report

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



83–85 speech

W Thank you, thank you so much... ⁽⁸³⁾ It's an incredible honor to be nominated as Sales Manager of the Year. I have enjoyed working at Optimal Telecommunications since my first day and it's a privilege to be acknowledged for doing a job that I really love. ⁽⁸⁵⁾ This year, our branch broke all the records for cell phone contracts and I have to say ⁽⁸⁴⁾ I couldn't have done this without my talented team. Their passion and persistence has been vital to our success. So, I'd like to say I'm going to share my bonus amongst my team members as a sign of my appreciation for their hard work.



86–88 announcement

M Hi, everybody. This week we will be renovating the restaurant. The work will be taking place from 8:00 A.M. to 11:30 A.M. for one week. ⁽⁸⁶⁾
Unfortunately, we will not be having a breakfast service during this period. If anyone was planning to come in and eat, ⁽⁸⁷⁾ you might want to come in the evening. I know a lot of people really love our breakfast menu, so ⁽⁸⁸⁾ I will be giving a 10% discount on all dinner meals until renovations are complete.



89–91 telephone message

W ⁽⁸⁹⁾ Hi, Trent, this is Fiona calling from the fashion warehouse. The delivery just came in, and ⁽⁹⁰⁾ there is a lot of clothing on here we don't usually order. I don't recall any special sales coming up, and I phoned Head Office and they said there is no reason why we received them. Did you make the order? I'm going to call the supplier but I want to check with you first in case you ordered the products. ⁽⁹¹⁾ Please call me back; I need to let Head Office know what to do by 1:00 P.M. and it's already midday.
 Thanks Trent.



92–94 telephone message

M Hello, is this Barry White? ⁽⁹⁴⁾ This is James Holden calling on behalf of the National Center for the Blind. We noticed that you did not renew your yearly donation to our center. ⁽⁹³⁾ If you could give me a few moments of your time, I would like to share some information with you. I would appreciate the opportunity to tell you how we use the donations we

receive to help the blind. You should have received a brochure in the mail; if I could direct your attention to it while we talk, I am sure that you will see how valuable our service is.



95–97 speech

W Hello, everyone. I would like to begin today's seminar by asking you all to consider a few questions. First, how many of you would like to be rich? Everyone? Exactly. Second, how many of you would like to be happy? Everyone? Of course! ⁽⁹⁶⁾ I can promise you all that if you follow a few simple steps, you will be able to make your financial and life goals a reality. The Fast Forward Financial System, or FFFS, that I have developed is an easy step-by-step guide to living the good life. ⁽⁹⁷⁾ Today's seminar is just an introduction of course. In order to fulfill your financial potential, you will need to enroll in one of our immersion programs.



98–100 introduction and chart

W Thank you all for coming to this meeting on such short notice. ⁽¹⁰⁰⁾ It has come to my attention that the Human Resource Department has been overwhelmed lately with reports about messes in the common areas. ⁽⁹⁸⁾ As your regional manager, I feel it is my responsibility to take ownership of this problem before it gets completely out of control. Just so everybody is clear, the common areas include the kitchen, the foyer, recreation room A, and lounge C on the second floor. I don't know who is responsible for this recent run of uncleanliness, but from now on we are going to assign a staff member to monitor the condition of each area and sign off on it at the end of every day. We will do this until I feel everyone has learned to respect the space. Be sure to check the schedule to see which area you will be responsible for.

Actual Test

Script

10

PART 1 / PART 2 / PART 3 / PART 4

PART 1

1



- (A) The woman is looking at the computer.
(B) The woman is typing on the computer.
(C) The woman is taking a phone call.
(D) The woman is talking on the cell phone.

2



- (A) He is looking at the laptop computer.
(B) They are having a discussion in a meeting room.
(C) They are all looking in the same direction.
(D) She is writing in her notepad.

3



- (A) He is selling the bread.
(B) The bread is in the oven.
(C) He is holding bread using a bread paddle.
(D) He is wearing safety gloves.

4



- (A) She is walking her dog on the sea shore.**
(B) She is collecting sea shells on the shore.
(C) The dog is walking behind the girl.
(D) She is swimming in the water.

5



- (A) The man is wearing safety gloves.
(B) The man is using the remote control to move the pipe.
(C) There are many people in the factory.
(D) The man is moving the pipe with his hands.

6



- (A) The lady is looking away from the man.
(B) The man is touching the bench with his left hand.
(C) They are both holding the flower.
(D) The man is sitting with his legs crossed.

PART 2

7 You've been to Japan before, haven't you?

- (A) After 3:30 P.M.
(B) I prefer Japanese food.
(C) No, never.

8 Where's the light switch?
(A) We switched suppliers.
(B) On the back wall.
(C) It's too heavy.

9 Would you like to return this item?
(A) Yes, it doesn't fit.
(B) Medium size, I think.
(C) No, he left already.

10 How late did you work last night?
(A) Past midnight.
(B) Three times, I guess.
(C) Don't be late again.

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

- 31 Who's most qualified for this position?
(A) Complete the form online.
(B) Actually, I'll have to review their résumés.
(C) They filed an official complaint.

PART 3

32–34 conversation

- M Hello. Are you Ms. Joyce, right? ⁽³²⁾ I just started working here today and I was told to shadow you. Is it OK if I follow you around and watch how you do things?
- W Nice to meet you. Of course you can shadow me today. And if you ever have any questions, don't hesitate to ask. ⁽³³⁾ I was just about to take inventory in the warehouse. Let's do it together.
- M That sounds great. ⁽³⁴⁾ But before I do anything, I just need to change into my work uniform. I'll join you in the warehouse in ten minutes.

35–37 conversation

- M Hello, Tina. This is Michael Hall calling. ⁽³⁵⁾ I just left the office a minute ago and realized I forgot to e-mail myself an important document. It's a spreadsheet that I need for my presentation in Tokyo tomorrow. Are you still at the office?
- W Yes, I am. ⁽³⁶⁾ It's 6:00 P.M. now. I still have an hour left to leave work. So, how can I help you?
- M Oh, great. If you turn my computer on, the spreadsheet document will be right on the desktop. If you could just e-mail it to me, I would be so grateful.
- W No problem. Wait a moment. I'll look for the document and e-mail it. ⁽³⁷⁾ Why don't you make sure that you receive it in about five minutes?

38–40 conversation

- M Hello. This is Chris Holt calling on behalf of the World Science Fiction Convention. ⁽³⁸⁾ We reserved the conference center at your hotel for our event this weekend. I visited the space today and noticed that there were no tables and chairs set up.
- W The seating will be ready in time for the event. ⁽³⁹⁾ Those items are currently needed for another convention in a different section of the hotel. By the way, exactly how many attendees are you expecting to come?

- M ⁽⁴⁰⁾ We have 248 confirmed guests. Therefore, we will need around 50 tables with 5 chairs each. Please let me know once these preparations are done.

41–43 conversation

- M Hello, Ms. Morris. It's Marvin Gibson from New York Eats. ⁽⁴¹⁾ I'm calling because I write a weekly column for the magazine and would like to profile your restaurant this week.
- W Wow, I'm honored. ⁽⁴²⁾ We recently added some Mexican dishes to our menu. Why don't you come by tonight and try some? Afterwards you can interview me and the chefs about the restaurant.
- M That sounds great. ⁽⁴³⁾ However, I'd like to come during the day so that I can take some nice pictures.
- W All right, then. How about this Friday?

44–46 conversation

- M Excuse me. ⁽⁴⁴⁾ I bought a fishbowl and some goldfish here yesterday. ⁽⁴⁵⁾ However, the water filter doesn't seem to be working properly.
- W Ah, yes. I remember you from yesterday. I'm sorry to hear that. Could you tell me more?
- M Well, I turned it on, but it doesn't appear to be running. I'm worried the fish won't survive without the filter functioning. I brought it for you to take a look at.
- W Hmm, you're right. It appears to be broken. I'm so sorry about that. ⁽⁴⁶⁾ I'll give you a new one immediately. Wait a moment, please.

47–49 conversation

- M ⁽⁴⁷⁾ My guest today is Donna Fuller, a famous singer-songwriter currently touring the United States. Her newest album just came out this week. Thanks for joining us, Donna. First, could you describe your musical style for listeners who may be unfamiliar with you?
- W Well, my style has changed a lot over the years. ⁽⁴⁸⁾ Originally, I wrote and performed jazz music, but this new album is in the rock genre. I think my fans will be a little surprised, but I hope they like it.
- M What can your fans expect if they come to see you live on this new tour?
- W ⁽⁴⁹⁾ There will be a lot more musicians on

stage than before. So, the stage will be full of energy and excitement.

50–52 conversation

- W1 Hi, can I please speak with ⁽⁵⁰⁾ Thomas Hyatt? It's regarding the construction at Franklin's Studios. He's the fund manager, right?
- W2 Yes. Can I ask who's calling?
- W1 This is Sharon Jasmin, the studio director at Franklin's Studios. We are upgrading our studios but ⁽⁵¹⁾ we're supposed to receive some funding today that didn't go through. The builders have stopped construction until I can guarantee payment.
- W2 OK, I'll put you through to Mr. Hyatt now. Hold please.
- W1 Thank you.
- M Hello? Mrs. Jasmin?
- W1 Good morning, Mr. Hyatt. Are those funds coming through today? I really want to stay on target with our project so we need to keep construction going.
- M Definitely. I'm actually at the bank now doing all the transfers so the money should be in your account within half an hour. ⁽⁵²⁾ I'll send you a confirmation receipt via cell phone; please message me back when you get it.

53–55 conversation

- M Here is the restaurant space I told you about last week. I think it's perfect for a small café. There is also a patio area out the back. You can see it from here.
- W ⁽⁵³⁾ Oh yeah, that look's nice. I think this is a little small but I like the location.
- M It is small, but with the patio space you could probably seat 20 people.
- W ⁽⁵⁴⁾ I've looked at another location up the street that is about 10% cheaper than this, so it's a tough choice.
- M I see. ⁽⁵⁵⁾ Well, we can negotiate on the price. I'll just have to talk to my manager first.
- W That would be great. If you can match their rental cost I would probably take this location because of the patio.
- M OK. Let me talk to my manager and get back to you.

56–58 conversation

- W Hi, Matthew. ⁽⁵⁶⁾ Any news on our sales results for last month?
- M I am just finishing the report now. Looks like our sales are booming in our Woodsdale stores, but the Collingwood stores aren't doing well. Usually it's the other way around.
- W Hmm... ⁽⁵⁷⁾ That's interesting.
- M ⁽⁵⁸⁾ Maybe we need to take a trip to Collingwood and talk to the management team about why their sales changed so quickly.
- W Yep. Let's go this afternoon.

59–61 conversation

- M Harry, Anne, what kind of tools did you say we need?
- M2 ⁽⁵⁹⁾ Look over there in the hardware section. We need a drill, and two hammers. We don't need anything else because ⁽⁶⁰⁾ I'm getting all the small equipment delivered to the office today.
- W What about paint?
- M2 We don't need paint; we already have it.
- M1 OK. ⁽⁶¹⁾ But we do need some nails. I know you didn't order those. I saw the invoice.
- M2 Yes, you're right. Let's get what we need here and then go.

62–64 conversation

- M Hi Sally, how has your day been?
- W Really great Jim, I have been busy, but productive. ⁽⁶²⁾ How was your meeting this morning?
- M It went better than I expected. The interior design specialist just gave us some recommendations for our office layout. We don't need to purchase anything new, just rearrange a few things.
- W Oh really? What did he say?
- M ⁽⁶³⁾ He suggested that we move the help desk and the sales desk so that they are on opposite sides of the entrance. That way, if we have people waiting in line they won't be crowded. ⁽⁶⁴⁾ We will just slide the sales desk to where the waiting area is now.
- W That is a good idea, and this way, when people come into the office they can see all of our products displayed against the back wall.
- M Exactly, and then after they purchase their items they can just step out the door. Glad we are

already on the same page.

- W Well, I think we should start moving the sales desk right away, don't you?

65–67 conversation

- M Hi Rosalie, (65) did you hear about the fire drills next week?
- W Yeah. (66) I can't believe they scheduled ours during our lunch break. They need to reschedule our lunch break, or change the fire drill time to 1:00–2:00 P.M. They shouldn't expect us to skip lunch and practice the fire drills.
- M I know. I don't think it is very fair. They should have had all the drills in the afternoon. The other departments actually get extra time off work, and we lose our lunch break.
- W (67) I think we should go and speak to our supervisor. What do you think?
- M I agree. Should we go now?
- W Yes. Let me quickly send an email and I will come with you.

68–70 conversation

- M (68) Mark's Models, this is Greg speaking. How can I help you today?
- W Hi Greg. I bought a snap fit Mazda Mikado plastic model kit yesterday and I'm just starting to put it together now but some of the pieces are missing.
- M Oh, that's not good. What exactly is missing?
- W (69) Well, it seems like all the parts are here but I have nothing to put them together with.
- M Ah... It must be the snap fit tool. With our older model kits, that's a pretty common problem. We have a lot in the store. (70) I'll express-post one to you today if that's OK?
- W Oh, that's great. Thanks for your help!

PART 4

71–73 telephone message

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

74–76 announcement

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

77–79 tour guide

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

80–82 excerpt from a meeting

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

83–85 excerpt from a meeting

- W Hi, everyone, we should get started with the monthly meeting. (83) First of all, we have two new interns starting next week, they are both accounting majors who specialize in

auditing. ⁽⁸⁴⁾ I know that you are all very busy, but I really need you to help the interns settle in as quickly as possible. I'm going to give each of you a specific job that I want you to personally train the intern. I think it is the most efficient way to get them up to speed. I'm going to prepare a task for each of you and email it to you. When the interns arrive, ⁽⁸⁵⁾ I want each of you to spend one full week each with them and train them. Thanks for your patience.

NEW

86–88 announcement

W As everyone knows, ⁽⁸⁶⁾ the line of keyboards and web cameras we produced this year are selling extremely well. ⁽⁸⁷⁾ I'm not sure why but our LCD monitors are not selling well at all. I suspect the price point might be too high when compared with other brands. Whatever the reason, we need to start selling more so I have hired some marketing analysts that can help us try to figure out what the problem is. ⁽⁸⁸⁾ I've arranged a meeting with them this afternoon after lunch, so please come to the boardroom on the 2nd floor and sit in on the meeting.

NEW

89–91 speech

M Great news, everybody. Our sales are up by 12 percent compared to last year. ⁽⁸⁹⁾ Our new range of electric blankets and space heaters sold more than we expected. The biggest seller was our new heated pillow inserts. ⁽⁹⁰⁾ Last month we signed a special contract to have our pillows used exclusively in Charleston Hotels, which means a huge boost in sales figures. We are expecting even more contracts like this in the future. ⁽⁹¹⁾ How about that? Everyone should give themselves a pat on the back. I'm really proud of your efforts.

NEW

92–94 introduction

M ⁽⁹²⁾ Springfield Dance Troupe has just added a new hip-hop workshop to our winter schedule. We are extremely excited to be able to offer more contemporary dance routines to the members of our community! ⁽⁹⁴⁾ We'll be having a live performance of some of the moves that we will be teaching people to master this Saturday at 12:00 P.M. We would like to invite all members of the community,

young and old, boys and girls, to come down to the Recreational Center and enjoy the performance. Springfield Dance Troupe will of course be continuing to teach the courses that we have always offered, with one exception. Sally Jones, who many of you know from her fantastic Nutcracker performances, will be moving back to Westport. As a result, after this week we will not be offering ballet classes until we can find a teacher to replace her. I hope to see you all at the Recreation Center this Saturday at noon!

NEW

95–97 advertisement

W ⁽⁹⁷⁾ Presidential Tailoring is committed to helping you look your best. If you have been thinking about updating your wardrobe to include custom fit ensembles, we would like to invite you to stop by our shop on the corner of Lexington and Dupont for complimentary measurement. Our tailors have a combined 120 years of experience with men's and women's tailoring. ⁽⁹⁵⁾ Our master tailor, Jeffrey Frye, apprenticed in London for 15 years at the prestigious Lorde Homme Tailors before returning home here to the US. Let us make you look presidential; you deserve it.

NEW

98–100 telephone message

M Hello Ms. Johnson, I am calling about the invoice that you sent me last week. ⁽⁹⁹⁾ I just have a few questions I need to ask you about the quantities and pricing of some of the supplies that I ordered. ⁽⁹⁸⁾ I thought that you told me that if I ordered more than two dozen of any item that I would receive a discount of 5%. Is this correct? Additionally, I want to just confirm the numbers with you. I ordered 36 foot stools, 12 chairs, 117 small end tables and NO large end tables. I believe there was some confusion. ⁽¹⁰⁰⁾ Can you change the invoice to reflect my requested items?

Actual Test 01

1	(A)	26	(A)	51	(C)	76	(B)
2	(A)	27	(C)	52	(D)	77	(B)
3	(A)	28	(A)	53	(B)	78	(C)
4	(B)	29	(B)	54	(C)	79	(D)
5	(A)	30	(C)	55	(B)	80	(D)
6	(D)	31	(A)	56	(C)	81	(C)
7	(C)	32	(B)	57	(A)	82	(C)
8	(B)	33	(A)	58	(D)	83	(A)
9	(A)	34	(C)	59	(C)	84	(D)
10	(B)	35	(A)	60	(D)	85	(C)
11	(C)	36	(B)	61	(A)	86	(D)
12	(B)	37	(C)	62	(C)	87	(A)
13	(A)	38	(A)	63	(D)	88	(B)
14	(B)	39	(C)	64	(A)	89	(A)
15	(B)	40	(B)	65	(A)	90	(C)
16	(A)	41	(C)	66	(B)	91	(D)
17	(C)	42	(C)	67	(B)	92	(C)
18	(B)	43	(D)	68	(D)	93	(B)
19	(C)	44	(D)	69	(C)	94	(B)
20	(A)	45	(D)	70	(C)	95	(C)
21	(B)	46	(A)	71	(C)	96	(C)
22	(C)	47	(D)	72	(A)	97	(B)
23	(B)	48	(B)	73	(D)	98	(C)
24	(A)	49	(C)	74	(A)	99	(A)
25	(C)	50	(A)	75	(C)	100	(C)

Actual Test 02

1	(A)	26	(B)	51	(A)	76	(C)
2	(A)	27	(C)	52	(D)	77	(C)
3	(B)	28	(B)	53	(A)	78	(C)
4	(C)	29	(B)	54	(B)	79	(A)
5	(D)	30	(A)	55	(D)	80	(D)
6	(B)	31	(C)	56	(C)	81	(B)
7	(A)	32	(D)	57	(B)	82	(D)
8	(C)	33	(C)	58	(A)	83	(A)
9	(A)	34	(A)	59	(C)	84	(B)
10	(A)	35	(C)	60	(B)	85	(D)
11	(C)	36	(A)	61	(D)	86	(B)
12	(B)	37	(B)	62	(D)	87	(B)
13	(A)	38	(B)	63	(B)	88	(B)
14	(C)	39	(D)	64	(D)	89	(B)
15	(B)	40	(C)	65	(C)	90	(A)
16	(B)	41	(D)	66	(D)	91	(D)
17	(A)	42	(C)	67	(B)	92	(B)
18	(B)	43	(D)	68	(C)	93	(D)
19	(A)	44	(A)	69	(A)	94	(B)
20	(C)	45	(D)	70	(C)	95	(A)
21	(B)	46	(C)	71	(D)	96	(A)
22	(A)	47	(A)	72	(D)	97	(D)
23	(A)	48	(C)	73	(C)	98	(D)
24	(B)	49	(B)	74	(D)	99	(B)
25	(B)	50	(D)	75	(B)	100	(B)

Actual Test 03

1	(B)	26	(C)	51	(B)	76	(A)
2	(A)	27	(A)	52	(A)	77	(B)
3	(C)	28	(A)	53	(A)	78	(C)
4	(D)	29	(B)	54	(B)	79	(B)
5	(C)	30	(C)	55	(D)	80	(C)
6	(B)	31	(C)	56	(C)	81	(B)
7	(B)	32	(D)	57	(B)	82	(D)
8	(C)	33	(C)	58	(A)	83	(A)
9	(A)	34	(A)	59	(C)	84	(B)
10	(A)	35	(C)	60	(B)	85	(D)
11	(C)	36	(A)	61	(D)	86	(B)
12	(B)	37	(B)	62	(D)	87	(B)
13	(A)	38	(B)	63	(B)	88	(B)
14	(C)	39	(D)	64	(D)	89	(B)
15	(B)	40	(C)	65	(C)	90	(A)
16	(B)	41	(D)	66	(D)	91	(D)
17	(A)	42	(C)	67	(B)	92	(A)
18	(B)	43	(D)	68	(C)	93	(D)
19	(A)	44	(A)	69	(A)	94	(B)
20	(C)	45	(D)	70	(C)	95	(A)
21	(B)	46	(C)	71	(D)	96	(A)
22	(A)	47	(A)	72	(D)	97	(D)
23	(A)	48	(C)	73	(C)	98	(C)
24	(B)	49	(B)	74	(D)	99	(B)
25	(B)	50	(D)	75	(B)	100	(C)

Actual Test 04

1	(C)	26	(B)	51	(D)	76	(C)
2	(D)	27	(C)	52	(B)	77	(B)
3	(A)	28	(B)	53	(C)	78	(C)
4	(B)	29	(C)	54	(D)	79	(A)
5	(A)	30	(B)	55	(A)	80	(C)
6	(A)	31	(A)	56	(D)	81	(D)
7	(A)	32	(C)	57	(A)	82	(C)
8	(B)	33	(A)	58	(C)	83	(B)
9	(B)	34	(B)	59	(B)	84	(A)
10	(A)	35	(D)	60	(D)	85	(C)
11	(C)	36	(B)	61	(D)	86	(A)
12	(C)	37	(A)	62	(B)	87	(C)
13	(B)	38	(C)	63	(C)	88	(A)
14	(C)	39	(A)	64	(B)	89	(B)
15	(C)	40	(B)	65	(C)	90	(A)
16	(B)	41	(A)	66	(B)	91	(B)
17	(A)	42	(C)	67	(C)	92	(A)
18	(B)	43	(B)	68	(B)	93	(C)
19	(A)	44	(A)	69	(C)	94	(D)
20	(A)	45	(D)	70	(B)	95	(A)
21	(A)	46	(C)	71	(D)	96	(A)
22	(C)	47	(A)	72	(B)	97	(D)
23	(A)	48	(C)	73	(B)	98	(D)
24	(B)	49	(B)	74	(D)	99	(B)
25	(C)	50	(A)	75	(A)	100	(C)

Actual Test 05

1	(A)	26	(C)	51	(A)	76	(B)
2	(C)	27	(C)	52	(C)	77	(C)
3	(C)	28	(A)	53	(C)	78	(A)
4	(B)	29	(A)	54	(A)	79	(C)
5	(A)	30	(C)	55	(B)	80	(D)
6	(A)	31	(A)	56	(C)	81	(A)
7	(A)	32	(A)	57	(B)	82	(D)
8	(B)	33	(B)	58	(C)	83	(A)
9	(A)	34	(B)	59	(C)	84	(A)
10	(B)	35	(B)	60	(B)	85	(D)
11	(C)	36	(A)	61	(A)	86	(C)
12	(C)	37	(C)	62	(C)	87	(A)
13	(A)	38	(C)	63	(C)	88	(A)
14	(C)	39	(B)	64	(D)	89	(C)
15	(B)	40	(A)	65	(A)	90	(A)
16	(C)	41	(D)	66	(D)	91	(A)
17	(A)	42	(C)	67	(A)	92	(C)
18	(B)	43	(D)	68	(C)	93	(D)
19	(C)	44	(D)	69	(B)	94	(D)
20	(B)	45	(A)	70	(B)	95	(A)
21	(C)	46	(C)	71	(B)	96	(C)
22	(A)	47	(D)	72	(A)	97	(D)
23	(A)	48	(C)	73	(C)	98	(B)
24	(C)	49	(C)	74	(C)	99	(A)
25	(A)	50	(A)	75	(A)	100	(D)

Actual Test 06

1	(C)	26	(C)	51	(C)	76	(D)
2	(D)	27	(A)	52	(C)	77	(C)
3	(B)	28	(B)	53	(C)	78	(D)
4	(A)	29	(C)	54	(A)	79	(A)
5	(D)	30	(A)	55	(C)	80	(B)
6	(D)	31	(A)	56	(B)	81	(B)
7	(C)	32	(C)	57	(C)	82	(C)
8	(B)	33	(B)	58	(A)	83	(C)
9	(C)	34	(B)	59	(C)	84	(A)
10	(A)	35	(C)	60	(D)	85	(C)
11	(C)	36	(B)	61	(A)	86	(A)
12	(A)	37	(A)	62	(A)	87	(C)
13	(B)	38	(D)	63	(C)	88	(D)
14	(C)	39	(A)	64	(B)	89	(C)
15	(A)	40	(C)	65	(A)	90	(B)
16	(B)	41	(D)	66	(B)	91	(A)
17	(C)	42	(B)	67	(C)	92	(C)
18	(B)	43	(C)	68	(B)	93	(B)
19	(A)	44	(B)	69	(C)	94	(A)
20	(B)	45	(C)	70	(D)	95	(C)
21	(A)	46	(D)	71	(B)	96	(B)
22	(C)	47	(B)	72	(C)	97	(B)
23	(A)	48	(A)	73	(A)	98	(C)
24	(C)	49	(D)	74	(B)	99	(A)
25	(A)	50	(A)	75	(B)	100	(D)

Actual Test 07

1	(B)	26	(C)	51	(B)	76	(A)
2	(C)	27	(A)	52	(D)	77	(C)
3	(A)	28	(B)	53	(A)	78	(B)
4	(A)	29	(A)	54	(C)	79	(A)
5	(B)	30	(B)	55	(D)	80	(B)
6	(C)	31	(A)	56	(B)	81	(C)
7	(A)	32	(C)	57	(B)	82	(C)
8	(B)	33	(A)	58	(B)	83	(A)
9	(C)	34	(A)	59	(B)	84	(A)
10	(B)	35	(B)	60	(C)	85	(A)
11	(C)	36	(C)	61	(B)	86	(B)
12	(A)	37	(A)	62	(C)	87	(A)
13	(C)	38	(C)	63	(A)	88	(C)
14	(A)	39	(C)	64	(B)	89	(A)
15	(B)	40	(A)	65	(A)	90	(B)
16	(A)	41	(B)	66	(B)	91	(C)
17	(B)	42	(A)	67	(B)	92	(B)
18	(B)	43	(B)	68	(D)	93	(A)
19	(C)	44	(C)	69	(B)	94	(D)
20	(B)	45	(A)	70	(A)	95	(B)
21	(B)	46	(B)	71	(A)	96	(A)
22	(B)	47	(B)	72	(B)	97	(C)
23	(B)	48	(A)	73	(A)	98	(A)
24	(C)	49	(D)	74	(B)	99	(B)
25	(B)	50	(C)	75	(D)	100	(D)

Actual Test 08

1	(A)	26	(A)	51	(A)	76	(D)
2	(C)	27	(B)	52	(D)	77	(D)
3	(D)	28	(A)	53	(A)	78	(B)
4	(A)	29	(B)	54	(C)	79	(C)
5	(C)	30	(C)	55	(B)	80	(C)
6	(B)	31	(B)	56	(A)	81	(A)
7	(B)	32	(B)	57	(C)	82	(B)
8	(A)	33	(A)	58	(C)	83	(C)
9	(C)	34	(A)	59	(D)	84	(C)
10	(A)	35	(A)	60	(B)	85	(A)
11	(B)	36	(B)	61	(C)	86	(A)
12	(B)	37	(B)	62	(C)	87	(A)
13	(C)	38	(A)	63	(C)	88	(C)
14	(B)	39	(C)	64	(A)	89	(A)
15	(C)	40	(A)	65	(B)	90	(A)
16	(A)	41	(B)	66	(C)	91	(A)
17	(C)	42	(B)	67	(C)	92	(D)
18	(B)	43	(B)	68	(A)	93	(C)
19	(A)	44	(C)	69	(A)	94	(C)
20	(C)	45	(B)	70	(C)	95	(B)
21	(B)	46	(B)	71	(A)	96	(D)
22	(A)	47	(C)	72	(B)	97	(C)
23	(B)	48	(A)	73	(A)	98	(C)
24	(C)	49	(D)	74	(B)	99	(A)
25	(B)	50	(C)	75	(D)	100	(D)

Actual Test 09

1	(C)	26	(A)	51	(D)	76	(D)
2	(A)	27	(B)	52	(A)	77	(D)
3	(C)	28	(A)	53	(B)	78	(A)
4	(B)	29	(A)	54	(A)	79	(A)
5	(C)	30	(B)	55	(C)	80	(B)
6	(A)	31	(B)	56	(C)	81	(C)
7	(B)	32	(C)	57	(B)	82	(C)
8	(A)	33	(D)	58	(D)	83	(A)
9	(A)	34	(B)	59	(A)	84	(C)
10	(B)	35	(D)	60	(B)	85	(A)
11	(C)	36	(A)	61	(C)	86	(A)
12	(A)	37	(B)	62	(B)	87	(C)
13	(B)	38	(D)	63	(C)	88	(D)
14	(B)	39	(C)	64	(C)	89	(A)
15	(A)	40	(B)	65	(B)	90	(D)
16	(B)	41	(C)	66	(C)	91	(B)
17	(A)	42	(C)	67	(D)	92	(A)
18	(C)	43	(C)	68	(A)	93	(B)
19	(B)	44	(A)	69	(C)	94	(B)
20	(B)	45	(D)	70	(C)	95	(A)
21	(A)	46	(B)	71	(C)	96	(B)
22	(A)	47	(D)	72	(A)	97	(B)
23	(A)	48	(C)	73	(C)	98	(B)
24	(C)	49	(A)	74	(C)	99	(B)
25	(A)	50	(C)	75	(A)	100	(D)

Actual Test 10

1	(C)	26	(B)	51	(C)	76	(B)
2	(B)	27	(B)	52	(B)	77	(A)
3	(C)	28	(A)	53	(B)	78	(B)
4	(A)	29	(A)	54	(A)	79	(C)
5	(B)	30	(A)	55	(C)	80	(C)
6	(C)	31	(B)	56	(B)	81	(A)
7	(C)	32	(D)	57	(D)	82	(B)
8	(B)	33	(C)	58	(C)	83	(B)
9	(A)	34	(A)	59	(C)	84	(C)
10	(A)	35	(B)	60	(B)	85	(A)
11	(B)	36	(D)	61	(D)	86	(A)
12	(C)	37	(D)	62	(C)	87	(B)
13	(C)	38	(D)	63	(D)	88	(C)
14	(A)	39	(C)	64	(C)	89	(A)
15	(A)	40	(A)	65	(C)	90	(A)
16	(C)	41	(C)	66	(D)	91	(B)
17	(A)	42	(A)	67	(C)	92	(D)
18	(B)	43	(C)	68	(C)	93	(C)
19	(B)	44	(C)	69	(C)	94	(C)
20	(C)	45	(A)	70	(D)	95	(B)
21	(A)	46	(C)	71	(C)	96	(A)
22	(B)	47	(D)	72	(B)	97	(D)
23	(C)	48	(B)	73	(B)	98	(A)
24	(B)	49	(D)	74	(D)	99	(B)
25	(C)	50	(B)	75	(D)	100	(B)