32-34:

M: Mrs. … the package that you send to the advertising agency Tokyo … returned today, it seems that you send to the wrong address

W: Actually, I received … from Tokyo office … yesterday, I wish that they tell me earlier

M: Well, that’s … unfortunate it seems it’s must be expensive to send such a large package

W: Yes, it was, I’m going to request that company … to pay me back

35-37:

M: This is … for the morning new here QQBC 99.5 today our guess … business leader… . She recently open … health food store across the state …. How do you get the idea, Mrs. …?

W: Well, I made … food and nutrition and … business administration so my goal with … what I learned in college to open … a successful company

M: Oh, I see … what facts do you think it contributed to most to the success to yours channel store

W: I think … reason change people … interested and … fitness

38-40:

M: Hello, I’m here because I’m interested in buying instruments. My son’s just 7 years old today, and I thought it would be a great birthday present. Could you give me some advices some… to buy?

W: Well, I usually suggest … that children start by learning the piano, string instruments such as guitar or violin can be difficult for children to hold, on the other hand a piano … as they can learn musical principles easily

M: I see, however, do you think my son is too young to be learning an instrument?

W: Not at all, actually, children can learn as young as 3 years old. Here’s the pamphlet that we give some information … about the lessons for children that we offer

41-43:

W: Steve, Did you know that this month there was … decreased in number of viewers for our show I’m worry the new host … isn’t very popular with viewers

M: I know, … I was expecting a lot more viewers. I think we need to spend more money on advertising

W: I see, maybe a lot of people … on the show or get in touch with advertising right away

M: Thanks, tell me if you need any… assistant

44-46:

M: Good morning, Mr. … Why did you come to … particularly early today, usually I … here this time

W: Well, I have to leave work early today in order to attend my sister’s wedding so I came an early … By the way, do you think could you give me a favor?

M: Sure, I’ll be happy, too. One thing … to be problem

W: The stapler … right now … stables Do you think could you bring me some more from the supply closet on the second floor I have something to do .. right now

47-49:

W: Market, have you finished designing the layout for our new online … clothing store… I’m really excited to start selling clothes online as well as … that offline store. Can I see the website?

M: Sure, but there’re still a few changes that I would like … to make I’m worry that some customers may confused … navigating the website … I need I think simplify the interface more. What do you think?

W: Actually, I liked the way it is. I don’t think it’s too confusing. However I think … we need to add more photographs of products, … customers can see exactly how products look they maybe discuss for making a purchase … online

50-52:

M: HI, Sara, I’m making … for the next business conference … in the summer. What … would you recommend?

W: I think … hotel has a great conference room and all the necessary equipment you may need. I plan seminar as well as weeding there and they always do a great job

M: All right, I’ll give them a call and reserve that space today

W: Did you release … about it yet?

M: No, I just … confirm … the … email and new letters

W: Great, let me know if you need any help

M: Thanks. In fact, can you take a look … working on, I like your opinion on it

53-55:

M: Excuse me, Mrs. Stephen … . Do you have a minute to discuss ... the new contract … with me?

W: Actually, I’m on the way to appointment. Is there problem with the contract?

M: Actually, there is. The vacation time … on the new contract and I have plan this trip to… summer

W: I see, have you ready pay for the ... accommodation?

M: Yes, I have. I has been planning it for month. It’s a large amount of money

W: I see, … I’m sure we can wait it out … I think … extend … our contract until vacation … I don’t’ want to loose your money come to my office … at around 3pm today I will try to work something out

56-58:

M: Hi, do you like … parts?

W: Yeah, I really like them

M: Some of us from the accounting department are going Dreamworld on Saturday for a team bonding day

W: Oh, really, I have never been there before, I have some plans at Saturday, but I can easily change them. Which time are you thinking of going?

M: We should meet around 10am at … station … it’ll be much easy to take the subway because it’s hard to find parking at the amusement park

W: Ok, sounds good I will book all of the tickets on my credit card online so we don’t have to wait in a line

59-61:

W: Are you guys ready? We need to leave shortly because the show starts in an hour, the traffic would be very busy

M: Yeah, we’d better go soon. I’m so excited I ‘ve never seen a broad way show before I’ll call John and see if he’s ready .. to go or not?

W: Tell him I can pick him up with my car on the way there … otherwise he has to take the subway and that would take a long time

M: Yeah, you’re right I’ll text him … and let him know we’re on the way

M2: Do not text him, I would call him now and let him know. Oh, and Julie I would give you some money for parking because … it requires … expensive … theater

62-64:

W: Ok, the body … said … on special today is 60$ , Do you have customer loyal ... card?

M: I have a discount coupon I want to use ... still valid, it’s in my bag, here it is

W: Ok, hmm, it’s not registering on my computer. Let me try to figure out this sound

M: Wait a minute …Oh, I see what the problem is, I don’t … items let me get more things then I will be right back

W: No problem, I will hold this stuff at the counter for you while you take a look

65-67

W: Did you hear about the next work closer … next week?

M: Mr … email that … they’re here today, … they need to upgrade on network so we can update our Software next month

W: Oh, ok, why … they put the second floor offline 1 o’clock … there’re usually so busy during that period I don’t understand why they would schedule look like that … they should do … lunch break

M: 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’d better tell them now so we can arrange it

68-70:

W: Hello, I’m travelling to … Spain on business this month. I ‘d like to use my … to upgrade my seat

M: Of course, can you please tell me your … train and membership number?

W: Ok, It’s … JA3SS JA738

M: Give me minute … I’ll bring up 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: About 20000 more points, you should have to upgrade … after Spain trip however

W: Oh, ,that’s so disappointing … I have to … come few months to upgrade then