**OFFICE TALKS**

M: Hi … , Did you finish making that financial report yet?

W: yes, I have some good news, our profit for this month went up 15%

M: That’s sound great, I need to go tell the manager right now

W: That’s not all, as a result, our taxes will also go up

M: Hmm, that is something to consider I will talk the finance department to see what the best next step is

1. What are the speakers discussing?

(A) A tax law

(B) An accounting document

(C) A local event

(D) A company manager

2. What does the woman mean when she says, "That's not all"?

(A) She has more to say.

(B) The company will make more money.

(C) The company will expand its size.

(D) She isn't the only one who worked on the report.

3. What will the man do next?

(A) Call a contractor

(B) Talk to another department

(C) Send a check

(D) Speak to a manager

W1: Are you going to the post office today? I need to mail this packet to the customer before tomorrow

M: I’m not, but I think Courtney is, why don’t we ask her? Courtney, are you going to the post office?

W2: I was going to, but … it … was closed due to … emergency repairs so I called the courier company to pick up my stuff

W1: Can I add my mail to your pick up?

W2: Sure, I’ll call them again and tell them to expect two parcels, it shouldn’t be a problem

4. What are the speakers discussing?

(A) Scheduling a meeting

(B) Delivering mail

(C) Copying documents

(D) Documents from another company

5. What is mentioned about the post office?

(A) It does door-to-door mail pick-up.

(B) It is under construction.

(C) It is open every day.

(D) It is near the office.

6. What does Courtney say she will most likely do next?

(A) Contact a courier service

(B) Complete a document

(C) Deliver a package

(D) Visit a post office

W: We should get to work on Denana’s idea from marketing meeting

M: What was her idea? I missed the meeting

W: Oh, that’s right, you … are at client meeting. She suggested advertising at local colleges, she wants to target on … our younger customers

M: That’s a great idea, but the management won’t go for it, they want our branch to seem … more mature and classic, something older women would like

7. Why did the man miss the meeting?

(A) He was traveling on vacation.

(B) He was taking sick leave.

(C) He was out on business.

(D) He was working at home.

8. What did Deanna propose at the meeting?

(A) Spending money on R&D

(B) Advertising to younger customers

(C) Hiring more college students

(D) Organizing a business meeting·

9. According to the man, why won't management like the idea?

(A) They want something with a clear target.

(B) They want to market to older clients.

(C) They prefer a global fan base.

(D) They prefer the old advertising campaign.

W: Hi, John. The resident wants to see your project by Friday, he wants to see it before he meets the board of directors. Can you finish it by then?

M: hmm, it will be a bit tight. But I’ll have it for them by then

W: Are you sure? Friday’s just two days away. He won’t be meeting them until next Tuesday. I can ask him for a few more days?

M: That’s not necessary, I’m almost done, thank you, Seila

10. Who is holding a meeting?

(A) Sheila

(B) John

(C) The director

(D) The president

11. What does the woman offer to do?

(A) Ask for more time

(B) Get a project finished

(C) Write a report

(D) Give a presentation

12. When will the man likely submit his report?

(A) Monday

(B) Tuesday

(C) Wednesday

(D) Friday

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| --- | --- | --- |
| **Morton’s Office Supplies Invoice** | | |
| Black Pens | 5 | $10 |
| Stapler | 1 | $3 |
| Box Cutters | 2 | $6 |
| Bookends | 2 | $12 |
|  | Total | $31 |

M: … I think these orders we received today … is wrong

W: Really? What do you mean?

M: It … we ordered some bookends, but I only remember ordering … staplers and box cutters

W: … I know I’ll order … pens, … Have you asked around

M: Yes, and everyone said they didn’t order it

W: Call the office supply company and ask them for a refund

13. What problem does the man mention?

(A) An order was incomplete.

(B) Some extra goods were sent in a package.

(C) An item was damaged during shipping.

(D) Some supplies were never delivered.

14. Look at the graphic. How much of a refund will the man receive?

(A) $10

(B) $3

(C) $6

(D) $12

15. What will the man probably do next?

(A) Speak with a colleague

(B) Order some more supplies

(C) Call a bookstore

(D) Talk to a supply company