**OFFICE TALKS**

**M**: Hi, Trisha. Did you finish making that financial report yet?

**W**: Yes. I have some good news. Our profits for this month went up 15%.

**M**: That sounds 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 to the finance department and see what the best next step is.

**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's closed due to emergency repairs. So, I called a 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.

**W**: We should get to work on Deanna's idea from the marketing meeting.

**M**: What was her idea? I missed the meeting.

**W**: Oh, that's right. You were at a client meeting. She suggested advertising at local colleges. She wanted to target our younger customers.

**M**: That's a great idea, but management won't go for it. They want our brand to seem more mature and classic-something older women would like.

**W**: Hi, John. The president 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 him by then.

**W**: Are you sure? Friday is 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, Sheila.

**M**: Denise, I think the order we received today is wrong.

**W**: Oh, really? What do you mean?

**M**: It says we ordered some bookends. But I only remember ordering the stapler and box cutters.

**W**: Hmm ... I know I ordered the pens. Have you asked around?

**M**: Yes, and everyone says they didn't order them.

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

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

**Questions 1 - 3 refer to the following conversation.**

**M**: Hi, Trisha. Did you finish making that financial report yet?

**W**: Yes. I have some good news. Our profits for this month went up 15%.

**M**: That sounds 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 to the finance department and see what the best next step is.

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

**Questions 4 - 6 refer to the following conversation with three speakers.**

**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's closed due to emergency repairs. So, I called a 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.

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.

**Questions 7 - 9 refer to the following conversation.**

**W**: We should get to work on Deanna's idea from the marketing meeting.

**M**: What was her idea? I missed the meeting.

**W**: Oh, that's right. You were at a client meeting. She suggested advertising at local colleges. She wanted to target our younger customers.

**M**: That's a great idea, but management won't go for it. They want our brand to seem more mature and classic-something older women would like.

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

**Questions 10 - 12 refer to the following conversation.**

**W**: Hi, John. The president 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 him by then.

**W**: Are you sure? Friday is 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, Sheila.

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

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

**Questions 13 - 15 refer to the following conversation and invoice.**

**M**: Denise, I think the order we received today is wrong.

**W**: Oh, really? What do you mean?

**M**: It says we ordered some bookends. But I only remember ordering the stapler and box cutters.

**W**: Hmm ... I know I ordered the pens. Have you asked around?

**M**: Yes, and everyone says they didn't order them.

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