**WORKPLACE DILEMMAS**

M1: … , have you been able to log on the company email server? It’s not loading on my computer

W: Mine’s working just fine, let see if anyone else is having problems, Jared, is your email working right now, Michael … isn’t

M2: Mine is fine but I heard someone who updated their email client are having problem

M1: Yes, I just updated mine an hour ago. What do I do? I need to mail to the client today

M2: If you can give me a few minutes, I can come over there and help fix it

1. What problem does Michael mention?

(A) A monitor isn't displaying colors correctly.

(B) A program isn't connecting to a server.

(C) A fax machine is not receiving faxes.

(D) An e-mail was never sent.

2. What is mentioned about the program?

(A) A new version was recently released.

(B) Clients can access it as well.

(C) It contains a virus.

(D) It is only available on certain computers.

3. What will Jared probably do next?

(A) Contact the IT department

(B) Forward a notice

(C) E-mail a customer

(D) Take a look at a computer

M: Sara, can you fill me in what I missed last week … while I was on vacation

W: We had a meeting where we discussed vacation pay and the new filing system since … many complaints about it, we decided to redesign the whole thing

M: … Will we be having a workshop on it?

W: Yes, it’s scheduled on next Monday afternoon

M: … I have a meeting with the marketing department at that time, I will talk to the marketing manager and see if I can postpone it

4. Why did the man NOT attend the meeting?

(A) He was out sick.

(B) He was at a conference.

(C) He was on holiday.

(D) He was unaware of it.

5. When is the workshop planned for?

(A) Tomorrow

(B) Next week

(C) Next month

(D) Next weekend

6. What will the man most likely do?

(A) Attend a seminar

(B) Talk to the marketing manager

(C) Find a software manual

(D) File a complaint

W: Thank you again for coming on … short notice, I know you don’t usually work weekends

M: No problem, what’s … the matter?

W: I can’t get my computer … turn on, one minute is … fine, the next it just shuts down. I need to use it to finish the report tonight.

M: Let me see, ah, I found the problem, one of wires is split in half let me go to my truck and grab another one

7. What does the woman thank the man for?

(A) Responding to an e-mail

(B) Coming on a non-work day

(C) Showing her the computer

(D) Being on time for work

8. According to the woman, what must the woman do by this evening?

(A) Give a. presentation

(B) Turn in a document

(C) Send a notice

(D) Complete a report

9. What will the man likely do next?

(A) Take the computer away

(B) Connect the printer

(C) Replace a wire

(D) Work on a report

M: … A new assistant starts on July, 7th but I don’t have a computer for him, I place an order today

W: Oh, that’s a problem … today’s already June 30th, it usually takes 3 weeks for … order to be filled

M: three weeks, that won’t do

W: Why not talk to the IT manager, he might have an extra computer the assistant could use

M: I should but he’s out of lunch, I have to talk to him when he gets back

10. Why is the man concerned?

(A) The new assistant won't arrive on a scheduled date.

(B) He does not have enough equipment.

(C) His assistant will leave in July.

(D) His computer is no longer working.

11. What does the man mean when he says, "That won't do"?

(A) He is not pleased with a report.

(B) He is unhappy with his computer's condition.

(C) He finds tardiness unacceptable.

(D) He can't wait that long for an order.

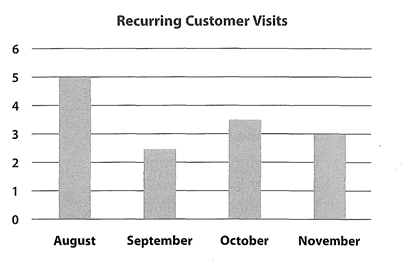
12. What does the woman suggest?

(A) Placing another order

(B) Hiring another assistant

(C) Buying a new computer

(D) Talking to a supervisor



W: Now, as everyone can see, monthly recurring customer visits … fallen over the past few months

M: Do you know why that … happening. It seems like they dropped by half … the new store opened up

W: that’s one theory, but I think we should look into it in details

M: why don’t we make a survey and send it out to store members, we can offer a coupon to those who fill it out

M: That’s a great idea. Rida, … make a sample survey and send it to me by Friday, I’ll share with the management and see what they think?

13. What problem are the speakers discussing?

(A) Low customer visit rates

(B) Low customer satisfaction

(C) Unclear directions to stores

(D) Construction delays

14. Look at the graphic. When did the new store most likely open?

(A) August

(B) September

(C) October

(D) November

15. What does the man ask the woman to do?

(A) Create a questionnaire

(B) Find a new contractor

(C) Conduct a market survey

(D) Send e-mails to customers