

## 1. Practice

1-1 Practice some of the words or phrases you heard in the conversation. Complete the sentences by dragging the correct words from the bank below into place. There are more words than you need.

I think that (1) \_\_\_\_\_ blue carpet would look good in the office hallway.

Let's (2) \_\_\_\_\_ with the head of department and see what he thinks.

Please (3) \_\_\_\_\_ my apology, this won't happen again.

I'm afraid that the printer sent the (4) \_\_\_\_\_ color folders.

Your (5) \_\_\_\_\_ for new paper will probably arrive next week.

(a) order	(b) problem
(c) wrong	(d) accept
(e) recent	(f) check
(g) dark	(h)

## 1-2 Choose the correct answer.

Why is the man calling?

- Ⓐ To check an order number
- Ⓑ To reschedule the time of a delivery
- Ⓒ To discuss a problem with an order
- Ⓓ To suggest a new design

## 1-3 Choose the correct answer.

The word "specifically" is closest in meaning to

- Ⓐ particularly
- Ⓑ personally
- Ⓒ certainly
- Ⓓ generally

## 1-4 Choose the correct answer.

How long does it take for a new order to arrive?

- Ⓐ Three hours
- Ⓑ Three days
- Ⓒ Three weeks
- Ⓓ Three months

1-5 Choose the correct answer.

The woman tells the man to send the desks back immediately.

- Ⓐ True
- Ⓑ False
- Ⓒ It is unclear.

2. Quiz

2-1. What is wrong with the order?

- The desks have not arrived yet.
- The desks were sent to a different location.
- The desks are the wrong color.
- The desks are too small.

2-2. What does the man say he can do?

- Send back the order.
- Check an address.
- Change a price.
- Talk to a manager

2-3. What does the woman decide to do?

- Ⓐ Return the order
- Speak to her boss
- Buy new desks
- Apologize to the caller

2-4. Why does the man thank the woman?

- Ⓐ Because she is pleased with the news.
- Ⓑ Because she is understanding.
- Ⓒ Because she is going to order more desks.
- Ⓓ Because she is a loyal customer.

2-5. What does the caller do at the end of the conversation?

- Ⓐ He apologizes again.
- Ⓑ He calls the head of the department.
- Ⓒ He gives an order to an employee.
- Ⓓ He makes a joke.