

## 1. Practice

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

Customers report that they find the new phone application very (1) \_\_\_\_\_ and easy to work with.

This new database should help your department become much more (2) \_\_\_\_\_.

Thank you for your (3) \_\_\_\_\_ in waiting so long for the new hardware.

It is difficult to learn how to use the new software by reading the manual. You really need a (4) \_\_\_\_\_ experience to understand how it works.

We are so busy at the moment that is hard to (5) \_\_\_\_\_ the installations we've performed.

(a) user-friendly

(b) benefits

(c) hands-on

(d) keep track of

(e) patience

(f) efficient

1-2 Choose the correct answer.

The meeting is intended for members of a sales team.

- Ⓐ True
- Ⓑ False
- Ⓒ It is unclear.

1-3 Choose the correct answer.

What is the main purpose of the talk?

- Ⓐ To solve some recent technical problems
- Ⓑ To welcome a member of the IT department
- Ⓒ To schedule the replacement of old computers
- Ⓓ To discuss the installation of new software

1-4 What does the speaker say about the CRM software?

Select all that apply.

- ☐ It will be used to keep sales records.
- ☐ It can be accessed from outside the workplace.
- ☐ It can only be used on new computers.
- ☐ It will be used by everyone on the sales team.
- ☐ It will be used to review employee evaluations.

1-5 Choose the correct answer.

Why does the speaker NOT explain how to use the CRM software?

- Ⓐ It has many problems.
- Ⓑ It needs to be installed first.
- Ⓒ It still needs to be purchased.
- Ⓓ It is being developed.

2. Quiz

2-1. How was the original plan for the meeting changed?

- Ⓐ More time was added.
- Ⓑ The location was changed.
- Ⓒ An instructor was replaced.
- Ⓓ A demonstration was canceled.

2-2. What will the CRM software be used for?

- Ⓐ Evaluating competitors' performance
- Ⓑ Identifying out-dated technology
- Ⓒ Collecting and tracking sales figures
- Ⓓ Keeping records of meetings

2-3. According to the speaker, why will some people's software take longer to install?

- Ⓐ They have to get special permission.
- Ⓑ They have older computers.
- Ⓒ They work in remote locations.
- Ⓓ They need training to do the installation.

2-4. According to the speaker, what will happen after the software has been installed?

- Ⓐ The old computers will be removed.
- Ⓑ The old files will be returned.
- Ⓒ The sales team will receive training.
- Ⓓ The IT department will order new programs.

2-5. About how long will it take before everyone is using the new software?

- Ⓐ Ten minutes
- Ⓑ A couple of days
- Ⓒ A couple of weeks
- Ⓓ A few months