

11. How will calls be answered?
(A) Patiently.
(B) Promptly.
(C) In the order received.
(D) In the order of importance.

(A) (B) (C) (D)

12. What is the caller advised to do?
(A) Hang up and try again.
(B) Place an order.
(C) Wait for an agent.
(D) Talk to another agent.

(A) (B) (C) (D)

TALK 5 (Questions 13–15)

13. When will the tour begin?
(A) In 15 minutes.
(B) In 30 minutes.
(C) At 3:00.
(D) At 10:00.

(A) (B) (C) (D)

14. What should you do if you have a ticket?
(A) Line up at the end of the hall.
(B) Go to the front desk.
(C) Tell the guide.
(D) Wait at the front door.

(A) (B) (C) (D)

15. How much are the tickets?
(A) They're \$15.00.
(B) They're free.
(C) They're three for the price of one.
(D) They're \$10.50.

(A) (B) (C) (D)

TALK 6 (Questions 16–18)

16. Who is Mr. Thompson?
(A) A college professor.
(B) An administrator.
(C) An author.
(D) An accountant.

(A) (B) (C) (D)

17. What will Mr. Thompson talk about tonight?
(A) Taxes.
(B) Starting a small business.
(C) Conferences.
(D) His twenty years of experience.

(A) (B) (C) (D)