

In this part, you will listen to ten short conversations and 30 multiple choice questions.

*You are going to listen to ten short talks, each with 3 questions. For each question, choose the answer which you think fits best according to what you hear.*

1. Where does the woman work?

- A. in a shop
- B. in a doctor's surgery
- C. in a train station
- D. in a factory

2. What should someone do if they make a mistake on the records?

- A. correct the mistake using pencil
- B. use correction fluid
- C. draw one line through the mistake
- D. use a coloured pen to highlight the mistake

3. What does the woman tell her colleagues to do with the records?

- A. file them away
- B. give them to the administration manager
- C. put them in a box
- D. give them to the patient

Đáp án đúng:

- 1. B
- 2. C
- 3. C

Today, I'm going to give you some advice about record-keeping. Keeping accurate records is very important, because if a patient is unhappy about his treatment, he may want to make a complaint to the surgeon. These records will help us to make a case. Always write your name, the date and the time on all the records. Don't use pencil, or coloured pens. Use black ink. If you make a mistake, just cross it out with a single line. Don't use correction fluid. Don't try to file the records away yourself, or they may get lost. Put them in this box here. The administration manager will make sure they are filed away correctly.