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**Started on** Sunday, 18 April 2021, 1:12 AM

**State** Finished

**Completed on** Sunday, 18 April 2021, 1:14 AM

**Time taken** 2 mins 17 secs

**Grade** 28 out of 30 (93%)

Question 1

Partially correct

Mark 28 out of 30

Play 0:00 / 12:19

71. On which day does this message take place?

- ☐ A. Saturday.
- ☒ B. Monday. ✓
- ☐ C. Friday.
- ☐ D. Tuesday.

72. Why is the caller getting this message?

- ☒ A. All the lines are busy. ✓
- ☐ B. It is the national holiday.
- ☐ C. Everyone is out to lunch.
- ☐ D. It is after working hours.

73. What should those who want to make a change in their service do?

- ☐ A. Stay on the line.
- ☐ B. Call back another time.
- ☒ C. Press a button on the phone. ✓
- ☐ D. Talk to an operator.

74. Who is Mike Lee?

- ☐ A. A travel agent .
- ☒ B. An airline employee. ✓
- ☐ C. A passenger.
- ☐ D. A delivery person.

75. What is the caller leaving the message?

- ☒ A. To notify of a found luggage. ✓
- ☐ B. To confirm a reservation.
- ☐ C. To report a missing item.
- ☐ D. To apologize for a mix-up.

76. What does the speaker request from the listener?

- ☒ A. To call him back. ✓
- ☐ B. To pick up the bag.
- ☐ C. To pay for the tickets.
- ☐ D. To provide more information.

77. Why is the woman calling?

- ☐ A. To order new equipment.
- ☐ B. To set up a day for the move.
- ☒ C. To give details of a day's event. ✓
- ☐ D. To make plans for the weekend.

78. When will Michael's staff be busy?

- ☒ A. Thursday. ✓
- ☐ B. Friday.
- ☐ C. Saturday.
- ☐ D. Monday.

79. What will Michael most likely do on Friday?

- ☐ A. Help with the move.
- ☒ B. Stay home. ✓

- ☐ C. Pack away personal items.
- ☐ D. Set up the equipment.

80. Why is the caller leaving a message?

- ☐ A. He is returning a phone call.
- ☐ B. He wants to book tickets to the opera.
- ☒ C. He hopes to get a discount on future ticket. ✗
- ☐ D. He can't attend the performance tomorrow.

81. According to the speaker, what should Mr. Duvall do by 5 p.m.?

- ☒ A. Pay for the tickets. ✓
- ☐ B. Reserve seats.
- ☐ C. Join a group.
- ☐ D. Show up at the theater.

82. How can Mr. Duvall get the discount?

- ☐ A. By showing up at the theater early.
- ☐ B. By paying for the ticket in cash.
- ☒ C. By making a phone call. ✓
- ☐ D. By becoming a member.

83. Why is the caller leaving the message?

- ☐ A. To invite Mr. Jackson to make a presentation.
- ☐ B. To respond back to a call made earlier.
- ☒ C. To ask the receiver to send a quote. ✓
- ☐ D. To ask questions about a proposal.

84. When is the closing day?

- ☐ A. In two weeks.
- ☐ B. In three weeks.
- ☐ C. In five weeks.
- ☒ D. In six weeks. ✓

85. What should Mr. Jackson do if he has any questions?

- ☐ A. Refer to the guide.
- ☐ B. Look on the website.
- ☒ C. Phone Ms. Erickson. ✓
- ☐ D. Call the head architect.

86. Why is the speaker leaving the message?

- ☒ A. To postpone her appointment. ✓
- ☐ B. To set up a job interview.
- ☐ C. To report an accident on the road.
- ☐ D. To get the number of a co-worker.

87. Where most likely is the caller now?

- ☐ A. At her office.
- ☐ B. On the subway.
- ☐ C. At a hospital.
- ☒ D. In her car. ✓

88. When does the caller say that she will be available?

- ☐ A. Right now.

- ☒ B. This evening. ✓
- ☐ C. Next week.
- ☐ D. Next weekend.

89. What does Academic Enterprises provide?

- ☒ A. Educational books. ✓
- ☐ B. Free consultation.
- ☐ C. Free delivery services.
- ☐ D. Training classes.

90. What should a caller with a question about delivery do?

- ☐ A. Press 1.
- ☐ B. Press 2.
- ☒ C. Press 3. ✓
- ☐ D. Press 4.

91. Who should wait on the line?

- ☐ A. Those who are already customers.
- ☐ B. Those who do not want to deal with a machine.
- ☒ C. Those who don't have touch-tone phone. ✗
- ☐ D. Those who do not know the extension number.

92. Why is Mr. Reid being delayed?

- ☒ A. His plane is not able to take off. ✓
- ☐ B. He could not book a flight ticket.
- ☐ C. He has to attend to something else.
- ☐ D. His secretary is not back from New York.

93. When is Mr. Reid expected to arrive in New York?

- ☐ A. At ten.
- ☐ B. At noon.
- ☒ C. At one. ✓
- ☐ D. At two.

94. What does the caller request from Mr. Stokes?

- ☒ A. To provide a contact number. ✓
- ☐ B. To greet her at the airport.
- ☐ C. To make a trip to New York.
- ☐ D. To attend the meeting.

95. Who most likely is Steve?

- ☒ A. An accountant. ✓
- ☐ B. The receptionist.
- ☐ C. The personnel manager.
- ☐ D. Travel agent.

96. When does the speaker want to meet with Susan?

- ☐ A. This afternoon.
- ☒ B. Tomorrow. ✓
- ☐ C. This week.
- ☐ D. Next week.

97. What does the speaker wish to address the listener about?

- ☒ A. Some forms that were not filled out satisfactorily. ✓

- ☐ B. The money spent during the last business trip.
- ☐ C. The traveling arrangements of an upcoming business trip.
- ☐ D. The request of a larger expense budget.

98. How did the woman first try to get in contact with Mark?

- ☐ A. By phone.
- ☒ B. By e-mail. ✓
- ☐ C. By mail.
- ☐ D. By fax.

99. What is the message mainly about?

- ☒ A. The cancellation of their meeting tonight. ✓
- ☐ B. A new addition to their choral group.
- ☐ C. The conductor's wish to meet more regularly.
- ☐ D. The last minute details before the performance.

100. What happened to the conductor?

- ☐ A. No one knows his whereabouts.
- ☒ B. He had to attend to some personal affairs. ✓
- ☐ C. He has been waiting in a hall for a long time.
- ☐ D. He has not attended any of the rehearsals.