

**TEST 4**

**PART 1**

1 M-Au

- (A) A man is looking out a window.
- (B) A man is fixing a ceiling tile.
- (C) A man is reaching for a coat.
- (D) A man is installing a wooden floor.

2 W-Br

- (A) A wall is covered with vines.
- (B) A tree is near a sign.
- (C) There are puddles on the road.
- (D) A tree has fallen onto the pavement.

3 W-Am

- (A) A construction worker is repairing a fence.
- (B) A set of cones is blocking an entrance.
- (C) Some lines are being painted on a roadway.
- (D) A man is working outdoors.

4 M-Cn

- (A) A cupboard is filled with kitchen utensils.
- (B) A woman is looking at an electrical outlet. (ổ điện)
- (C) Some papers have been placed on a counter. (quầy)
- (D) Some shelves are being adjusted.

5 W-Br

- (A) Magazines are on a rack on the wall.
- (B) A bookcase (giá sách) is next to a sofa.
- (C) A plant has been placed next to a chair.
- (D) A ceiling lamp hangs over a carpet.

## Toeic thầy Linh

6 M-Cn

- (A) A man is crouching down next to a wall.
- (B) A man is taking measurements of a room.
- (C) A man is attaching a door to a frame.
- (D) A man is standing on a ladder.

### PART 2

7

W-Br Which flowers should we get for Ms. Jones?

- M-Au (A) I'm sure she'll be happy to switch with you.
- (B) She would like the yellow ones.
  - (C) She's the only one who received the report.

8

M-Cn Did you put paper in the copy machine?

- W-Am (A) I remember that manager very well.
- (B) I use notebooks for taking notes.
  - (C) No, someone already did that.

9

W-Br Can you help me test the new voice mail system?

- M-Cn (A) No, I have a meeting that's about to start.
- (B) I wasn't aware that he sent an e-mail.
  - (C) Yes, I pay my phone bill online.

10

M-Cn Why is the marketing team in the conference room?

- W-Br (A) The office near the lobby.
- (B) Because they are attending a training seminar.
  - (C) Those reports are highly regarded.

11

## Toeic thầy Linh

M-Cn Who is the new committee member going to be?

W-Am (A) A lawyer from New York.

(B) At the shop next door.

(C) Most of his clients.

12

M-AU Why didn't we order more of the same chairs?

W-Br (A) You heard all of them?

(B) Because they're very expensive.

(C) I don't think I'll make it.

13

M-Cn How many projects have been approved?

W-Br (A) One for each department.

(B) I'm going to cook my specialty tonight.

(C) Just a projector, please.

14

M-Au Were you running late this morning?

W-Am (A) Yes, two please.

(B) She enjoys exercising in the park.

(C) No, I've been here for an hour.

15

M-Cn We should leave early for the restaurant.

W-Br (A) Yes, it can be difficult to find parking.

(B) A detailed process.

(C) I started the design early in the day.

16

M-Au Why did the price of these shoes increase?

W-Br (A) Not after what happened last week.

## Toeic thầy Linh

- (B) There is a new manufacturing process.
- (C) Everyone who heard the announcement.

17

W-Br Have you written down the instructions for how to operate the machine?

- M-Cn (A) A recent development.
- (B) Thank you for doing that.
  - (C) Yes, I placed them beside it.

18

M-Au How did you choose your dentist?

- W-Am (A) I have a new doctor.
- (B) I once wanted to be a teacher.
  - (C) A friend recommended one to me.

19

M-Cn We should send out the invitations for her retirement party.

- W-Br (A) Actually, I don't remember.
- (B) I didn't see who wrote it.
  - (C) I already did that.

20

W-Am Have you begun planning a vacation?

- M-Cn (A) I've already used all of my time off.
- (B) It's a nice place to visit.
  - (C) It seems unlikely they did.

21

M-Cn Where should I look for a used car?

- M-Au (A) A low price.
- (B) Sorry, I'm not very hungry.
  - (C) I have a friend who is selling one.

## Toeic thầy Linh

22

W-Br Didn't Insook move into that office four months ago?

M-Au (A) I don't think Insook has copies of those.

(B) I think that's what I heard.

(C) A four o'clock departure.

23

M-Au Would you like me to type up the proposal for you?

W-Am (A) Which kind did you buy?

(B) Yes, they saw it.

(C) That would be very helpful.

24

W-Am We should print more business cards.

M-Cn (A) I'm not sure how useful they would be.

(B) A candlemaker. (Cty làm nến)

(C) Let me know if she arrives.

25

W-Am Can I have a copy of the sales report?

W-Br (A) Only the original location.

(B) The printer is broken.

(C) She helps the senior manager.

26

M-Cn When do you need to renew your passport?

W-Br (A) Not since I was at university.

(B) It won't expire for a while yet.

(C) I completed more than I expected.

27

W-Br Do you have this shirt in a larger size?

## Toeic thầy Linh

M-Cn (A) I don't work here.

(B) I brought some more hangers.

(C) A very suitable color.

28

W-Am Aren't you planning to buy some supplies today?

M-AU (A) I have a very busy schedule this afternoon.

(B) The closet down the hall.

(C) A member of the committee.

29

W-Br Mary's promotion was well deserved, don't you think?

M-Au (A) Yes, they've known each other for about ten years.

(B) Yes, Mary has put in a lot of overtime lately.

(C) Mary will go on vacation next month.

30

W-Am Should we go ahead with the project or postpone it?

M-Au (A) Let's check the budget first.

(B) That's a really good idea.

(C) She'll be at that meeting.

## PART 3

### 32-34

W-Br 32Hi, Mr. Davies. This is Becca Griffith. 32Thanks again for retiling our bathrooms. I noticed a mark or a scratch, though, on a tile near the bottom of the shower.

M-Au It's probably just a mark that one of my tools left. Sorry about that. 33 I have an industrial-strength cleaning agent that a construction friend of mine told me about. 33,34 Can I come on Thursday morning or Friday afternoon? No extra charge of course.

## Toeic thầy Linh

W-Br Great! 34 I am home in the mornings.

### 35-37

M-Au 35 How is the new recycling initiative going? Are people using the new recycling bins we've placed along the forest paths for their bottles?

W-Am 35 It's going OK. 36 I still find recyclable materials mixed in with regular waste, which concerns me.

M-Au 37 I watched a great documentary about the benefits of recycling last night. Maybe we could play it in the visitor center. If people see even a little of it before they begin hiking, maybe we'll see different results.

### 38-40

M-Cn Audrey, I saw you at the training session this morning. What did you think?

W-Am 38-39 For me and some of the other managers, it really didn't apply to the work we do. 39 The session stressed working face-to-face with employees in your section. 38,39 Well, I manage a group of salespeople spread across the country. Some salespeople I only see once a year.

M-Cn You know, 39 Takeshi told me the same thing. All the teams that he oversees need to work independently. 40 I'm going to talk to our training coordinators and see if we can arrange some training sessions about management strategies for remote workers.

### 41-43

M-Cn Wow, that meeting was fast. Not sure I got all the details of our assignments. 41 '42 I think I am supposed to provide an update on sales of our company's latest nonfiction releases, right?

W-Br 41 '42 Actually, I got the nonfiction assignment. Anna wants you to prepare a report on sales of our latest hardcover fiction, in bookstores and at regional trade shows.

## Toeic thầy Linh

M-Cn Oh, that's right. My handwriting is a mess. I should take notes on my laptop-which reminds me, 43do you think you could help me create the spreadsheet Anna wants?

W-Br 43 I don't think I have the time; I am behind on a few tasks, plus I have my new assignment. Support staff should be able to help you!

### 44-46

M-Au 44-45We got the architectural plans back for the new learning center. It's going to be in the southern part of our nature preserve.

W-Br 44-45 Isn't that the owl territory?

M-Au 45 I hadn't thought of that.

W-Br I think we can build it somewhere else. 46 I'll set up a meeting with the preserve board. Can you book us a meeting room in the community center?

M-Au 46Why don't we do it in our offices here instead? That way we can walk out to any proposed sites.

### 47-49

M-Cn 47 I wanted to leave a little time at the end of this meeting to discuss our decision to advertise for and hire a new, full-time data entry assistant. I'm not sure this is the best way to go. The work in that department isn't steady. Sometimes they're overworked, and other times it's very slow.

W-Am 48Maybe we should contact an employment agency that specializes in temporary workers. We used one two years ago to get factory help during the summer.

M-Cn Oh yes. I remember that. 49 Janet Olsen is head of personnel. Why don't we walk to her office later and see what she thinks?

### 50-52



## Toeic thầy Linh

W-Br Hello. 50 I purchased tickets online for the sculpture exhibit this Saturday, but the parade is going to make it hard to get to the museum. What's your refund policy?

M-Cn The museum will remain open during the parade. 51 We only offer full refunds in the event of a closure.

W-Br 51 Could I exchange the tickets?

M-Cn 51 You can do that on the Web site. But actually, 52 if you plan to visit again in the near future, a membership would save you money over the course of the year.

W-Br Oh, I have too many financial commitments at the moment.

### 53-55

M-Cn Hi, Shufen. 54 Is that the new brochure we're getting printed?

W-Am 53 Petra just picked it up from the print shop.

W-Br Yes, 53 I stopped there on my way to the office. This copy is just for us to review and approve. I have to give the printers our OK by five o'clock.

M-Cn 54 I love the way the colors just pop out. The last time we printed this kind of information, it looked so boring.

W-Am But wait, 55 isn't that our old logo on the brochure?

W-Br 55 I know I gave them the new logo. I'm going to call them up now and make sure they fix this.

### 56-58

M-Cn 56 Did you have time to order furniture for the new meeting room?

W-Br 56 I have the office furniture price list, but I haven't had a chance to look at it. 56, 57 With the convention next month. I've been so busy working on travel arrangements.

M-Cn 57 Oh, that's right. That's a lot of work.

## Toeic thầy Linh

W-Br When I was hired as office manager, I was told that was one of my responsibilities.

M-Cn 58 Maybe you should talk to the area director to see if that can be taken off your plate.

W-Br There's no need. The fact is, I like working on travel plans.

### 59-61

M-Au 60 Can you please tell my supervisor what we discussed about the pop-up box my company would like to add to a Web page we're designing?

W-Br Sure. 59 Though we're mainly a consulting service, 60 we do have Web developers who can be hired for hourly work. Our developers all have the most current certifications.

M-Cn OK, well, none of our Web developers have experience with pop-up boxes, but if some of yours do, we'd be interested. Though, did Felix already explain that 61 we'd like the pop-up box to be available when the site goes live next Monday? I'm not sure how long drawing up the contract for this arrangement will take.

### 62-64

M-Au Stevenson's Supplies and Distributing, Andy speaking.

W-Am Hello, this is Carolina, from Monarch Pottery. 62 There's an issue with the delivery we received from you this morning. 62,63 The invoice shows that we ordered two buckets of clear glaze, but there was none in our shipment.

M-Au Oh, 63 I noticed that there were two buckets left behind on the loading dock after the delivery truck left! I'll have the glaze delivered to you within an hour.

W-Am I'd appreciate it. 64 I need that glaze for a demonstration I'm doing in my adult wheel-throwing class this evening.

### 65-67

## Toeic thầy Linh

M-Au 65,66 I found a place that I think we can use for the conference our company is hosting this summer. 66 It's a hotel ballroom, but it can be set up for business events.

W-Br OK. 65What's their catering like?

M-Au Well, 66they don't provide meals, but the hotel will provide snacks and beverages throughout the day.

W-Br And how many participants are we expecting?

M-Au 67Last year's conference was hosted by a different company, and there were about 100 registrants. I'd expect about the same this year.

### 68-70

W-Am Good morning. 68We've just parked our truck and we have a lot of equipment and furniture to move in. If you let us know the rooms where we can put the boxes, you won't have to move things again.

M-Cn The furniture will go in the reception area. Right near the front door.

W-Am 69We also have five very heavy boxes.

M-Cn 69Those are the rowing machines. They go in the exercise area near the pool.

W-Am This looks like it's going to be a very nice gym. 70 I see you already have the weight lifting equipment set up.

M-Cn 70 It was delivered yesterday. We decided to put it right here near the entrance.

## PART 4

### 71-73

M-Au Good morning, everyone! 71 I'm Joshua, a volunteer guide here in beautiful Rosedale Sculpture Park. My background is in art history, so I'll do my best to answer all your questions. But first, let me give you an overview of this amazing property. It was purchased in the nineteenth century by a local family who had spent

## **Toeic thầy Linh**

many years abroad. 72During their years overseas they collected many statues and other types of sculptures... some ancient, some modern, which you'll see around the gardens today. 73And now take out your cameras as you follow

### **74-76**

M-Cn Welcome to Amir's Car Talk! 74Let's discuss electric pickup trucks. I recommend that truck enthusiasts out there invest in one. Most accelerate as quickly as sports cars, and electric pickups are super quiet. Plus, many have a towing capacity of over five tons! Sure, 75electric pickups are not cheap, but the environment will benefit. Consider this, too: 76electric pickup trucks can even be used to power homes during an interruption in the supply of electricity. That's pretty amazing, right?

### **77-79**

W-Am 77Welcome to the monthly staff meeting. As you might guess from the number of customers we get. Big Box Supermarket performed well this past year. 78To show us their appreciation for our hard work, the owners are inviting us to dinner at Wharton Restaurant. Congratulations, everyone! Now, let's get back to business. We are increasing the amount of fruits and vegetables we receive. As a result, 79 I need two employees to arrive one hour early on Saturdays and Sundays. There's a sign-up sheet in the staff room.

### **80-82**

W-Br 80 Homeowners, is your heating system over ten years old? Are you paying too much for your heating bills? Honest Heating has the solution! Whether you need just a tune-up or an entirely new system, Honest Heating can help. 81We're the only heating company in the area that uses infrared cameras. They let us see holes, cracks, and rust that regular color cameras miss. Call today for a low-cost checkup. 82Mention that you heard about us on KNXY News Radio, and you'll receive a five percent discount. Don't delay; call Honest Heating today!

## **Toeic thầy Linh**

### **83-85**

M-Cn 83 I am pleased to report on progress at our newest cement plant. Local mines began delivering raw materials, and by the end of the month, 84 the plant delivered its first cement shipment to Regent construction company. The plant is not earning a profit yet. But we hope to be a strong partner with Regent during this construction boom. Also, all 60 employees recently completed safety training. In addition, 85 five new employees received advanced safety training and certification. They will work with our safety program supervisors to ensure that appropriate procedures are followed.

### **86-88**

W-Br 86This weekend, Coleman's Downtown Theater will present a marathon of science fiction films. Some of the films being shown are over 100 years old. 87Fans may even learn something about the history of science fiction films, since the films will be shown in chronological order. The marathon will run on Saturday and Sunday from ten A.M. to ten P.M. 88On Sunday afternoon, makeup artist Sara Wills, who has created some of film's scariest space monsters, will be in the lobby giving a demonstration.

### **89-91**

W-Am 89Helping investors keep a long-term perspective is part of our role as financial consultants. 90Before today's meeting ends, I want to remind everyone about tonight's security update to our computer systems. As you know, 91the security of our clients' personal and financial data is our highest priority. I hope you already viewed the online training video so you're ready to use the new security features tomorrow. If not, be sure to do so this afternoon. We are the most trusted company in the industry, and we want to stay that way.

### **92-94**

## **Toeic thầy Linh**

M-Au Greetings, listeners! Welcome to another episode of Eating Central. 92 I recently tried two Italian restaurants that opened in the area: Arno's Bistro and Maria's Kitchen. Arno's Bistro features an elegant dining space with a nice view of South River. 93 Maria's Kitchen offers only an unappetizing view of a parking area, but something was to my taste there: the chicken. It was moist and savory, with a fresh tomato sauce, and isn't to be missed. Sadly, the chicken at Arno's Bistro was dry, with sauce similar to what can be bought at the grocery store. 94 Looking for some tasty Italian? Maria's Kitchen isn't pretty, but the food is superb!

### **95-97**

W-Br Hello, Evelyn. It's Sophia, 95 calling about my wedding arrangements. My wedding is five days away, and 96 the forecast has changed dramatically. It was originally supposed to be sunny, but a huge storm is going to arrive on my wedding day. 95,97 Could you work with the Newfield Hotel to move our five o'clock reception indoors? Please reserve the Gold Room, if it's still available. It has a wonderful dance floor and plenty of room for the band. Let me know which room you reserve so that I can let guests know about the change in plans.

### **98-100**

M-Au Welcome, everyone. 98 I've invited Ms. Sayan Mitra from Solve Now Consulting. She specializes in solving process optimization issues. "Our automobile production process is too slow. According to Solve Now's analysis, the delay is in the painting process. We're wasting too much time cleaning the spraying tool when changing to a different paint color between cars. They recommend using a more powerful cleaning solution on the spraying tool. 100 Ms. Mitra has some slides that take us through the study and recommendations. So, please welcome Ms. Mitra.

**TEST 5**

**PART 1**

**1 W-Br**

- (A) He's working on a puzzle.
- (B) He's lying on a sofa.
- (C) He's reaching for a book.
- (D) He's putting on a sweater.

**2 M-Au**

- (A) She's organizing some books.
- (B) She's buying a toothbrush.
- (C) She's holding some products.
- (D) She's talking to a store employee.

**3 M-Cn**

- (A) He's wearing safety glasses.
- (B) He's cleaning some equipment.
- (C) He's picking up a hammer.
- (D) He's laying stones on a driveway.

**4 W-Br**

- (A) Some flowerpots have been placed along a walkway.
- (B) The gate of a fence was left open.
- (C) Some stairway railings are being installed.
- (D) The building entrance has columns.

**5 M-Au**

- (A) Two people are standing around a buffet counter.
- (B) Two people are having a meal together.
- (C) A server is bringing dishes to a customer.
- (D) A server is pouring water into glasses.

## Toeic thầy Linh

6 W-Am

- (A) Electrical cables have been stacked on the floor.
- (B) Stools have been placed around the room.
- (C) Cabinets are being emptied.
- (D) The floor of the workshop is being swept.

### PART 2

7

M-Cn Where can I buy tickets for the orchestra's fund-raiser?

- W-Br (A) Over the next week.
- (B) On the fifth floor.
  - (C) I suppose; if you want to.

8

W-Br How long does your commute take?

- W-Arn (A) The gym opens early.
- (B) I've been working here since March.
  - (C) About an hour lately.

9

W-Am What's good to order at this cafe?

- W-Br (A) I recommend the coffee and baked goods.
- (B) Your food is on the way.
  - (C) It was sent this morning.

10

W-Am When's the new office furniture going to be delivered?

- M-Cn (A) At the end of the report.
- (B) I already finished the revision.
  - (C) It'll be here next week.

11



## Toeic thầy Linh

W-Br Who's holding the training session on Thursday?

M-Cn (A) Marcela's leading it.

(B) I exercise regularly.

(C) He was late today.

12

W-Am When should we hire extra help for the holidays?

M-Au (A) A helpful assistant.

(B) A fun party.

(C) As soon as possible.

13

M-Cn Why did you pick the color green for the product packaging?

W-Br (A) Because it matches our uniforms.

(B) I will pick it up tomorrow.

(C) Not until we know the menu options.

14

W-Am When's the budget report due?

W-Br (A) Sounds too expensive.

(B) By end of day on Friday.

(C) I can pay you back tomorrow.

15

M-Cn Which shopping bag should I bring?

W-Am (A) Just outside the store.

(B) The large one.

(C) No, it isn't.

16

M-Cn Don't forget to add another table to the conference room.

M-Au (A) Probably the yoga class.

## Toeic thầy Linh

(B) No, they didn't.

(C) OK, I'll do that now

17

M-Au Who from our office is going to the conference?

W-Br (A) I am enjoying our new assignment.

(B) At the hotel downtown.

(C) Leslie and her support staff.

18

W-Am Where are the signs for the sale?

M-Au (A) We are advertising a fifteen percent discount.

(B) On the porch.

(C) I didn't know we had sold those items.

19

W-Br Do you think we should place an advertisement in the newspaper?

M-Au (A) That's not what happened.

(B) No, I already have a subscription.

(C) Our budget is quite limited this month.

20

W-Br I don't remember where I put my copy of the contract.

M-Cn (A) My calendar is up-to-date.

(B) I can look around for it.

(C) I don't think that's the best idea.

21

M-Cn What should we order for dinner?

M-Au (A) Yes, I ate some of that yesterday.

(B) I'd like something we haven't tried before.

(C) That makes sense to me.

## Toeic thầy Linh

22

M-Au I thought the new safety training was supposed to start tomorrow.

W-Am (A) Yes, you're right.

(B) An old computer.

(C) The ones on the counter.

23

M-Au Should we buy desktop computers or laptops for the office?

W-Br (A) The Web site is working now.

(B) You can buy them at any store.

(C) Most of our staff travel a lot.

24

M-Au Will you be attending the reception tomorrow?

W-Am (A) Just another day or so.

(B) Can you remind me what the topic is?

(C) I heard that they ran out of them.

25

M-Au Did you buy your ticket to the baseball game?

W-Br (A) Sure, after the game is over.

(B) I thought admission was free.

(C) A sports tournament.

26

M-Cn How can I get more information about the employee party?

M-Au (A) A phone number is included in the invitation.

(B) The chef is from Italy.

(C) Where is the employment office?

27

W-Br Could you show me how to transfer funds?

## Toeic thầy Linh

M-Cn (A) No, it's the other one.

(B) Let me just finish this first.

(C) Sure, that seems like a reasonable price.

28

W-Br Will our gym memberships renew automatically?

M-Au (A) They just saw that.

(B) About our manager.

(C) That's what I was told.

29

M-AU Isn't Shinji scheduled to work at the cash register?

W-Am (A) Yes, he just arrived.

(B) The price hasn't changed.

(C) How much does it cost?

30

W-Am Do you have all the ingredients for the recipe?

M-Cn (A) We will plant a garden soon.

(B) Yes, my oven is working again.

(C) I need to buy some onions.

31

W-Am You're in charge of the supplier discount program, right?

M-Au (A) The coupons are on the kitchen counter.

(B) We have all the supplies we need.

(C) Horatio is the one you want to talk to.

## PART 3

32-34

## Toeic thầy Linh

W-Br     Hi, Martin. It's Lillian. 32Are you still planning to read from your book of poetry at the arts festival next weekend? You're one of this publishing company's most accomplished writers.

M-Cn     32,33 I just need directions to the festival site. It's in a park, right?

W-Br     Yes. Just know that once you get there, our table will be the one closest to the entrance. 34 I can text you the address when we finish this call.

### 35-37

W-Br     Mr. Guzman? I'm calling from Powell Advertising. As I'm sure you know, 35your contract with us expires next month. I was hoping we could take some time to discuss renewal terms.

M-Au     Quite honestly, 36we're not seeing the increase in sales we were hoping for. Advertising in buses and trains just isn't working for us.

W-Br     Hmm. 37 I know you've been hesitant to get into Web advertising. But maybe now the time is right.

M-Au     OK. 37Let's set up a time to talk about this. I'm going to ask a few of my colleagues here to join us.

### 38-40

W-Am     38-39Did Mr. Okamura really order all these carrots for the cafe? I signed for the delivery, but now I'm worried that there was a mistake.

W-Br     39 I don't know, Miho. 38I saw the list of specials we're offering this weekend and didn't see anything that has a lot of carrots in it.

M-Cn     It's OK. 40Mr. Okamura told me that we need them for a special private dinner tonight. I'll start preparing them now.

W-Am     OK. 40 Once I finish the baking, I should be able to do some.

M-Cn     Thanks, Miho.

### 41-43

## Toeic thầy Linh

W-Am Hi. 41 I'm calling from Dr. Jankovic's office to confirm your appointment tomorrow morning.

M-Au 41 Sure. I'll be there at eleven o'clock.

W-Am 42 Since you're a new patient, please complete all the online forms before you arrive. I sent you an e-mail last week with the link to our medical portal.

M-Au Oh, I must have missed it. Sorry about that. I'll do it right away.

W-Am No problem. 43 And one reminder: our regular parking area is unavailable because it's being renovated. You can park in front of the insurance company next door to us. We have an agreement with them.

### 44-46

W-Br Hi. 44 I'm flying to Munich. The name's Goldenberg. I have one suitcase.

M-Cn 44 I see your reservation, Ms. Goldenberg. I'll print your boarding pass.

W-Br Actually, 45 I was wondering if you could change my seat. I'd rather have an aisle one. It's easier if I have to move around.

M-Cn Unfortunately, this flight is full. In fact, it's overbooked. So, 46 if you're interested, I can offer you an aisle seat on tomorrow's flight and upgrade you to business class.

W-Br 46 Tomorrow? I'm the guest speaker at a conference.

M-Cn OK. We'll ask some other passengers. Here's your boarding pass. Have a good trip!

### 47-49

M-Au Hi, I'm calling from Gwan Construction. 47 We were originally scheduled to transport the tower crane to your building this weekend for upcoming construction. As you know, we will use it to lift large steel beams onto the roof for renovations on the top floor. 48 But I'm afraid we're going to have to bring it and set it up this Wednesday instead.

## Toeic thầy Linh

W-Am Well, 48the weekend would have been better, since most of the offices are usually empty. But if you have to. I'll send a notice that employees should use the side-street entrance.

M-Au OK. 49 I'll go ahead and contact the city to request a change to the start date of our construction permit.

### 50-52

M-Au As you all know, soour bookstore has a new inventory system for keeping track of what books we have in the store. We were going to start using it just after the holidays when the store is closed to customers, but we need to start using it now.

W-Br 50Mr. Jones, 51you mean we'll be entering inventory into the system and helping customers at the same time? That's a lot.

M-Au 51 I understand your concern, but Marc has been attending training and will be able to lead the transition so that salespeople can concentrate on customer service. 52Marc, anything you want to say?

M-Cn The system isn't difficult to use. 52And most importantly, I think it will make filling online orders much quicker.

### 53-55

W-Br Hi, I'm Tina Mackin, from the television program Sunrise Scotland. 53 I just received an e-mail with information on the musical that's opening next month. The Fields of Dumbarton.

M-Cn Yes, the director asked me to send that - some photos and information. 54So you got the e-mail with all the attachments?

W-Br 54 I did, but I was expecting a short video from one of the rehearsals. We'd like to show a clip on our morning television program.

M-Cn I wasn't aware of that. 55 I'll talk to the musical's director, Michael Byrne.

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W-Br OK. 55And when you speak to him, please advise him to arrive early for his appearance on our show this Friday. There's road construction around the studio, so it may take longer to get here than he expects.

### 56-58

W-Am 57Have you had a chance to look at the survey results?

M-Au 57 I wasn't surprised. 56,57We've known for a while that our customers really don't like the music in our video games.

W-Am 56The trend is to have popular music with vocals rather than the electronic sounds we've always used.

M-Au I'm sure using popular music in our games will increase sales. 56,58 I think we should start to make this change now, don't you?

W-Am Well, 58what's popular today may not be popular tomorrow, and we want our games to keep selling for a long time. So, let's not rush this decision.

M-Au I see, OK. Let's discuss this further with our division leaders.

### 59-61

M-Cn Good morning, Dr. An! In case you have forgotten, 59today I am going to start transferring patients' paper records to electronic files.

W-Am Oh, right! Thanks! Who will be handling phone calls and greeting patients while you're in the back office?

M-Cn I arranged for a temporary office assistant to come in and help out.

W-Am OK. 60,61But the system we use for scheduling appointments can be tricky to operate.

M-Cn Well, 61the office assistant is coming from an agency that specializes in the medical profession, so I think we should be fine.

### 62-63

W-Am Hi, Ian. This is Michelle from Michelle's Flower Shop. 62We just received our wholesale order, but the tulips are missing.



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M-Cn Oh sorry, 63 I forgot to let you know that my supplier can't get them to me until tomorrow.

W-Am I've had a number of customers requesting tulips recently. So could you please ship them as soon as you can?

M-Cn Absolutely. I'll send the truck back to you tomorrow with the tulips.

W-Am And actually, 64 I've ordered 100 flowers, but could you double that, please? I'm sure I'll need at least 200.

### 65-67

W-Am 65 I hear that we've received complaints about the display panel on the Handimax coffee maker we just introduced. Have you looked into it?

M-Au 65'67 It's the warning light that lets people know that more water needs to be added. On the Handimax, it's right next to the Keep Warm light and some customers become confused when using the machine.

W-Am 66 The warning light was much bigger on previous models, which made it easier to see. Should we enlarge it? Would that solve the problem?

M-Au 67 I think we should move the warning light to the right of the words Add Water. That could avoid the issue.

### 68-70

M-Cn Thanks for stopping by, Petra. Last week, I got the schedule for the rollout of Langenfeld's new oatmeal raisin cookies.

W-Br Oh, yes. It's about time. 68 Customers have been complaining about how dry the current ones are.

M-Cn Well, I just got an e-mail update from headquarters. 69,70 They want to extend the window of time the product will be discounted. We had originally planned to offer the discount only two days-March fifth and sixth, but now they'd like to extend that window by two more days.

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W-Br 70 OK, that should help win back some customers. We should also post about the change on our social media accounts.

### **PART 4**

#### **71-73**

M-Cn Hi, Chara. This is Joe. 71 I found a very nice space for your restaurant. It has everything you're looking for, including an outdoor terrace. 72 It's a bit over your budget, but don't worry. The owners like the idea that you're such a successful chef. So they are willing to sit down and come to a compromise on the rent. 73 This place is not downtown, but it's located in the neighborhood of Peckham, which, as you know, is a busy, vibrant area. I think you'll like it.

#### **74-76**

W-Br Good morning, 74 new Catrin's Fitness staff! Having you working on a rotating basis at the front desk in the mornings will be really helpful! Plan to arrive at five A.M. to turn on the lights and the exercise machines. Oh, be sure to turn on the steam rooms in the men's and women's locker rooms. 75 The steam rooms can malfunction as they warm up, and members have been complaining, so I always double-check that the steam is working OK just before we open. 76 Please unlock the entrance at about five twenty-five and be ready to scan IDs as the guests come in.

#### **77-79**

M-Au Welcome back. 77 I'm Hongwei Shen, back with you live for today's airing of Science Today. From biology to physics. Science Today is your source of accurate science news. 77, 78 We've been talking about the meteor shower that will be visible in the night sky on Saturday and Sunday. It's going to be a big event, and I hope you have the chance to see it. 79 I'm going to open the line to callers now. If you have a question about astronomy and this weekend's event-and I'm going to restrict questions to those topics only- the number is 555-0156.

#### **80-82**

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W-Am Good afternoon, everyone, and 80welcome to the Panecks Corporation's ten-year anniversary luncheon. We have had so many achievements: 81just this past year we sold our five millionth unit. That makes five million cars on the road today equipped with Panecks radios. As you might know, our president, Mr. Strohmeyer, has been in Japan all this month negotiating with Navasota Motors. 82He couldn't be here today, but he sent a video greeting to thank you for all your hard work. We have three monitors here in the front of the room. Let's get started.

### **83-85**

M-Cn Thanks for attending this all-staff meeting today. 83First on the agenda is our new restaurant reservation app. Faster Now. 84We have competition from other technology companies, but our app is the only one that specializes in business luncheons. You'll see that the app will allow the user not only to reserve a table but also to make menu choices in advance. That way, when people get to the restaurant, they won't have to wait long for their meal. 85Here's Johanna, our lead IT researcher, who'll describe the app specifications and show us how it works.

### **86-88**

W-Am 86 I called this meeting because next week this team is scheduled to begin installing windows in the new building on Bellevue Avenue. Originally, you were going to install the M-FIT on all floors. 87 Our supplier just raised the price on those frames, so we had to change them. 88 The new type, the M-25, has the same dimensions, but it's installed differently. I'll send a link to the supplier's Web site where you're going to sign up to watch a video demonstration on how to install this model. I know this is a last-minute request. Still, this way we'll stay on budget.

### **89-91**

M-Au Thank you for calling Forest Apartments. Press one to speak to our on-site manager. 89All residents should be aware that next week we will start updating the laundry facilities in each of our buildings. 90While the work is going on, tenants will

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not be able to access the laundry facilities in their building. The Maple building will be first. Tenants of the Maple building may use the laundry room in any other building while their facilities are being renovated. 91 Please note that new doors and locks will also be installed, so all tenants will need a new key. Please stop at the main office to pick that up.

### **92-94**

W-Am This message is for Mr. Yun. I'm calling from the rental office. 92 I received the signed contract, and as we confirmed earlier, your rental of the retail space here in the shopping center will begin on the first of October. There are a few more things. You need to schedule a city inspection before the electricity can be turned on. 93 And the owner has agreed to your request to add a storage room, and construction will begin within the week. 94 I think everything can be done by the first of October, and you can open your doors and welcome new customers.

### **95-97**

M-Cn Greetings, Carsin's cashiers! 95 Let's take a look at the coupon we just mailed out to rewards members this week. 96 Our local rival, Gilroy's, has been offering a similar discount to its customers, and business there has been booming. So it's time we try something similar-but, of course, even better! Our discount offer is ten percent, while theirs is only five percent. Please spend some time looking over the four rules of use at the bottom. 97 We may need to revisit the one about using multiple discounts. Our customers do love manufacturer coupons! We will monitor customer complaints.

### **98-100**

M-Au Good morning. 98 I hope you are settling in to your new offices here at Golden Glove Insurance Company. Let's plan something fun to get to know each other. On the wall, there's a list of team-building activities. 99 After this meeting, put a check mark next to the activity you want to do together next Friday afternoon. 100 It would

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be energizing and fun to use our volleyball court, but I shouldn't influence you!  
Please make your own choice, and we'll do the one with the most votes.