

TEST 1

PART 1

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PART 2

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31.					

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

<p>32. Why is the woman calling?</p> <p>(A) To request a ticket change</p> <p>(B) To make a dinner reservation</p> <p>(C) To order merchandise</p> <p>(D) To plan a vacation</p>	<p>35. What event will the speakers be attending later today?</p> <p>(A) A job fair</p> <p>(B) A film screening</p> <p>(C) A lunch</p> <p>(D) A conference</p>
<p>33. Why does the man apologize?</p> <p>(A) An event was canceled.</p> <p>(B) A line is very long.</p> <p>(C) A payment option is unavailable.</p> <p>(D) A computer program is not working.</p>	<p>36. Why does the man say, “she has a van”?</p> <p>(A) To suggest inquiring about a ride</p> <p>(B) To express surprise at a coworker’s choice of vehicle</p> <p>(C) To explain why a coworker was late</p> <p>(D) To clarify that a coworker helped him move</p>
<p>34. What does the man remind the woman about?</p> <p>(A) A meal voucher</p> <p>(B) Some free souvenirs</p> <p>(C) An increase in price</p> <p>(D) A refund policy</p>	<p>37. What will the woman most likely do next?</p> <p>(A) Reschedule an event</p> <p>(B) Talk to another coworker</p> <p>(C) Request time off</p> <p>(D) Make a phone call</p>

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<p>38. Where do the speakers work?</p> <p>(A) At a grocery store</p> <p>(B) At a shipping facility</p> <p>(C) At a restaurant</p> <p>(D) At a doctor's office</p>	<p>41. Why is the woman calling?</p> <p>(A) Her taxi never arrived.</p> <p>(B) Her luggage is missing.</p> <p>(C) Her train was canceled.</p> <p>(D) Her ticket is lost.</p>
<p>39. What does the woman say she is concerned about?</p> <p>(A) Fuel prices</p> <p>(B) Her work hours</p> <p>(C) A staff shortage</p> <p>(D) An inventory process</p>	<p>42. What event is the woman planning to attend?</p> <p>(A) An awards ceremony</p> <p>(B) A trade show</p> <p>(C) An art exhibit opening</p> <p>(D) A building inspection</p>
<p>40. What does the man suggest that the woman do?</p> <p>(A) Complete a training program</p> <p>(B) Order extra equipment</p> <p>(C) Hire a consultant</p> <p>(D) Take time to make a decision</p>	<p>43. What does the man give the woman as an apology?</p> <p>(A) A partial discount</p> <p>(B) Vouchers for future travel</p> <p>(C) A full refund</p> <p>(D) A better seat</p>

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<p>44. Where does the woman work?</p> <p>(A) At a distribution center</p> <p>(B) At a conference center</p> <p>(C) At a car dealership</p> <p>(D) At a real estate agency</p>	<p>47. What is the conversation mainly about?</p> <p>(A) A policy change</p> <p>(B) A product launch</p> <p>(C) Some customer feedback</p> <p>(D) A scheduled maintenance visit</p>
<p>45. What problem with some e-mails does the man mention?</p> <p>(A) Confusion about the intended recipient</p> <p>(B) A delay in message delivery</p> <p>(C) An incorrectly typed word</p> <p>(D) Lack of information</p>	<p>48. What does the woman say people at the company are currently working on?</p> <p>(A) Exploring publicity options</p> <p>(B) Finding a new vendor</p> <p>(C) Assembling a sales team</p> <p>(D) Negotiating a monthly fee</p>
<p>46. What will the woman most likely do next?</p> <p>(A) Arrange a meeting</p> <p>(B) Make a phone call</p> <p>(C) Speak to her employees</p> <p>(D) Review an invoice</p>	<p>49. Why is the man concerned?</p> <p>(A) Customers have complained.</p> <p>(B) Price estimates are high.</p> <p>(C) Some changes require approval.</p> <p>(D) A plan may be delayed.</p>

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<p>50. What are the speakers preparing for?</p> <p>(A) An interview</p> <p>(B) A food delivery</p> <p>(C) A special event</p> <p>(D) An inspection</p>	<p>53. What event are the speakers discussing?</p> <p>(A) A bank opening</p> <p>(B) A contest</p> <p>(C) A business conference</p> <p>(D) A company anniversary</p>
<p>51. What does the woman say will be delivered in an hour?</p> <p>(A) Some flower arrangements</p> <p>(B) Some gifts for attendees</p> <p>(C) Some audio equipment</p> <p>(D) Some tables and chairs</p>	<p>54. What does the man mean when he says, “there’s a lot of damage”?</p> <p>(A) He finally fully understands a problem.</p> <p>(B) The woman should expect a bill in the mail.</p> <p>(C) The woman’s assumption is incorrect.</p> <p>(D) A schedule needs to be adjusted.</p>
<p>52. What will the speakers most likely do next?</p> <p>(A) Review a guest list</p> <p>(B) Meet with a photographer</p> <p>(C) Take a break</p> <p>(D) Taste some food</p>	<p>55. What does the woman recommend?</p> <p>(A) Using an outdoor area</p> <p>(B) Arranging technical support</p> <p>(C) Confirming a catering menu</p> <p>(D) Interviewing some job applicants</p>

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<p>56. What industry do the speakers most likely work in?</p> <p>(A) Medicine</p> <p>(B) Music</p> <p>(C) Publishing</p> <p>(D) Finance</p>	<p>59. What are the speakers discussing?</p> <p>(A) Proposing a business merger</p> <p>(B) Relocating a company's headquarters</p> <p>(C) Developing additional products</p> <p>(D) Hiring more employees</p>
<p>57. According to the man, why has a software program become popular?</p> <p>(A) It is less expensive than similar products.</p> <p>(B) It makes information more accessible.</p> <p>(C) It reduces environmental impact.</p> <p>(D) It comes with customer support.</p>	<p>60. What challenge does Stan mention?</p> <p>(A) A profit margin will decrease.</p> <p>(B) Additional equipment will be needed.</p> <p>(C) There are not enough job applicants.</p> <p>(D) There are delays in production.</p>
<p>58. What might Marion still need to do?</p> <p>(A) Contact some service providers</p> <p>(B) Sign a release form</p> <p>(C) Check some financial information</p> <p>(D) Repair some equipment</p>	<p>61. What does Pedro say he will do?</p> <p>(A) Contact a facility manager</p> <p>(B) Adjust a budget</p> <p>(C) Change a work schedule</p> <p>(D) Research a product</p>



Time	Tour
9 A.M.	Fishing Expedition
10 A.M.	Whale Watching
11 A.M.	Sea-Ride Special
12 P.M.	Island Exploration

62. According to the man, why is today's Sea-Ride Special tour popular?

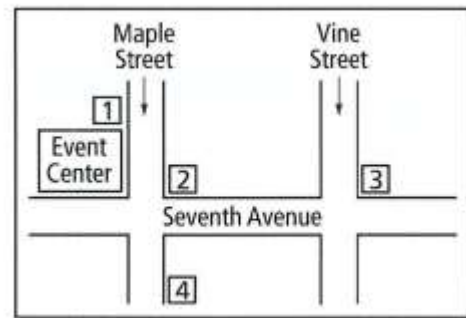
- (A) It offers a chance to see migrating birds.
- (B) Water conditions are likely to be favorable.
- (C) A guest chef is preparing lunch.
- (D) Someone special will be guiding the tour.

63. Look at the graphic. What time will the woman depart on a tour?

- (A) At 9 A.M.
- (B) At 10 A.M.
- (C) At 11 A.M.
- (D) At 12 P.M.

64. What will the woman most likely do next?

- (A) Return to her hotel
- (B) Visit a cafe
- (C) Call a friend
- (D) Store her bags in a locker



65. Why does the woman apologize?

- (A) A conference session is full.
- (B) An elevator is not working.
- (C) A workshop has changed locations.
- (D) Parking is not free.

66. Look at the graphic. Which location does the woman recommend?

- (A) Area 1
- (B) Area 2
- (C) Area 3
- (D) Area 4

67. Why is the man in a hurry?

- (A) A workshop is starting soon.
- (B) A parking pass is about to expire.
- (C) A shuttle is running late.
- (D) A friend is waiting outside.

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1.  Xena 300 \$169.99	2.  Rhenium 60 \$149.99
3.  Ares 250 \$129.99	4.  Enzo 5000 \$179.99

68. Why does the woman call?

- (A) She wants to request a refund.
- (B) She is unable to place an order online.
- (C) She wants to extend a deadline.
- (D) She is unhappy with a product purchased recently.

69. Look at the graphic. What is the price of the item the woman wants to buy?

- (A) \$169.99
- (B) \$149.99
- (C) \$129.99
- (D) \$179.99

70. What will the man most likely do tomorrow?

- (A) Update a Web site
- (B) Search a storage area
- (C) Contact another store location
- (D) Check an incoming shipment

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PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

<p>71. What feature of a business does the speaker emphasize?</p> <p>(A) The quality of its food</p> <p>(B) The extended hours it is open</p> <p>(C) The style of its decor</p> <p>(D) The affordable prices it offers</p>	<p>74. What does the listener want to do?</p> <p>(A) Request shuttle service</p> <p>(B) Extend a hotel stay</p> <p>(C) Change a room assignment</p> <p>(D) Cancel a reservation</p>
<p>72. What can attendees do at the grand opening event?</p> <p>(A) Go on a tour</p> <p>(B) Get a free gift</p> <p>(C) Talk to an actor</p> <p>(D) Watch some movies</p>	<p>75. Why does the speaker say, "those rooms are always booked far in advance"?</p> <p>(A) To express approval for a room design</p> <p>(B) To explain why a hotel is successful</p> <p>(C) To indicate his disbelief</p> <p>(D) To deny the listener's request</p>
<p>73. What does the speaker advise event attendees to do?</p> <p>(A) Arrive early</p> <p>(B) Use public transportation</p> <p>(C) Order tickets in advance</p> <p>(D) Purchase a membership</p>	<p>76. According to the speaker, what should the listener bring?</p> <p>(A) Some warm clothes</p> <p>(B) Some swimwear</p> <p>(C) A credit card</p> <p>(D) A copy of a key</p>

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<p>77. Who most likely is the speaker?</p> <p>(A) An archaeologist</p> <p>(B) A marine biologist</p> <p>(C) A conservation expert</p> <p>(D) An athletic trainer</p>	<p>80. Why will the speaker be traveling?</p> <p>(A) To inspect a factory</p> <p>(B) To repair a product</p> <p>(C) To perform in a concert</p> <p>(D) To attend a workshop</p>
<p>78. What does the speaker advise the listeners to do?</p> <p>(A) Take a water bottle</p> <p>(B) Consult a site map</p> <p>(C) Apply sunscreen regularly</p> <p>(D) Write careful notes</p>	<p>81. Why is the speaker concerned?</p> <p>(A) A seating arrangement is wrong.</p> <p>(B) A company credit card was not charged.</p> <p>(C) Some meal tickets were not sent.</p> <p>(D) Her taxi driver is unable to find a hotel.</p>
<p>79. What does the speaker say she is going to do next?</p> <p>(A) Answer some questions</p> <p>(B) Demonstrate a process</p> <p>(C) Introduce a colleague</p> <p>(D) Take the listeners to lunch</p>	<p>82. What does the speaker ask the listener to do?</p> <p>(A) Send an e-mail</p> <p>(B) Meet at an office</p> <p>(C) Confirm a schedule</p> <p>(D) Look up an account number</p>

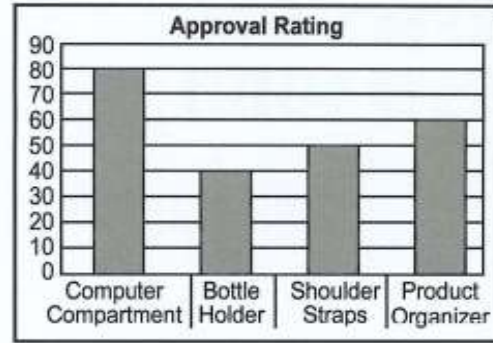
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<p>83. What does the speaker remind the listeners to do?</p> <p>(A) Keep a gate closed</p> <p>(B) Return equipment to a shed</p> <p>(C) Check a list of supplies</p> <p>(D) Select a free gift</p>	<p>86. What service does the business offer?</p> <p>(A) Financial planning</p> <p>(B) Digital marketing</p> <p>(C) Real estate sales</p> <p>(D) International shipping</p>
<p>84. According to the speaker, what can the listeners apply for?</p> <p>(A) A garden plot</p> <p>(B) A volunteer opportunity</p> <p>(C) A gardening workshop</p> <p>(D) A farmers market table</p>	<p>87. According to the speaker, how is the business different from its competitors?</p> <p>(A) It has several local offices.</p> <p>(B) It offers a money-back guarantee.</p> <p>(C) Its employees have industry certification.</p> <p>(D) Its employees work one-on-one with clients.</p>
<p>85. How can the listeners get information about future events?</p> <p>(A) By signing up for a newsletter</p> <p>(B) By joining a membership program</p> <p>(C) By looking at a Web site</p> <p>(D) By attending weekly meetings</p>	<p>88. How can the listeners make an appointment?</p> <p>(A) By sending an e-mail</p> <p>(B) By calling customer service</p> <p>(C) By filling out a questionnaire</p> <p>(D) By sending a text message</p>

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<p>89. Who most likely are the listeners?</p> <p>(A) Marine biologists</p> <p>(B) Museum directors</p> <p>(C) Rare-book librarians</p> <p>(D) Agricultural engineers</p>	<p>92. What is the purpose of the talk?</p> <p>(A) To recognize outstanding achievements</p> <p>(B) To introduce new products to the public</p> <p>(C) To announce a manager's retirement</p> <p>(D) To provide new employees with information</p>
<p>90. What does the speaker mean when he says, "they received over 200 applications"?</p> <p>(A) An opportunity is unlikely to occur.</p> <p>(B) An award is impressive.</p> <p>(C) A decision will take longer than usual.</p> <p>(D) A competitor has been very successful.</p>	<p>93. Where is the talk taking place?</p> <p>(A) At a banquet hall</p> <p>(B) At a government building</p> <p>(C) At a factory</p> <p>(D) At a construction site</p>
<p>91. Why does the speaker say that work cannot begin right away?</p> <p>(A) Additional funds are needed.</p> <p>(B) Some special training is required.</p> <p>(C) An application has to be approved.</p> <p>(D) Some equipment needs to be ordered.</p>	<p>94. What does the speaker mean when she says, "I have a consultation with a client"?</p> <p>(A) She needs to reschedule a meeting.</p> <p>(B) She will not be with the listeners in the afternoon.</p> <p>(C) A customer has just placed a large order.</p> <p>(D) A marketing campaign will begin soon.</p>

Refrigerator Options			
Model	Extra Large	Stainless Steel	Ice Maker
SG-200			✓
SG-250		✓	
XG-300	✓		✓
XG-350	✓	✓	



95. What is the main purpose of the call?

- (A) To place an order
- (B) To dispute a charge
- (C) To arrange a meeting
- (D) To check a store's inventory

96. Look at the graphic. Which model does the speaker prefer?

- (A) SG-200
- (B) SG-250
- (C) XG-300
- (D) XG-350

97. What does the speaker ask about?

- (A) A warranty
- (B) A return process
- (C) A delivery fee
- (D) Product availability

98. Who most likely are the listeners?

- (A) Marketing experts
- (B) Product testers
- (C) Product designers
- (D) Audio engineers

99. Look at the graphic. What was the approval rating of the feature that will be improved?

- (A) 40 percent
- (B) 50 percent
- (C) 60 percent
- (D) 80 percent

100. According to the speaker, why is a revision urgent?

- (A) A competitor is making a similar product.
- (B) A product will be offered for sale soon.
- (C) A product will be introduced at a trade show.
- (D) The cost of a product's materials will rise soon.