

Answer Key

Lessons 1–5 General Business

Lesson 1 Contracts

Words in Context: 1. agreement 2. parties 3. specifies 4. obligates 5. assurance 6. establishment 7. determine 8. provide 9. resolve 10. engaging 11. abide by 12. cancel

Word Practice: 1. B 2. A 3. A 4. C 5. A 6. D 7. A 8. A 9. B 10. A 11. A 12. B 13. D 14. B 15. D 16. D 17. B 18. D 19. A 20. B 21. C 22. A 23. D

Lesson 2 Marketing

Words in Context: 1. product 2. market 3. persuaded 4. consumers 5. attract 6. satisfied 7. current 8. inspire 9. convince 10. compared 11. competes 12. fad

Word Practice: 1. C 2. A 3. B 4. C 5. D 6. A 7. D 8. C 9. B 10. C 11. A 12. C 13. A 14. D 15. B 16. C 17. A 18. D 19. B 20. A 21. C 22. D 23. B

Lesson 3 Warranties

Words in Context: 1. promise 2. required 3. frequently 4. consider 5. characteristics 6. vary 7. coverage 8. implies 9. expire 10. protect 11. reputations 12. consequences

Word Practice: 1. C 2. A 3. A 4. C 5. B 6. A 7. B 8. A 9. D 10. D 11. B 12. D 13. C 14. A 15. D 16. A 17. B 18. C 19. A 20. D 21. D 22. B 23. A

Lesson 4 Business Planning

Words in Context: 1. develop 2. primary 3. avoid 4. strength 5. substitute 6. strategy 7. evaluation 8. offered 9. risks 10. gathering 11. demonstrate 12. address

Word Practice: 1. A 2. A 3. B 4. D 5. A 6. B 7. B 8. A 9. B 10. A 11. A 12. C 13. D 14. C 15. A 16. D 17. A 18. C 19. C 20. A 21. B 22. A 23. D

Lesson 5 Conferences

Words in Context: 1. associations 2. get in touch 3. take part in 4. sessions 5. attending 6. select 7. arrangements 8. accommodate 9. hold 10. overcrowded 11. location 12. register

Word Practice: 1. D 2. B 3. B 4. C 5. D 6. C 7. A 8. D 9. A 10. B 11. C 12. B 13. A 14. A 15. D 16. A 17. D 18. C 19. B 20. B 21. C 22. D 23. A

Word Review #1: 1. C 2. D 3. D 4. D 5. A 6. B 7. A 8. B 9. A 10. A 11. D 12. B 13. C 14. B 15. A 16. C 17. B 18. D 19. C

Lessons 6–10 Office Issues

Lesson 6 Computers

Words in Context: 1. shut down 2. warning 3. figure out 4. access 5. search 6. deleted 7. duplicate 8. ignore 9. display 10. failed 11. allocate 12. compatible

Word Practice: 1. C 2. A 3. A 4. D 5. A 6. C 7. B 8. C 9. D 10. A 11. B 12. B 13. B 14. B 15. C 16. B 17. A 18. D 19. C 20. C 21. D 22. B 23. D

Lesson 7 Office Technology

Words in Context: 1. is in charge of 2. durable 3. affordable 4. reduce 5. capacity 6. physical 7. initiates 8. stays on top of 9. recurring 10. provider 11. as needed 12. stock

Word Practice: 1. A 2. B 3. C 4. D 5. B 6. A 7. D 8. B 9. C 10. D 11. C 12. A 13. B 14. D 15. B 16. A 17. C 18. D 19. A 20. C 21. D 22. B 23. A

Lesson 8 Office Procedures

Words in Context: 1. appreciation 2. made of 3. reinforced 4. casually 5. code 6. out of 7. verbalize 8. practices 9. outdated 10. been exposed to 11. brought in 12. glimpse

Word Practice: 1. B 2. C 3. C 4. B 7. A 8. D 9. C 10. A 11. B 12. B 13. D 14. A 15. B 16. C 17. C 18. B 19. B 20. C 21. B 22. C 23. A

Lesson 9 Electronics

Words in Context: 1. sharply 2. networks 3. facilitated 4. processing 5. disks 6. technical 7. storage 8. software 9. replace 10. popular 11. revolutionize 12. skills

Word Practice: 1. C 2. C 3. B 4. A 5. C 6. D 7. A 8. C 9. D 10. C 11. D 12. B 13. A 14. C 15. A 16. B 17. C 18. C 19. B 20. D 21. B 22. A 23. B

Lesson 10 Correspondence

Words in Context: 1. proofed 2. revision 3. beforehand 4. assemble 5. folding 6. courier 7. express 8. registered 9. layout 10. mention 11. complicated 12. petition

Word Practice: 1. C 2. A 3. C 4. B 5. C 6. C 7. A 8. B 9. D 10. A 11. B 12. A 13. A 14. B 15. C 16. D 17. A 18. D 19. D 20. C 21. A 22. B 23. C

Word Review #2: 1. C 2. D 3. B 4. D 5. B 6. A 7. B 8. B 9. C 10. B 11. D 12. B 13. D 14. A 15. C 16. B 17. D 18. A 19. B

Lessons 11–15 Personnel

Lesson 11 Job Advertising and Recruiting

Words in Context: 1. time-consuming 2. match 3. recruit 4. accomplishments 5. bring together 6. abundant 7. candidates 8. qualifications 9. coming up with 10. profile 11. commensurate 12. submit

Word Practice: 1. D 2. A 3. B 4. D 5. C 6. A 7. D 8. A 9. A 10. C 11. A 12. A 13. B 14. D 15. A 16. B 17. D 18. A 19. B 20. C 21. A 22. D 23. C

Lesson 12 Applying and Interviewing

Words in Context: 1. experts 2. confidence 3. weaknesses
4. constantly 5. follow up 6. abilities 7. apply
8. backgrounds 9. called in 10. are ready for 11. present
12. hesitant

Word Practice: 1. A 2. A 3. C 4. B 5. D 6. A 7. D 8. B
9. B 10. D 11. C 12. A 13. D 14. B 15. A 16. B 17. C
18. D 19. C 20. C 21. D 22. A 23. D

Lesson 13 Hiring and Training

Words in Context: 1. conducted 2. rejected 3. successfully
4. generate 5. hires 6. training 7. update 8. keep up with
9. set up 10. mentor 11. look up to 12. on track

Word Practice: 1. B 2. A 3. B 4. D 5. A 6. B 7. D 8. B
9. D 10. B 11. B 12. C 13. A 14. D 15. B 16. A 17. D
18. D 19. B 20. D 21. A 22. D 23. C

Lesson 14 Salaries and Benefits

Words in Context: 1. negotiated 2. benefits
3. compensated 4. delicate 5. be aware of 6. wage
7. flexibility 8. basis 9. raise 10. retirement 11. eligible
12. vested

Word Practice: 1. C 2. B 3. A 4. D 5. C 6. B 7. A 8. A
9. B 10. A 11. D 12. B 13. B 14. C 15. D 16. A 17. C
18. C 19. C 20. B 21. A 22. D 23. A

Lesson 15 Promotions, Pensions, and Awards

Words in Context: 1. recognizes 2. contributions
3. achievements/merits 4. promotions
5. merits/achievements 6. loyalty 7. obvious 8. look to
9. productivity 10. value 11. look forward 12. dedicate
Word Practice: 1. C 2. A 3. C 4. D 5. C 6. A 7. B 8. C
9. C 10. C 11. C 12. C 13. C 14. B 15. A 16. D 17. B
18. A 19. C 20. D 21. B 22. A 23. B

Word Review # 3: 1. A 2. A 3. B 4. C 5. D 6. C 7. B 8. B
9. D 10. A 11. A 12. B 13. D 14. D 15. A 16. D 17. C
18. B 19. C

Lessons 16–20 Purchasing**Lesson 16 Shopping**

Words in Context: 1. bear 2. behavior 3. mandatory
4. strictly 5. items 6. expand 7. exploring 8. comforting
9. merchandise 10. bargains 11. checkout 12. trend

Word Practice: 1. C 2. B 3. B 4. A 5. B 6. D 7. B 8. C
9. D 10. C 11. A 12. D 13. A 14. C 15. C 16. C 17. C
18. D 19. C 20. B 21. A 22. D 23. A

Lesson 17 Ordering Supplies

Words in Context: 1. everyday 2. stationery 3. obtained
4. diverse 5. maintaining 6. essential 7. prerequisite
8. smooth 9. functioning 10. enterprise 11. source
12. quality

Word Practice: 1. C 2. C 3. C 4. B 5. D 6. D 7. B 8. A
9. B 10. C 11. C 12. C 13. C 14. B 15. A 16. B 17. D
18. B 19. A 20. C 21. D 22. A 23. D

Lesson 18 Shipping

Words in Context: 1. integral 2. catalog 3. shipping
4. minimize 5. accurate 6. carrier 7. inventory 8. sufficient
9. fulfill 10. on hand 11. remember 12. supplies

Word Practice: 1. C 2. B 3. A 4. A 5. B 6. C 7. D 8. D
9. A 10. A 11. C 12. A 13. A 14. C 15. B 16. B 17. D
18. A 19. D 20. A 21. C 22. B 23. C

Lesson 19 Invoices

Words in Context: 1. efficient 2. order 3. compiled
4. charges 5. customer 6. estimated 7. terms 8. imposed
9. discount 10. mistake 11. rectified 12. promptly

Word Practice: 1. A 2. A 3. C 4. D 5. C 6. C 7. D 8. D
9. C 10. B 11. B 12. C 13. A 14. C 15. B 16. A 17. D
18. C 19. C 20. D 21. B 22. A 23. C

Lesson 20 Inventory

Words in Context: 1. verifies 2. crucial 3. liability
4. running 5. subtracts 6. adjusted 7. automatically
8. scanning 9. reflect 10. tedious 11. discrepancies
12. disturbances

Word Practice: 1. A 2. A 3. C 4. B 5. B 6. D 7. D 8. D
9. B 10. B 11. A 12. A 13. D 14. D 15. A 16. A 17. A
18. B 19. B 20. C 21. B 22. C 23. A

Word Review # 4: 1. A 2. B 3. A 4. A 5. C 6. C 7. B 8. A
9. D 10. B 11. D 12. B 13. A 14. C 15. D 16. B 17. A
18. C 19. D

Lessons 21–25 Financing and Budgeting**Lesson 21 Banking**

Words in Context: 1. transact 2. borrow 3. mortgages
4. cautious 5. down payment 6. dividends 7. restrict 8. take
out 9. balance 10. deductions 11. accept 12. signature

Word Practice: 1. D 2. A 3. C 4. D 5. A 6. A 7. D 8. A
9. C 10. A 11. D 12. B 13. B 14. C 15. D 16. C 17. B
18. A 19. C 20. B 21. D 22. A 23. C

Lesson 22 Accounting

Words in Context: 1. accumulated 2. budget 3. clients
4. outstanding 5. profitable 6. audited 7. accounting
8. building up 9. turnover 10. reconcile 11. debt 12. assets

Word Practice: 1. A 2. B 3. A 4. D 5. C 6. A 7. C 8. B
9. A 10. D 11. A 12. B 13. B 14. C 15. C 16. B 17. D
18. D 19. B 20. B 21. C 22. D 23. B

Lesson 23 Investments

Words in Context: 1. invest 2. resources 3. wise
4. portfolio 5. pull out 6. return 7. committed 8. long-term
9. fund 10. attitude 11. conservative (or aggressive)
12. aggressive (or conservative)

Word Practice: 1. A 2. A 3. C 4. B 5. A 6. D 7. D 8. B
9. A 10. C 11. B 12. A 13. A 14. C 15. D 16. C 17. D
18. C 19. B 20. C 21. B 22. A 23. D

Lesson 24 Taxes

Words in Context: 1. prepares 2. deadline 3. fill out
4. filed 5. spouse 6. joint 7. refund 8. calculated 9. owe
10. gave up 11. withhold 12. penalized

Word Practice: 1. D 2. A 3. C 4. B 5. D 6. D 7. A 8. D
9. A 10. A 11. B 12. B 13. D 14. B 15. C 16. C 17. C
18. B 19. B 20. C 21. D 22. A 23. D

Lesson 25 Financial Statements

Words in Context: 1. level 2. target 3. forecasts 4. overall
5. projected 6. desired 7. yield 8. translate 9. realistic
10. perspective 11. detailed 12. typical

Word Practice: 1. A 2. C 3. A 4. B 5. C 6. D 7. A 8. C
9. B 10. C 11. C 12. B 13. A 14. D 15. A 16. D 17. A
18. B 19. A 20. C 21. A 22. B 23. D

Word Review #5: 1. A 2. B 3. D 4. B 5. C 6. C 7. D 8. A
9. D 10. D 11. B 12. D 13. C 14. D 15. B 16. C 17. A
18. B 19. A

Lessons 26–30 Management Issues**Lesson 26 Property and Departments**

Words in Context: 1. disruptive 2. adjacent 3. lobby
4. inconsiderate 5. collaboration 6. hampered 7. move up
8. scrutinized 9. opting 10. conducive 11. concentrate
12. open to

Word Practice: 1. A 2. A 3. C 4. D 5. B 6. C 7. D 8. C
9. A 10. B 11. B 12. A 13. C 14. A 15. C 16. B 17. C
18. D 19. A 20. C 21. D 22. B 23. C

Lesson 27 Board Meetings and Committees

Words in Context: 1. waste 2. agenda 3. matters 4. goals
5. lengthy 6. adhered to 7. brought up 8. priority 9. go
ahead 10. periodically 11. progress 12. concluded

Word Practice: 1. D 2. C 3. C 4. D 5. B 6. C 7. A 8. D
9. A 10. A 11. A 12. B 13. C 14. B 15. B 16. D 17. C
18. B 19. C 20. D 21. B 22. A 23. C

Lesson 28 Quality Control

Words in Context: 1. conform 2. defects 3. garment
4. inspect 5. throws out 6. enhance 7. repel 8. take back
9. brand 10. uniform 11. wrinkle 12. perceive

Word Practice: 1. C 2. B 3. B 4. D 5. A 6. B 7. D 8. B
9. D 10. C 11. C 12. A 13. C 14. C 15. A 16. A 17. C
18. D 19. B 20. D 21. C 22. A 23. B

Lesson 29 Product Development

Words in Context: 1. anxious 2. decade 3. supervisor
4. responsible 5. logical 6. systematic 7. ascertain 8. solve
9. researched 10. examining 11. experiments 12. assume

Word Practice: 1. B 2. C 3. A 4. A 5. C 6. B 7. D 8. C
9. B 10. A 11. A 12. C 13. B 14. B 15. B 16. C 17. D
18. B 19. A 20. D 21. C 22. D 23. A

Lesson 30 Renting and Leasing

Words in Context: 1. apprehensive 2. lease 3. Occupancy
4. indicator 5. fluctuations 6. due to 7. condition 8. lock
themselves into 9. get out of 10. circumstances 11. options
12. subject to

Word Practice: 1. A 2. B 3. A 4. D 5. D 6. B 7. D 8. B
9. B 10. B 11. A 12. D 13. C 14. B 15. C 16. A 17. C
18. D 19. A 20. D 21. B 22. C 23. A

Word Review #6: 1. C 2. A 3. C 4. A 5. C 6. D 7. D 8. C
9. B 10. D 11. A 12. B 13. C 14. B 15. D 16. C 17. A
18. C 19. D

Lessons 31–35 Restaurants and Events**Lesson 31 Selecting a Restaurant**

Words in Context: 1. secure 2. relies 3. guidance
4. suggestion 5. subjective 6. daring 7. appeal 8. majority
9. compromise 10. mix 11. familiar 12. arrive

Word Practice: 1. A 2. A 3. A 4. B 5. C 6. D 7. A 8. B
9. C 10. B 11. C 12. D 13. D 14. C 15. A 16. B 17. C
18. D 19. B 20. D 21. A 22. B 23. C

Lesson 32 Eating Out

Words in Context: 1. randomly 2. patrons 3. predict
4. forget 5. remind 6. mix up 7. complete 8. judged
9. excite 10. basic 11. flavor 12. ingredients

Word Practice: 1. B 2. B 3. C 4. A 5. B 6. D 7. D 8. C
9. C 10. A 11. C 12. D 13. C 14. A 15. D 16. B 17. B
18. A 19. D 20. A 21. C 22. B 23. B

Lesson 33 Ordering Lunch

Words in Context: 1. falls to 2. burdensome 3. multiple
4. narrow 5. common 6. individual 7. settled 8. list
9. delivered 10. pick up 11. impress 12. elegant

Word Practice: 1. C 2. A 3. B 4. D 5. C 6. B 7. C 8. A
9. C 10. D 11. C 12. B 13. A 14. B 15. C 16. A 17. D
18. D 19. B 20. A 21. D 22. A 23. C

Lesson 34 Cooking as a Career

Words in Context: 1. outlet 2. drawn 3. profession
4. demanding 5. influx 6. incorporate 7. methods 8. themes
9. accustomed 10. relinquish 11. culinary
12. apprenticeship

Word Practice: 1. A 2. C 3. B 4. C 5. A 6. B 7. C 8. D
9. D 10. D 11. D 12. C 13. B 14. B 15. A 16. B 17. D
18. B 19. A 20. D 21. C 22. A 23. D

Lesson 35 Events

Words in Context: 1. coordinated 2. planning 3. site
4. stage 5. exact 6. dimensions 7. regulations 8. lead time
9. ideally 10. assist 11. proximity 12. general

Word Practice: 1. A 2. B 3. C 4. B 5. C 6. C 7. D 8. B
9. A 10. C 11. A 12. B 13. A 14. C 15. B 16. D 17. A
18. C 19. D 20. A 21. D 22. B 23. C

Word Review #7: 1. C 2. D 3. B 4. A 5. D 6. C 7. C 8. C
9. D 10. B 11. C 12. A 13. D 14. B 15. D 16. B 17. C
18. D 19. A

Lessons 36–40 Travel**Lesson 36 General Travel**

Words in Context: 1. agent 2. valid 3. itinerary 4. delayed
5. prohibited 6. embarkation 7. board 8. depart
9. beverage 10. blanket 11. announcements 12. claims

Word Practice: 1. A 2. A 3. B 4. D 5. C 6. A 7. B 8. B
9. A 10. D 11. C 12. B 13. A 14. B 15. A 16. A 17. C
18. B 19. C 20. B 21. B 22. D 23. D

Lesson 37 Airlines

Words in Context: 1. deal with 2. expensive 3. substantial
4. economical 5. destination 6. system 7. prospective
8. situation 9. excursion 10. equivalent 11. extending
12. distinguishable

Word Practice: 1. D 2. C 3. C 4. C 5. B 6. A 7. B 8. A
9. B 10. D 11. A 12. C 13. D 14. D 15. B 16. B 17. C
18. B 19. D 20. B 21. D 22. A 23. C

Lesson 38 Trains

Words in Context: 1. relatively 2. punctual 3. fares
4. directories 5. comprehensive 6. remote 7. operate
8. remainder 9. duration 10. deluxe 11. offset 12. entitle

Word Practice: 1. C 2. A 3. B 4. D 5. A 6. B 7. D 8. C
9. A 10. C 11. A 12. A 13. B 14. C 15. B 16. D 17. A
18. A 19. C 20. B 21. D 22. A 23. D

Lesson 39 Hotels

Words in Context: 1. preclude 2. rates 3. reservations
4. advance 5. notify 6. confirm 7. quoted 8. service
9. expect 10. housekeeper 11. chains 12. check in

Word Practice: 1. C 2. B 3. A 4. D 5. C 6. A 7. A 8. B
9. D 10. C 11. B 12. D 13. C 14. A 15. B 16. A 17. C
18. D 19. D 20. B 21. A 22. C 23. C

Lesson 40 Car Rentals

Words in Context: 1. tempted 2. nervous 3. coincided
4. disappointment 5. busy 6. contacted 7. license
8. confusing 9. intended 10. optional 11. tier 12. thrill

Word Practice: 1. C 2. B 3. B 4. D 5. D 6. C 7. D 8. C
9. A 10. D 11. C 12. A 13. C 14. D 15. A 16. B 17. A
18. C 19. C 20. B 21. A 22. D 23. B

Word Review #8: 1. D 2. C 3. A 4. D 5. C 6. D 7. A 8. C
9. D 10. B 11. B 12. A 13. D 14. C 15. A 16. B 17. D
18. A 19. C

Lessons 41–45 Entertainment

Lesson 41 Movies

Words in Context: 1. continues 2. entertaining 3. disperse
4. influence 5. descriptions 6. represent 7. successive
8. range 9. combines 10. released 11. attain 12. separate

Word Practice: 1. A 2. C 3. A 4. D 5. A 6. A 7. B 8. C
9. A 10. A 11. C 12. A 13. B 14. D 15. B 16. D 17. C
18. D 19. C 20. B 21. B 22. A 23. D

Lesson 42 Theater

Words in Context: 1. created 2. elements 3. performance
4. occurs 5. approach 6. action 7. experiences 8. dialogue
9. rehearsal 10. audience 11. reviews 12. sell out

Word Practice: 1. A 2. B 3. C 4. B 5. A 6. D 7. D 8. D
9. B 10. B 11. A 12. D 13. C 14. A 15. B 16. A 17. C
18. B 19. B 20. A 21. D 22. C 23. D

Lesson 43 Music

Words in Context: 1. reason 2. available 3. category
4. taste 5. divided 6. broad 7. disparate 8. urge
9. instinctive 10. prefer 11. favorite 12. relax

Word Practice: 1. D 2. A 3. C 4. B 5. C 6. A 7. C 8. A
9. C 10. C 11. A 12. D 13. A 14. D 15. B 16. C 17. D
18. A 19. C 20. B 21. B 22. D 23. C

Lesson 44 Museums

Words in Context: 1. admire 2. spectrum 3. responded
4. expressing 5. significant 6. fashion 7. criticism
8. schedule 9. leisure 10. collected 11. specialize
12. acquire

Word Practice: 1. B 2. C 3. C 4. C 5. B 6. D 7. A 8. B
9. A 10. C 11. C 12. A 13. C 14. D 15. B 16. D 17. A
18. C 19. D 20. B 21. C 22. A 23. D

Lesson 45 Media

Words in Context: 1. subscribes 2. chooses 3. thoroughly
4. constitutes 5. disseminated 6. investigative
7. assignments 8. decisions 9. impact 10. links

11. constant 12. in-depth
Word Practice: 1. C 2. C 3. A 4. B 5. B 6. D 7. C 8. C
9. D 10. C 11. D 12. B 13. B 14. B 15. A 16. C 17. B
18. D 19. D 20. A 21. D 22. B 23. A

Word Review #9: 1. D 2. B 3. C 4. D 5. A 6. A 7. B 8. C
9. B 10. B 11. D 12. C 13. A 14. B 15. C 16. A 17. B
18. C 19. D

Lessons 46–50 Health

Lesson 46 Doctor's Office

Words in Context: 1. annually 2. effective 3. diagnosing
4. preventing 5. appointment 6. record 7. assessment
8. instruments 9. manage 10. recommend 11. refer
12. serious

Word Practice: 1. A 2. C 3. B 4. C 5. C 6. D 7. B 8. A
9. B 10. D 11. A 12. D 13. A 14. B 15. A 16. C 17. C
18. D 19. A 20. C 21. D 22. B 23. A

Lesson 47 Dentist's Office

Words in Context: 1. aware 2. catch up 3. regularly
4. encourage 5. habit 6. position 7. irritates 8. illuminates
9. overview 10. evident 11. restores 12. distraction

Word Practice: 1. B 2. C 3. A 4. A 5. A 6. C 7. B 8. C
9. D 10. D 11. C 12. A 13. B 14. C 15. B 16. B 17. C
18. C 19. D 20. A 21. D 22. B 23. C

Lesson 48 Health Insurance

Words in Context: 1. concerns 2. personnel 3. policy
4. portion 5. salary 6. allow 7. suitable 8. emphasize
9. alternatives 10. regardless 11. aspect 12. incurs

Word Practice: 1. A 2. C 3. C 4. D 5. D 6. B 7. A 8. B
9. D 10. A 11. C 12. C 13. B 14. D 15. B 16. C 17. A
18. C 19. B 20. A 21. B 22. B 23. D

Lesson 49 Hospitals

Words in Context: 1. mission 2. pertinent 3. results
4. authorization 5. identification 6. admitting 7. procedures
8. usually 9. escort 10. statement 11. permitted
12. designated

Word Practice: 1. D 2. C 3. A 4. D 5. A 6. C 7. A 8. C
9. B 10. B 11. A 12. B 13. D 14. C 15. A 16. D 17. B
18. B 19. A 20. C 21. C 22. A 23. B

Lesson 50 Pharmacy

Words in Context: 1. consulting 2. control 3. samples
4. volunteers 5. limit 6. convenient 7. factors 8. sense
9. interactions 10. monitor 11. potential 12. detection

Word Practice: 1. C 2. C 3. B 4. A 5. B 6. D 7. B 8. A
9. B 10. B 11. D 12. A 13. A 14. B 15. C 16. A 17. D
18. B 19. A 20. B 21. C 22. D 23. D

Word Review #10: 1. D 2. A 3. D 4. A 5. C 6. D 7. A
8. B 9. A 10. D 11. C 12. A 13. A 14. D 15. B 16. D
17. B 18. D 19. C

Appendix

Tapescript for the Listening Comprehension Exercises

LESSON 1

Part 1: Photo

Number 1. Look at the picture marked Number 1.

- (A) The signers are having a party.
- (B) The men are signing an agreement.
- (C) The provisions are in the cabinet.
- (D) The cancelled flight is on the tarmac.

Part 2: Question–Response

Number 2.

You were engaged when you bought the car, right?

- (A) Yes, it's in the cage by the cart.
- (B) No, my fiancé can't drive.
- (C) We bought the car in March.

Number 3.

Haven't you resolved that problem yet?

- (A) We're working on it.
- (B) We have both letters.
- (C) You have my assurance.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Do you think we will ever resolve our difficulties with the computer company? They keep charging us for extra services that they haven't provided.

[W] They've assured me several times that they will correct our bills, but they haven't done it yet.

[M] Last month they charged us for repair services that we never ordered. Maybe we should cancel their services now and find another provider.

[W] No, we signed an agreement to use their services for only a year. There's just two months left on that contract, then we can sign with a different company.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

The last provision in the contract states that if either party determines it is in his best interest to cancel the contract, he is obligated to inform the other immediately of his intention. If you both agree, we can specify that the canceling party must communicate his intent at least thirty days prior to cancellation. All the rest seems to be in order. I can have my assistant write up the agreement and have it ready for the two of you to sign at the end of the week.

LESSON 2

Part 1: Photo

Number 1. Look at the picture marked Number 1.

- (A) The clerk is competing with others.
- (B) The shoppers are comparing prices.
- (C) The man is not attracting a crowd.
- (D) The consumer is convincing the sales person.

Part 2: Question–Response

Number 2.

Aren't pop-up ads on the Internet just a fad?

- (A) No, they're here to stay.
- (B) I put up with a lot.
- (C) She's not fat.

Number 3.

Was the customer satisfied with our work?

- (A) Satisfaction is guaranteed.
- (B) Very.
- (C) I found a new customer today.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] With a new store opening across the street, we'll have to work harder to compete in our market. We need to attract more customers to our store and our products.

[M] Perhaps our ads could show some of our satisfied customers and have them talk about their experiences shopping with us. Ads like that are often persuasive.

[W] What an inspired idea. Let's get to work on it right away. I'll call a photographer to come over and shoot pictures of people shopping in our store.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

To attract new customers, we must first convince them that we offer something worthwhile. We need to inspire them to try our services, just once, so that they can make their own comparison. Their experience will persuade them that we are better than the competition. But what is it that we offer that makes us unique? What do you think we offer that the competition does not? We will discuss these questions during our workshop this afternoon, but our task doesn't stop there. When you go home tonight, I want each of you to think about how you can best promote our company's products, so that when you meet with our store clients you give us the best representation possible.

LESSON 3**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) They're considering purchasing the bag.
- (B) They're protecting their dog.
- (C) They're covering the carpet.
- (D) They're checking the expiration date.

Part 2: Question-Response

Number 2.

When does the warranty expire?

- (A) I always check the warranty.
- (B) Three years from date of purchase.
- (C) That's the implication.

Number 3.

What are the consequences of not registering your purchase?

- (A) If you don't register, you won't receive any recall notices.
- (B) Consequently, we quit the company.
- (C) Our company purchased more this year than last.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Your car comes with a basic one-year, thirty-thousand-mile warranty, but you might want to consider purchasing a two-year, sixty-thousand-mile extended warranty. Both guarantee full protection as long as you have the car serviced by an approved mechanic.

[W] What are the consequences if I choose not to use an approved mechanic?

[M] The terms of the warranty require you to choose a mechanic from our approved list in order to be covered.

[W] Then I'll use an approved mechanic for now, but I won't purchase the extended warranty. Then I can use my own mechanic when the basic warranty expires.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

We frequently receive items that are still under warranty, but we don't automatically repair them. Don't forget: a warranty is only valid if the product has been used according to the manufacturer's directions. Oftentimes a buyer will drop a machine or use it for something other than what it's intended for. Consequently, they're not covered. A common characteristic of this type of return is that it's cracked or smashed, or shows an unusual pattern of wear. Remember, we promise our customers that all our products will operate smoothly every time when handled according to the directions enclosed in each package. All defective products returned within thirty days of purchase will get a complete refund. Products returned after that time are sent to us for repair.

LESSON 4**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The managers are planning a strategy.
- (B) The president is dressing for dinner.
- (C) The primary shape is round.
- (D) The demonstrators are avoiding the meeting.

Part 2: Question–Response

Number 2.

Have you addressed the cost of infrastructure in your business plan?

- (A) Those costs are all factored in.
- (B) No, we can't dress so casually.
- (C) These structures are higher than we had planned.

Number 3.

In what ways has the restaurant grown or developed?

- (A) Its own vegetables in the back gardens.
- (B) It's now a national chain.
- (C) It is taller and stronger.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] Alexa is developing a business plan. I told her you might be able to help her with the market research.

[M] I'd be happy to offer to help with that. I'm very proud of her. Going into business for yourself can be risky but very rewarding.

[W] I know she is very serious about careful planning to avoid making obvious mistakes.

[M] Yes, she has the right approach. The most important strategy for success is to start with a sound business plan.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Now let's turn to page seventeen of the business plan. This section addresses our strategy for long-term development of the company. In order to minimize risk over the long haul, we hope to grow only as quickly as the company can support. In other words, we want to avoid more borrowing so that the primary funding for growth comes from profits. We believe that this is the best way to develop a strong company that will not be seriously harmed by temporary downturns in the market. On page eighteen you will see our evaluation method outlined. The first phase of the evaluation of our business plan is set to begin early next year.

LESSON 5**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The attendees are registering at the desk.
- (B) The organizers are selecting a podium.
- (C) The banquet room is overcrowded.
- (D) The participants are attending a session.

Part 2: Question–Response**Number 2.**

How many will attend the conference?

- (A) On Thursday.
- (B) At least one hundred folks.
- (C) We've made the arrangements.

Number 3.

Was the room overcrowded?

- (A) No, the crowd waited.
- (B) That, and hot, too.
- (C) The room was number two hundred twelve.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Has the committee selected a site for our conference next year?

[W] Not yet. It's difficult to find a site that can accommodate a group of our size. We don't want our sessions to be overcrowded.

[M] That's true. And if our projections are correct, we can expect around 500 people to attend. But we need to have a site selected by the end of next month.

[W] We have some possibilities in mind. We'll know soon if any of them will work out.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

All conference facilities need to provide reasonable accommodation for people with disabilities. Disabled individuals need to be able to take part in every session that is being offered. In case a session is held in an off-site location, we are not responsible for providing accommodation. But for any event held at our facility, we need to make the necessary arrangements for disabled participants. Most areas of our facility are handicapped accessible, but in some situations we need to make further accommodations. For example, conference planners are asked to get in touch with us ahead of time if any attendees will require special interpreters for the hearing impaired. To facilitate this, conference planners usually ask attendees to request interpreters at the time that they register for the conference.

LESSON 6**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The computers are in the display window.
- (B) The duplicate photos are on the table.
- (C) The computers are shut down.
- (D) The programs are deleted.

Part 2: Question–Response**Number 2.**

Have you shut down your computer yet?

- (A) It's still on.
- (B) I just got my computer last week.
- (C) Here's the showdown.

Number 3.

Do you want to duplicate it, or delete it?

- (A) Oh, I definitely need a copy.
- (B) I'll do it double time.
- (C) Deleted files go into the recycle bin.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I can't figure this out. When I tried to access my e-mail program, the monitor went black.

[W] It sounds like there's a problem with the display.

[M] Let me shut down the computer and then try one more time.

[W] If that fails to work, you should call in a repairperson right away. You shouldn't ignore a problem like this.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

I strongly urge you to read the manual before attempting to run this software program. You may be tempted to ignore this advice. But I'm warning you all: it is not likely that you will be able to figure out this program on your own. This is especially important for owners of our competitors' products that aren't compatible with this program. Your computer could crash or shut down without warning. In fact, when you start working with this program, make sure you have duplicate files so, in case of system failure, you will not lose your work. Remember, if your system fails, all your files could be deleted. But if you have duplicated the files onto a CD, you will have no trouble accessing them when you need them.

LESSON 7**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) He's using the computer keyboard.
- (B) He's reducing the size of his office.
- (C) He's stocking the supplies.
- (D) He's signing his initials on his desk.

Part 2: Question–Response

Number 2.

Do you think we can afford the additional support?

- (A) Office morale seems fine.
- (B) It's already in the budget.
- (C) They're in stock.

Number 3.

Who's in charge of the fax machine?

- (A) It has twice the capacity.
- (B) The warranty has expired.
- (C) The office manager stays on top of it.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] As part of the company's cost-saving initiative, we must have approval on all new purchases.

[W] Who will be in charge of approvals?

[M] Each of the department heads has been asked to stay on top of purchases. All purchase orders will have to be signed by one of them.

[W] Well, that's annoying. I just can't see it as a good idea. It adds one more step to the ordering process and could cause delays.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

We have had a few problems with ordering these units on an as-needed basis. The first problem is that nobody seems to take the initiative to place the order with the provider. That's because when they're ordering just one recorder, they feel it isn't worth their time. So even though their need is recurring, they don't feel that the effort is justified. Here's where a more aggressive provider could help us out, by anticipating our needs and staying on top of them. In fact, I have looked into the matter and discovered a provider that could meet this need. It's the John Able and Sons Company. I don't know if any of you are familiar with them. Their products are quite affordable. I suggest we look into making our orders from this company in the future.

LESSON 8**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The crew is cleaning the glass.
- (B) The workers are not dressed casually.
- (C) The golfers are practicing their game.
- (D) The waiters are bringing in food.

Part 2: Question–Response**Number 2.**

Can young workers really appreciate what it meant to publish a book before computers were around?

- (A) They are thankful.
- (B) Our youngest employee is a published author.
- (C) Of course they can't.

Number 3.

What is silicon made of?

- (A) The sale is still on.
- (B) We're out of intercoms.
- (C) Sand.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I appreciate the fact that you have taken time out of your schedule to come and talk to me.

[W] I want to make sure that you understand the practices of the company.

[M] It seems difficult for other employees to give me a verbal explanation of the practices, although they definitely are familiar with them.

[W] Everything is outlined in writing in the Employee Handbook. You can look through that later to reinforce what we will talk about today.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

This training is designed to reinforce and strengthen your current computer skills. We really don't have the time to introduce these programs from the start, and we'll only have limited time for practice today. What we want to do is verbally cover the main functions of the program and make sure that you're all exposed to some of the features of the newer version. So, at least you'll get a glimpse of what the newer version of the program has to offer. OK, let's get started. I promised to finish before noon, when lunch will be served for everyone in the board room.

LESSON 9**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The calculators are stored in the closet.
- (B) The computers are linked by a network.
- (C) The technician is replacing a part.
- (D) The worker is reading the software manual.

Part 2: Question–Response**Number 2.**

How long will it take to replace the hard drive?

- (A) Hard drives are expensive.
- (B) Our technicians have the skills, don't worry.
- (C) A few hours.

Number 3.

Can you understand the technical section?

- (A) That's good advice, thanks.
- (B) I hope so—I'm the technician.
- (C) On page thirteen.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] Unfortunately, I don't have the skills to retrieve this file, and I really need it. I was counting on using it to complete my project proposal.

[M] Maybe I can help you out. I'm new at this too, but I do know a few things. Are your files stored on the network?

[W] No, they're stored on the company ftp site.

[M] Yes, there's a special process you have to use, but I'm not sure I can figure it out. You'd better ask someone in the IT department to help you.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Downloading software is a simple process. You can download a file from a remote server, or you can simply download it from the company network. Once you've done it, you'll see how easy the process is. It really takes no technical skills and, indeed, everyday folks do it every day. Today we are going to practice downloading software from a web site. To facilitate the process, I have outlined the steps here on this chart. If you get lost, just look up here and follow the steps. Technically speaking, this is a very simple process. Now, you all have your computers turned on and connected to the Internet, right? Then the next thing you'll do is type in the following web address.

LESSON 10**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) He's assembling a car.
- (B) He's folding the newspaper in half.
- (C) He's reviewing his correspondence.
- (D) He's petitioning for a raise.

Part 2: Question–Response

Number 2.

Did you send the letter by registered mail?

- (A) Registration fees are paid in advance.
- (B) Yes, and I sent it express.
- (C) Nobody revised it.

Number 3.

Have you ever worked in assembly before?

- (A) The workers assembled outside.
- (B) I worked in layout and design.
- (C) I used to assemble electronic cards.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I have the documents for tomorrow's meeting all ready. I proofed them last night and copied them this morning. Now all I need is your help in assembling them.

[W] You should have asked me beforehand. I'm too busy to do it now.

[M] I mentioned to you that I would need your help today. These have to be finished before the end of the afternoon.

[W] I'm sorry, but I don't remember your mentioning it. Why don't you ask my assistant to help you with the folding and stapling?

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Tired of waiting in line? Try our new express, self-service Courier Center. You can purchase stamps, weigh parcels, look up ZIP codes, even send registered mail. The Courier Center is located in the lobby at the Fourth Street entrance. It's open from six A.M. until eight P.M. daily. Closed Sunday. Postal staff are always on hand to show you how to use the services. Mention this announcement to them and receive a free city-wide ZIP code directory.

LESSON 11**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The job profile is posted on the board.
- (B) The qualifications are listed on the wall.
- (C) The harvest this season is abundant.
- (D) The candidate is checking the job listings in the newspaper.

Part 2: Question-Response**Number 2.**

Which candidate mentioned her father's fish boat?

- (A) The first one.
- (B) She fishes for a living.
- (C) Her father sells oats.

Number 3.

What recent accomplishment are you most proud of?

- (A) I need to resend this package.
- (B) I won the employee-of-the-month award in May.
- (C) I found it most time-consuming.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Have you come up with any ideas for finishing your job search?

[W] It's been very time-consuming and draining, but I think it's finally coming to an end. And it's about time, too. I've been at this for five months now.

[M] Does this mean that you've found the job that's the perfect match?

[W] Maybe. I'm very hopeful about a position I interviewed for yesterday. I know I have all the qualifications.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Candidates are asked to submit a current résumé and letter of interest. Your résumé should list your qualifications for the job you are applying for. It should also list specific accomplishments in past jobs or in school. Your letter of interest should also outline your long-term career goals. If you bring together a picture of your past, your current goals, and your future, your profile will be more cohesive to our hirers. We are currently recruiting for entry-level positions in our accounting department. Salaries are competitive and commensurate with experience.

LESSON 12**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The applicant is called in for an interview.
- (B) The expert is putting on his coat.
- (C) The sick cat is hiding its weakness.
- (D) The room is ready for a party.

Part 2: Question-Response**Number 2.**

Can I mail in this application?

- (A) Yes, the address is on the last page.
- (B) It's not applicable.
- (C) It doesn't apply here.

Number 3.

Are you ready for the written test?

- (A) The test is administered by computer.
- (B) My score was sent in the mail.
- (C) Not quite, I don't have a pencil.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] Do you remember the first time I applied for a job? I had absolutely no confidence in myself.

[M] And look where you are now—a widely respected expert in the field of computer networks.

[W] Isn't it interesting how we change and grow. I was hesitant to go on my first job interview because I didn't think I could present myself well. I was sure no one would hire me.

[M] And now you're asked to speak at conferences all over the country. In fact, I'd like to ask you to help me out with planning a workshop I have to give next week.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Thank you for calling the Salvo Human Resources Department Job Hotline.

Salvo is currently looking to hire people with a background in Asian Languages as well as software design. To hear about this special opportunity, press one. To listen to job descriptions for all of our current job openings, press two. To request an application, press three. To follow up on your application status, press four. To learn the location of a Salvo Employment Presentation in a city near you, press five. Please have a pen and paper by the phone and be ready to record the relevant information.

LESSON 13**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The conductor is signaling the train.
- (B) The trainer is conducting a session.
- (C) The applicant is setting up an interview.
- (D) The employees are rejecting the contract.

Part 2: Question–Response

Number 2.

You don't think this will generate a lot of extra paperwork, do you?

- (A) No. In fact, I think it will reduce paperwork.
- (B) Yes, the papers have arrived.
- (C) I already turned on the generator.

Number 3.

Do you think that Lena looks up to Virginia?

- (A) Lena's application was rejected.
- (B) Virginia was her mentor, so it's natural that she would.
- (C) The team will update us on Thursday.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] How has the week of training gone so far? I've been concerned that the group is too big.

[W] We do have a large group of trainees, but we've been able to stay on track and get a lot accomplished.

[M] Everyone is commenting on the amount of excitement that your program has generated.

[W] Yes, we're quite pleased with our success so far. Well, I have to get going. I need to set up the meeting room for this afternoon's session. See you later.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Welcome to our first annual mentors training program. You have been selected by your coworkers for this program because they look up to you. And that's an honor. So congratulations to all of you for being here. Today we're going to start by generating a list of characteristics that make a successful mentor. I'd like you all to take a few minutes to think back to a mentor you've known or worked with. What made that person a good mentor? In order to stay on track with our schedule, we'll take no more than five minutes for this first activity. So, please begin listing your ideas now, and when I say stop it will be time to share with the group.

LESSON 14**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The woman is raising her salary.
- (B) The workers are negotiating their pay.
- (C) The retiree is being honored.
- (D) The lunch hour is flexible.

Part 2: Question–Response**Number 2.**

Who is eligible to participate in the retirement plan?

- (A) She has already retired.
- (B) Employees who've been with us for at least three months.
- (C) You need to be aware of these benefits.

Number 3.

When will I get a raise?

- (A) Your first salary review will be in six months.
- (B) Lift it a little bit higher, please.
- (C) Usually four to six percent of your current salary.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] We can't seem to make ends meet with my hourly wage.

[W] I think it's time for you to ask for a raise.

[M] I don't want to ask for too much compensation. I'm getting health insurance, after all, and I've only been working there for six months.

[W] But, you've been working hard. You should get regular wage increases. You deserve it. You deserve paid vacation and life insurance, too.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Please open your Employee Handbook to page seven. This section deals with your salary and salary increases. You will have an annual salary review. The average raise is 4.2 percent a year, just above the cost of living. Also, be aware that not all employees get a raise. Compensation is based solely on performance and your contribution to the company, and, sure enough, each year we find that some employees are not eligible for a raise. We have a clearly outlined review process in place, which your supervisor will go over with you. Let's take a look at benefits. Each employee gets ten days of paid vacation a year in addition to major national holidays. You also get five days of sick leave annually.

LESSON 15**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The librarian is dedicating her novel to her boss.
- (B) The promoter is putting away a book.
- (C) The employee is receiving a book as an award.
- (D) The manager is recognizing his old workers.

Part 2: Question–Response**Number 2.**

Has she proven her loyalty?

- (A) She's been with us for forty-seven years.
- (B) Loyalty deserves praise.
- (C) No, she hasn't completed it.

Number 3.

Where is the dedication ceremony going to be held?

- (A) The ceremony was full of fanfare.
- (B) Nobody questions her dedication.
- (C) At the flag pole, in the parking lot.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I'm looking forward to the awards ceremony tonight.

[W] So am I. I hope Darrell finally gets some recognition for all the work that he has done.

[M] He certainly has been very productive in the last few months.

[W] He has always been a hard worker. His dedication to his job is impressive, and he is certainly one of the company's most loyal employees.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Everyone enjoys receiving recognition for the work that they do. Today, we will honor two employees who have been working for the company ever since we opened our doors in 1985. Their loyalty to the company is an honor for us. No value can be placed on these employees; they are priceless to us. Since they began working with us, they have been promoted to ever higher positions, not because of their connections or degrees, but because of the contributions they have made to the company. In other words, they have been promoted for their merit. These high achievers are a credit to our company, and I am very pleased to be able to honor them here tonight. Mr. Louis Boitano and Ms. Gina Minot, please come up to the front to receive your awards.

LESSON 16**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) They're putting the merchandise on the shelves.
- (B) They're pushing their cart to the check-out.
- (C) They're examining the items for sale.
- (D) They're behaving in an unusual way.

Part 2: Question–Response

Number 2.

I'll go wait in the checkout line.

- (A) Check this out, it's really fancy.
- (B) I'll be there in a minute.
- (C) You always find good bargains.

Number 3.

Which items are you returning?

- (A) The computer itemizes them.
- (B) All of them.
- (C) I'll come back.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] In my psychology class we're studying consumer behavior. I've just spent three weeks watching what people buy.

[W] I'm sure you found that people hunt for bargains to save money. Economics is what drives people.

[M] Actually, shoppers report that they buy the brands they know best and feel most comfortable with, regardless of price.

[W] Well, now, that's interesting. I suppose all that marketing of brand names is really worthwhile for the manufacturers.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Attention shoppers. If you're looking for a true bargain, visit aisle seven for our sale on winter boots. All footwear is marked ten to forty percent off, this week only. At these prices, items won't last long, so hurry and save now. While you're at it, why not explore our other winter merchandise? We have coats scarves, hats, and lots of other items to keep you toasty warm and comfortable during the chilly winter weather. When you're in the checkout aisle, don't forget to ask for a frequent shopper card. Every time you visit the store and make a purchase, your card is marked. After ten visits, you will be eligible for a free gift! This is our way of saying, "Thank you for shopping with us."

LESSON 17**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) She's obtaining supplies from the cabinet.
- (B) She's polishing her desk smoothly.
- (C) She's using office stationery for her correspondence.
- (D) She's buying quality toys.

Part 2: Question–Response**Number 2.**

Is an order form essential?

- (A) The essence is in there.
- (B) You can order twenty-four hours a day.
- (C) It's a prerequisite for all orders.

Number 3.

What is the function of this stamp?

- (A) You need to obtain a signature.
- (B) We need a one-dollar stamp.
- (C) It shows that the order has been received.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Do you know of a wholesale source for glassware?

[W] As a matter of fact, I know of a supplier who sells better-quality wine glasses. It's a new enterprise called Crystal Company.

[M] I'm actually looking for a diverse range of glassware, but I can check their web site to find out about their product line.

[W] That's a good idea. Phone me to let me know what you find out. I'll be out the rest of today, but we can talk over the weekend.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

As you all know, we had a little slip up in our order with Margatel last week. Now, Margatel is one of our biggest clients. They order more than fifty thousand dollars worth of stationery alone each year. It is essential that we maintain a smooth relationship with Margatel, or some of us may end up out on the street. So let's see if we can find the source of this mix-up, and then we'll go about setting it straight. First, according to our records, Carla, you took the order on January nineteenth for forty boxes of business envelopes and thirty boxes of manila envelopes. Is this correct? And the order was supposed to be shipped out on the twenty-first.

LESSON 18**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The goods are scanned in the catalog.
- (B) The supplies are being counted by hand.
- (C) The trucks are loading at the shipping dock.
- (D) The carriers are using bicycles for deliveries.

Part 2: Question–Response**Number 2.**

Are these numbers accurate?

- (A) They've been checked and double-checked.
- (B) The numbers were written down.
- (C) The spillage was minimal.

Number 3.

How many items are listed in the catalog?

- (A) About three hundred fifty.
- (B) It is sufficiently clear.
- (C) To fulfill customer's wishes.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] We are completely out of packing supplies and cannot prepare anymore boxes today.

[W] It's your job to make certain that you have enough packing materials to fulfill orders. Remember, those boxes have to be addressed and shipped out before the end of the week.

[M] I thought we had enough boxes on hand, but I was wrong. Anyhow, I can pick up some more tomorrow.

[W] As long as they're ready to send by Friday.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

A quick review of our catalog shows the variety and quality of the merchandise we carry, but it does nothing to draw attention to our competitive pricing. Competitive pricing is integral to our success. Customers want to minimize costs and maximize value. Remember our motto: we supply the best, you pay the least. In the future, our catalogs will reflect this motto by comparing our prices with those of our competitors. For selected items throughout the catalog, we will show the prices charged by competitors for the same or similar items. Some people may question this information, but it is guaranteed to be as accurate as possible. We will rely on careful research to obtain the pricing information we publish. Remember, honesty is the best policy. This information on competitors' pricing will first appear in next winter's catalog, available in January.

LESSON 19**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) She's looking over the orders.
- (B) She's talking to the customers.
- (C) She's ordering more paper by phone.
- (D) She's asking a clerk for a discount.

Part 2: Question-Response

Number 2.

Why were there so many mistakes in yesterday's orders?

- (A) We had two temps working here.
- (B) Seven mistakes.
- (C) Because we improved our system.

Number 3.

How much was the discount?

- (A) I've compiled the data.
- (B) They placed the order.
- (C) Fifteen percent.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I've compiled a list of office supplies we need to order immediately. The order should go out as soon as possible as these are essential items.

[W] Don't worry. I'll deal with it promptly.

[M] Please check the supply room before you send out the order, just to be sure I didn't make any mistakes. And when you receive the invoice, check it over carefully to make sure all the charges are accurate.

[W] Relax. I'll take care of everything efficiently. I'll check the supply closet today and send the order out first thing tomorrow, and I'll make sure all the charges on the invoice are right.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

According to the terms of payment, a customer is eligible for a discount only if the entire invoice is paid upon completion of service. Up-front payment is much more efficient because we don't have to bill the customer. Also, as soon as we receive payment, it becomes capital. We estimate that up-front payments save us about fifteen percent for each project. This is a significant amount of money for the company. Therefore, it is greatly to our advantage to encourage up-front payment as much as we possibly can.

LESSON 20**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) He's verifying the number of items in stock.
- (B) He's adjusting the height of the ladder.
- (C) He's disturbing the order of the shelves.
- (D) He's scanning the goods by computer.

Part 2: Question–Response**Number 2.**

Shall we set it to be done automatically, or shall we do them all by hand?

- (A) Automatically.
- (B) They were hand delivered.
- (C) Set it on the counter, please.

Number 3.

Would you be able to verify these facts?

- (A) It's a fair price.
- (B) No, the fax was only three pages.
- (C) I got them all from the newspaper article.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Even though the computer says we have five of these bedspreads left, I'd like you to go to the stockroom and verify that for me.

[W] If the computer says we have five, why would there be any discrepancy?

[M] Sometimes there are adjustments to the inventory. I don't want to tell this customer that we have a bedspread if we are out of stock.

[W] All right. I'll check the stockroom myself and let you know right away.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

We verify the computer's count with a physical inventory every year in January. It's a tedious process, but it's crucial to keeping our records straight. Even the physical counting leaves us with some discrepancies, but we feel that it more closely reflects our numbers. The physical count also puts us two steps closer to figuring out any huge discrepancies. Remember, in the long run any discrepancy is a liability. So, although we have to close everything down and stop running the business for the three days that it takes to complete the inventory, it is well worth the effort that it takes.

LESSON 21**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) She's balancing a cup on his head.
- (B) She's accepting a gift from him.
- (C) She's borrowing money from a friend.
- (D) She's going to make a transaction at an ATM.

Part 2: Question–Response**Number 2.**

How much money did you take out of your bank account?

- (A) I took out only 100 dollars.
- (B) That accountant charges a lot for his services.
- (C) Yes, I took the money to the bank.

Number 3.

What do you want to borrow so much money for?

- (A) It didn't cost so much money.
- (B) I earned all that money myself.
- (C) I want to buy a car.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] Since you have an account with this bank, all we require in order to cash your check is a photo ID. Your driver's license would do.

[M] I've lost my driver's license, but my signature is on file. Is that enough?

[W] I'm sorry, but we have to be cautious. We can only accept a photo ID for transactions like this. You could, however, deposit the check in your account. It would take just seven business days to clear, then the funds would be available to you.

[M] All right, then, I'll do that. Then I'll go downtown and get a new driver's license.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

To qualify for a mortgage, you have to be able to make a down payment of ten percent. You also have to show that you have been at your current job for at least one year and at your current address for three or more years. It's also a good idea to have some extra money in a savings account. Your account balance should be equivalent to about three months of your normal take-home salary. All these things assure the lender that you will be able to make your monthly mortgage payments.

LESSON 22**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The auditor is looking over the books.
- (B) Snow is accumulating on the ground.
- (C) The employee turnover is high.
- (D) She is meeting her clients in her office.

Part 2: Question–Response

Number 2.

Do you have any outstanding debts?

- (A) Yes, I understand all about debts.
- (B) Yes, I still owe money on my car.
- (C) Yes, he's a very upstanding citizen.

Number 3.

What assets do you have?

- (A) I own my house and I have some money in the bank.
- (B) I felt quite upset by the news.
- (C) I don't have an assistant.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] I have a one o'clock appointment with a client today. I should be back at the office before five.

[M] Is this the client you are trying to save from all his debt?

[W] That's the one! How he accumulated so much debt, I'll never understand. I've worked out a budget for him for the coming year and plan to present it to him this afternoon.

[M] Good luck! I know you've put a good deal of work into that, and I hope your client finds it acceptable.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

The most important factor in making your accounting firm profitable is to build up a solid list of clients. You want your clients to continue bringing their accounting business to you year after year and to avoid the problem of client turnover. Also, keep in mind that charging higher fees does not mean that you will make more money. If your clients feel that your fees are fair, they will recommend your services to their friends and colleagues. Finally, never forget what your most valuable asset is. It's easy to spend money on office equipment and rental fees for your space, but these are not the things that attract clients. It is important to make sure you have a team of excellent accountants on your staff. A qualified staff is the most valuable asset any accounting firm can have.

LESSON 23**Part 1: Photo**

Number 1. Look at the picture marked Number 1.

- (A) The brokers are bidding aggressively.
- (B) He's returning the products to the storeroom.
- (C) The supplies are out of stock.
- (D) He's making a phone call.

Part 2: Question–Response**Number 2.**

Who can give me advice about my portfolio?

- (A) My stockbroker can help you with your investments.
- (B) It's a very nice portfolio.
- (C) I think you made a wise choice.

Number 3.

Will I get a good return on this investment?

- (A) Please return it to me when you've finished.
- (B) I'm sorry, we don't accept returns.
- (C) You should earn at least a fifteen percent return.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] In order to minimize risk, investors should maintain a diverse portfolio by putting their money in various industry investments.

[W] You mean we should invest in natural resources as well as in manufacturing industries?

[M] Perhaps. Unless you are very aggressive, you don't want to put all your eggs in one basket. In fact, I have made close to a million dollars in the past ten years by following the strategy of maintaining a diverse portfolio.

[W] That's quite impressive. You know, I was thinking of pulling all my money out of the stock market, but now I think I'll stay in and follow your advice.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Have you thought about how you will fund your children's college education? Don't wait until they are in high school. The time to begin saving is when your children are still small. A good way to start is by investing some of your income in the stock market. You will get a good return on your money there. The best strategy is to commit a certain amount of your monthly income to your stock investments. Even after just two or three years, you should start to see your investment grow. By the time your children are ready for college, you'll be ready to pay for it.

LESSON 24**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) She's filling out a form.
- (B) She's preparing dinner.
- (C) She's filing her nails.
- (D) She's calculating the total.

Part 2: Question–Response**Number 2.**

How much do I owe?

- (A) About 125 dollars.
- (B) I own two cars.
- (C) I paid what I owed.

Number 3.

When do I have to file my income taxes?

- (A) It's only about a mile from here.
- (B) We received an incoming fax.
- (C) The deadline is April 15th.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I'm no good with numbers, so my spouse usually files our taxes. She does all the calculations and fills out the forms.

[W] You're lucky, then. I usually have to pay an accountant to prepare my taxes, and even then I sometimes miss the deadline.

[M] I did that once. Last year was the one time I filed our taxes, but I did it two months after the deadline and had to pay a huge penalty.

[W] Yes, the penalty is ten percent of what you owe, isn't it? I guess that's why your spouse is the one who usually files your taxes.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

You will be getting a refund check of four hundred sixty dollars, and you can expect to receive it in eight to ten weeks. While I know that it's nice to get a refund check, I always tell my clients that it's better for your finances to avoid overpaying taxes in the first place. If you'd like, I can do some calculations which will show exactly how much you should ask your employer to withhold from your check in the future, and I'd only charge a small fee for this service.

LESSON 25**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) This orchard yields a lot of fruit.
- (B) The weather reporter is making a forecast.
- (C) The crew is making the drive level.
- (D) The arrow hit its target.

Part 2: Question–Response

Number 2.

What is our projected income for next year?

- (A) We expect several projects to come in.
- (B) It can't be protected.
- (C) It'll probably be slightly higher than this year.

Number 3.

Is this an accurate translation of the statement?

- (A) Yes, the translator did an excellent job.
- (B) No, we don't need eight translators.
- (C) The transportation in this area is not adequate.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] I'm developing a projected financial statement for my business. I'll use it to see what kind of profits I can expect to yield this year.

[M] That's great. It'll also help you forecast periods where you might have financial problems.

[W] Yes. I'm sure it will be worth the effort for several reasons. I hope to have it finished soon—by the end of this week, in fact.

[M] I'm sure you'll have no problem with that. If you like, I can look over the details when it's finished and check your calculations and make any necessary corrections.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Many small businesses fail because of poor financial advice. Remember, a small business is no different from a large company in that financial planning is the key to success. Therefore, creating a projected financial statement is the first and most important step one should take when starting up a small business. It is realistic to expect your small business to become profitable during its first five years, but typically not during the first year. With this in mind, you can set reasonable targets and project expenses for the first year or two of your business. This will help you know what funds you need to raise in order to get and keep your business going.

LESSON 26**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) They're scrutinizing the drawings.
- (B) They're moving up the ladder.
- (C) They're concentrating on the pathway.
- (D) They're working in the street.

Part 2: Question–Response**Number 2.**

Where is your new office?

- (A) It's adjacent to the lobby.
- (B) I moved up to a new position.
- (C) I'm open to it.

Number 3.

Is your boss open to new ideas?

- (A) Yes, I like to keep the window open.
- (B) Yes, it opens early every day.
- (C) Yes, she always listens to my proposals.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I hear the remodeling of the office lobby will start soon. I hope the new lobby ends up more conducive to conversation than our current lobby is.

[W] I've spent a lot of time scrutinizing the plans for the new lobby, and I'm quite pleased. I think it will be everything you hope for.

[M] Good. And I hope the remodeling work doesn't take too long. I am afraid it will be disruptive to our business.

[W] It shouldn't take more than a few weeks. It will be finished by the middle of next month.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

The design of an office can contribute a great deal to employee productivity. It is important to plan your office space so that it is conducive to collaboration, yet at the same time allows staff members to concentrate on their work. Many companies opt for a design that includes several smaller offices adjacent to a lobby rather than one large one, as they find the level of activity in an open office is often disruptive to work. At the same time, it is also important to include at least one larger work room so that staff members can work collaboratively. Such spaces would be used for meetings, team work on projects, and the like.

LESSON 27**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The periodicals are on the stand.
- (B) The cars are going ahead.
- (C) The waste basket is under the table.
- (D) The meeting is adhering to an agenda.

Part 2: Question–Response**Number 2.**

Do your staff members meet periodically?

- (A) They read several newspapers and magazines.
- (B) I haven't seen him for quite a long period.
- (C) We have a meeting every Friday.

Number 3.

How did the meeting go?

- (A) It was right after lunch.
- (B) It was in the boardroom.
- (C) It was a real waste of time.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] That meeting was such a waste of time.

[W] You're right. It was too lengthy, and we didn't accomplish anything.

[M] We were in there for three hours, and no one even brought up the most important matters on the agenda. Next time there's one of these meetings, remind me not to attend it.

[W] I'm with you. I don't plan to go to another one of these meetings, either.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

In order to keep everyone from feeling that this meeting is a waste of time, I've developed the following guidelines. Please adhere to them. One: Please discuss only the items on the agenda. This is not the time to bring up irrelevant or personal matters. Two: Please do not make unnecessarily lengthy speeches. Make your point as quickly and clearly as possible. Three: My goal is to conclude this meeting by four thirty. We will be able to do this if we all follow the guidelines. Thank you for your cooperation.

LESSON 28**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) She's trying on a new garment.
- (B) She's taking back damaged goods to the store.
- (C) She's inspecting the products for defects.
- (D) She's throwing out her uniform.

Part 2: Question-Response

Number 2.

Which brand is better?

- (A) I love the music that band plays.
- (B) Most of our customers prefer this one.
- (C) No, I don't understand this letter.

Number 3.

Is this coat water repellent?

- (A) Yes, this water tastes excellent.
- (B) Yes, it will keep you very dry.
- (C) Yes, you can wash it with soap and water.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] What does the company do with garments that have defects in them?

[W] If the defects aren't too bad, we change the brand name and sell them in discount stores. You can find our skirts all over the country under different names.

[M] That's certainly more profitable than throwing them away. Do many of your garments end up that way?

[W] We find that about fifteen percent of them end up with defects. We sell our skirts at all the better women's clothing stores, so they have to conform to high standards.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

We assure you that all our products go through strict quality control. All defective products are thrown out before they leave the factory. You can be sure that all our products that reach the store have been thoroughly inspected to make sure they conform to our high quality standards. If for any reason, however, you perceive a defect in one of our products or are not completely satisfied with it for any reason at all, you can take it back to the store for a one hundred percent refund, no questions asked.

LESSON 29**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) She's ascertaining the time of the flight.
- (B) She's examining the contents of the test tube.
- (C) She's experimenting with a new way home.
- (D) She's solving a crossword puzzle.

Part 2: Question–Response**Number 2.**

How long have you worked as a supervisor?

- (A) I like it very much.
- (B) He doesn't have an advisor.
- (C) For almost a decade.

Number 3.

What kind of responsibilities does Jim have at his new job?

- (A) He supervises the entire department.
- (B) He's a fairly responsive person.
- (C) He's responding very well.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] We need to examine the data for our Binky doll sales before we decide how to modify it.

[M] Several companies have successfully experimented with modifications such as bright colors and noisemakers.

[W] Consumers today are anxious about inflation so our next modification should be to make the doll cheaper. I think if we lower the price by fifteen percent, we can increase sales by thirty percent or more.

[M] Maybe so, but you can't just assume those figures. You need to do some systematic price and sales research first.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

This product has been on the market for over two decades, and it continues to sell well. Researchers aren't sure of the reason for this. They have examined hundreds of pages of market data but haven't ascertained an exact reason for the product's popularity. Is it the low price or the wide availability? Perhaps it is the consumers' familiarity with it. Researchers don't know which factors are responsible, but consumers continue to buy the product as it enters its twenty-second year on the market. In fact, it is the most popular product of its kind for teenagers, and far outsells similar products aimed at men, women, and children.

LESSON 30**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The woman is apprehensive about signing the lease.
- (B) The couple is due to arrive any minute.
- (C) The man is trying to get out of the building.
- (D) The occupancy rate for this room is 450.

Part 2: Question–Response**Number 2.**

Who are the occupants on the second floor?

- (A) They'll take occupancy next week.
- (B) Two lawyer's offices.
- (C) No, we only occupy the first floor.

Number 3.

Is the building in good condition?

- (A) Yes, the landlord keeps it in good repair.
- (B) Yes, it's near all the bus routes.
- (C) Yes, all the tenants are very nice.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I understand that we may be able to get out of this unfortunate circumstance.

[W] Yes, under certain conditions a clause in your contract may not be valid.

[M] I'll pay you whatever it takes to get us out of this legally. I don't want to be subjected to any lawsuit.

[W] You don't need to be apprehensive about that. Due to the poorly written clause, you have the option to get out of the contract if you decide to do so by the end of the month.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Before you sign a lease on a space for your business, make sure you have chosen the best location. Look for the indicators of a neighborhood that is good for business. Are there other, successful businesses occupying spaces nearby? Is there access to public transportation? Is the area attractive to customers and clients? If the conditions don't look right for your business, look into other options. Don't lock yourself into a long-term lease on a space that isn't right for you. Once you have found the best space for your business, then you can look at signing a long-term lease. Rental rates often fluctuate. If you sign a lease for five years, then you are guaranteed a rent you can afford.

LESSON 31**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) They're relying on the waiter's suggestions.
- (B) They're guiding the man through the mall.
- (C) They're arriving at an empty restaurant.
- (D) They're securing the cloth to the table.

Part 2: Question–Response

Number 2.

How can I secure reservations at such a popular restaurant?

- (A) Call early in the day.
- (B) You can feel secure at that restaurant.
- (C) I can recommend a popular restaurant.

Number 3.

How can I choose a good restaurant?

- (A) Look in the restaurant guide.
- (B) I never refuse food at a restaurant.
- (C) Yes, it's a very good restaurant.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] The woman who writes the weekly restaurant reviews for the local newspaper has published a guide to local restaurants.

[M] That won't be too helpful. I don't think the same food appeals to her as appeals to me.

[W] I know what you mean. There's a lot of subjectivity in reviewing restaurants.

[M] Yes, I usually don't bother reading the reviews. I often eat out on weekends, but I rely on my coworkers to suggest good places to eat. They're familiar with a lot of the restaurants in the city.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Good afternoon. I am calling from the Patio Terrace Restaurant about your request for a reservation. I have secured a reservation for you at 8:30 P.M. tomorrow evening. Please arrive on time. We have a bar where you can enjoy appetizers and mixed drinks before dinner. If that idea appeals to you, I suggest arriving at seven thirty or eight o'clock. We have a parking lot in back for the exclusive use of our customers. Are you familiar with our location, or will you need directions?

LESSON 32**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The chef is adding ingredients to his list.
- (B) The patron is waiting to be served.
- (C) The forecaster is making a prediction.
- (D) The judge is consulting with the lawyers.

Part 2: Question–Response**Number 2.**

What kinds of flavors does the chef use?

- (A) I don't like this kind of food.
- (B) She uses a blend of Asian spices.
- (C) Yes, the food is very flavorful.

Number 3.

Can you judge a restaurant just by looking at the menu?

- (A) No, the judge didn't like that restaurant.
- (B) No, I haven't looked at the menu yet.
- (C) No, I think you have to eat there first.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] This restaurant reminds me of the one we visited on vacation last year. I think they use many of the same ingredients in the dishes.

[W] You're right. The flavor of the dishes is similar. The food here is really quite tasty.

[M] It's fantastic. Let's not forget where this restaurant is so we can come back again and try some more dishes.

[W] This place just opened up last week, I think, but the food is so delicious I predict that it will have a lot of patrons very soon.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

I'm sorry for the delay. I'm sure you thought I'd forgotten your order. The problem is, we have a new assistant chef, and he's mixed up everything in the kitchen. It will take a while longer for your meal to be ready, but we want to keep all our patrons happy so I'd be happy to bring you some free appetizers while you wait. It won't be too much longer. Your food should be on the table in about fifteen minutes or so. And I predict that when you finally get your meal, you'll judge that our chef's cooking is worth the wait.

LESSON 33**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The customer is settling the bill.
- (B) The waiter is picking up the glass.
- (C) The individual is ordering his lunch.
- (D) The patron is making a list.

Part 2: Question–Response**Number 2.**

Does your restaurant have free delivery?

- (A) Yes, deliveries are free on orders of ten dollars or more.
- (B) Yes, we charge a fee for that service.
- (C) Yes, we make deliveries after three.

Number 3.

Would you like that order delivered, or will you pick it up?

- (A) Yes, please pick it up.
- (B) I'll pick it up in half an hour.
- (C) Pick up after yourself.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Will you please arrange for an elegant lunch to be delivered to the office during the regional manager's visit?

[W] That's such an annoying burden. It always falls to me to arrange these things. Why don't you just go to a restaurant?

[M] I need to show our impressive sales data during lunch and can't show slides at a restaurant.

[W] All right, then. I'll call the restaurant soon, and I'll ask for the lunch to be delivered by one o'clock. I suppose you'll want it served in the conference room.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Don't settle for uninteresting food and slow service. Order your next lunch from the Parkside Café, where speedy service is guaranteed. We're here to meet the needs of busy business people like you, and ordering from us is so easy. Simply make your selection from our list of made-to-order sandwiches and salads, then call in your order, and it will be ready to be picked up in ten minutes, guaranteed. Or have your meal delivered directly to your office. Our delivery fee is just fifteen percent of the price of your order. We handle both individual and group orders.

LESSON 34**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The chef is instructing the apprentices.
- (B) The professionals are chopping the food.
- (C) The customers are demanding menus.
- (D) The designers are incorporating fish motifs into the décor.

Part 2: Question–Response

Number 2.

How did you decide to enter the cooking profession?

- (A) Yes, I'm still looking for a profession.
- (B) The kitchen door is to your right.
- (C) I've always wanted to work in a restaurant.

Number 3.

How do you plan to draw new customers to the restaurant?

- (A) Yes, I'm accustomed to eating here.
- (B) We will expand the menu and offer new specials.
- (C) We saw several new customers there.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] There's been a large influx of new chefs recently. And they're all demanding high salaries.

[M] Good chefs manage to draw customers into restaurants, so they're worth the salaries they're paid.

[W] Yes, the good ones are. For a skilled, professional chef, cooking can be quite a profitable career.

[M] I suppose you're right, though I can't see becoming a chef myself. I have no interest in practicing the culinary arts. But I do enjoy the results of a good chef's work. Let's plan to eat out more often.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Are you trying to decide on a profession? Don't forget to consider a career in the culinary arts. Many people find professional cooking to be an excellent outlet for their creativity. It's a demanding but exciting career with numerous opportunities. It is important to become well-trained in this profession. Don't be fooled into thinking that an apprenticeship is enough. People who plan to become chefs should enroll in an accredited culinary school. There they will learn the methods used by the best restaurants all around the world. Graduates of culinary schools become chefs, caterers, cooking instructors, and more. Join the many creative people who have been drawn to the cooking profession. You'll never be bored!

LESSON 35**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The exact number of guests is ten.
- (B) The location is ideal for a playground.
- (C) The regulations limit parking at night.
- (D) The banquet is staged in the ballroom.

Part 2: Question–Response**Number 2.**

Can you give me a general idea of the number of guests you expect?

- (A) That's the ideal number.
- (B) About 150 people will attend.
- (C) Generally, I have good expectations.

Number 3.

How much lead time will we need?

- (A) The event should last about three or four hours.
- (B) I was the leader last time.
- (C) The hall has to be reserved a month in advance.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I've found the ideal site for our wedding reception. The dimensions are just right, and the manager will assist us with coordinating all the details.

[W] But you didn't tell me where it is.

[M] It's at the Berkshire Country Club. It's exactly what we wanted, and there's plenty of parking. I want you to see it right away because we have to sign the contract before the end of the week.

[W] That won't be hard. I'm free all day. Let's go look at it now.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

I am coordinating the plans for our next big event, the year-end office party. Tom is assisting me, and we have already had several meetings. The event isn't until next month, so we've given ourselves plenty of lead time. Right now we're looking for a site that is in close proximity to the office and isn't too small to stage our event. You all know that the event is informal and that there won't be any ceremony or speeches. However, we will need to have more than just a general idea of how many will attend. We'll need an exact count by the end of the week, so please let us know soon if you plan to attend.

LESSON 36**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The passengers are waiting for an announcement.
- (B) The travel agents are issuing the tickets.
- (C) The travelers are claiming their bags.
- (D) The flight crew is boarding the plane.

Part 2: Question–Response**Number 2.**

When does the train depart?

- (A) In fifteen minutes.
- (B) From Gate fifteen.
- (C) In another part of the station.

Number 3.

Will a meal be served during the flight?

- (A) Yes, I reserved your flight.
- (B) No, just beverages and a snack.
- (C) Their service is all right.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] Would you care for another beverage?

[M] Is there time? According to my itinerary, we should be landing soon.

[W] You must have missed the announcement. We've been delayed and won't be landing for another hour.

[M] An hour? But I was supposed to be ready to board my connecting flight by three o'clock. I'll never make it on time. Now I'll have to change my whole itinerary.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Welcome to flight one fifteen. We will begin embarkation in five minutes. Please have a valid passport and ticket ready to show the flight attendant as you board. The itinerary for our trip today includes a thirty-minute stop in Chicago before we continue on to Los Angeles. We are scheduled for takeoff in twenty minutes, and since the captain has announced that he expects no delays in our trip, we should be departing on time. Please remember that once you are on board the plane, use of cell phones is prohibited until after we have taken off. We will begin our beverage service soon after takeoff, and lunch will be served later on. Have a pleasant flight.

LESSON 37**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The airline system is on strike.
- (B) The tourists are looking for an excursion ticket.
- (C) The passengers are arriving at their destination.
- (D) The expensive business class section is not crowded.

Part 2: Question–Response

Number 2.

How can we keep expenses down?

- (A) You're right, it's too expensive to keep.
- (B) We can use the elevator.
- (C) We can fly in economy class.

Number 3.

How long can you extend your stay?

- (A) It's a long way away.
- (B) I can't spend any more money.
- (C) I can stay three more days.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] The airfares to Australia are quite expensive, and I know you need to economize. Let me see what I can do to get you a better airfare.

[W] I'll really need a substantial discount to make my trip possible.

[M] I understand your situation. Now, if you are willing to change your destination and fly into Melbourne rather than Sydney, that would save you some money. And if you extend your trip by just two days, I think I can work out a really good fare for you.

[W] Fine, fine. The only important thing is that I need to arrive by next Sunday.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Thank you for calling Travel Time Travel Agency, your place for economically-priced airline tickets. If your destination is within this country, press one. If your destination is in another country, press two. If you would like to make hotel reservations or travel arrangements other than purchasing airline tickets, press three. We're sorry, information on special excursion rates is not currently available because our computer system is down. Please call back later to find out if the situation has changed.

LESSON 38**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) They're checking the directory.
- (B) They're paying their fare.
- (C) They're promptly boarding the train.
- (D) They're using the remainder of their ticket.

Part 2: Question-Response**Number 2.**

Why is the fare to London so high?

- (A) Because this is a deluxe train.
- (B) The weather in London is unusually fair.
- (C) We already said good-bye.

Number 3.

Do you think the train will be punctual?

- (A) Yes, it's always fun to ride the train.
- (B) No, it will be several minutes late.
- (C) Everything functions well.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] According to the directory, the next train to New York leaves at ten. Do you think it'll leave punctually?

[M] I think so. The trains have to operate on time or people won't want to ride them. I see here that the ten o'clock train arrives in New York at 1:30. That's a relatively short trip.

[W] But it's long enough for me to get hungry. Let's buy some snacks now so we'll have something to eat on the trip.

[M] There's no time. It's almost ten now, and we have to buy our tickets before we get on the train, or we'll pay a higher fare on board.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

People often ask if the higher fares charged on the new high-speed trains are offset by the savings in time. The answer is yes. In fact, the duration of a high-speed train trip in some cases is not much more than a plane trip, and the fare is always cheaper than a plane ticket. Unfortunately, these trains operate out of far fewer cities than do planes and the traditional slower trains. On the other hand, all tickets on high-speed trains are first class. This means that your fare entitles you to a deluxe ride in a comfortable seat from which you can enjoy the scenery as it moves past your window. Unlike first-class plane tickets, however, meals are not usually included in the price of your train ticket. You have to pay extra for food.

LESSON 39**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The guests are checking into the hotel.
- (B) The housekeeper is cleaning the room.
- (C) This room has been serviced and is ready for occupancy.
- (D) The reservations agent is quoting a high rate.

Part 2: Question-Response**Number 2.**

What rate do you charge for a double room?

- (A) Yes, you could change to a double room.
- (B) It costs eighty-five dollars a night.
- (C) This hotel has great rooms.

Number 3.

What time should we check in?

- (A) Before nine o'clock.
- (B) We only take credit cards.
- (C) At the registration desk.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] What is our hotel chain's policy on canceling reservations?

[M] If we are notified of a cancellation at least twenty-four hours in advance of check-in time, we refund the deposit.

[W] That's good news because I just talked to a customer who wants to cancel and expects to have his deposit returned.

[M] That should be no problem. Just call the customer back and tell him we will remove the charge from his credit card.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Welcome to the Palm Garden Hotel chain. As a hotel employee, many opportunities await you. You may be starting out as housekeepers, but any one of you could advance to manager as you gain experience. Our goal at the Palm Garden Hotels is to provide the highest level of service possible. Our customers pay high rates to stay at our hotels, and they expect an advanced level of service in return. This goal, quite naturally, precludes anything but a professional attitude on the part of our employees. We expect the highest level of service from all of you. Now, we are ready to start our tour of the hotel. We'll begin right next door in the dining room, then move on to the kitchen. This way, please.

LESSON 40**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) He's disappointed in the movie.
- (B) He's showing his driver's license.
- (C) He's contacting the agency to rent a car.
- (D) He's tempted to have more cake.

Part 2: Question–Response

Number 2.

Is collision insurance optional with a rental car?

- (A) No, we haven't yet made a decision.
- (B) Yes, but we recommend you get it.
- (C) We hope to rent a luxury car.

Number 3.

How many car rental agencies have you contacted?

- (A) We asked for a compact car.
- (B) I've only called two or three.
- (C) Each agency has its own contract.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] Would you like collision insurance on your rental car? It's optional, though we do recommend it.

[M] I doubt that we'll have an accident, but I'd feel less nervous with the insurance.

[W] No one ever intends to have an accident, of course, but most customers opt for the insurance when they rent from us. Let me just check the price . . . OK, the cost of insurance for this car is just thirty dollars.

[M] Fine. Here's my credit card. You can charge everything on that.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

If you are traveling to another country and intend to rent a car while there, there are several things to do before you leave. First, get an international driver's license. Then contact your local car rental agency to find out if they have offices abroad. If so, you can arrange to rent your car through them and avoid the confusion of signing a contract in a foreign language. This way, when you arrive and pick up your car, you won't be disappointed. It is tempting when you pick up your rental car to jump right in and drive away. Don't do this. First, check the car carefully for signs of damage. If you see any, point them out to the agent. You don't want to have to pay for damage that you didn't cause.

LESSON 41**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) There are four separate movie posters on the wall.
- (B) The film description is read to the moviegoers.
- (C) The pedestrians are being entertained.
- (D) The fans are continuing to buy tickets.

Part 2: Question-Response**Number 2.**

When will the movie be released?

- (A) It'll be reviewed in next Friday's paper.
- (B) It'll be over in about 30 minutes.
- (C) It'll be in theaters next month.

Number 3.

How would you describe that movie?

- (A) It was the most romantic film I've ever seen.
- (B) I'd move it over here.
- (C) We decided it together.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] Sam Peterson is one of my favorite actors. I thought his latest movie was even more entertaining than his previous ones. It's easy to see how he's been influenced by situation comedies on television.

[M] He certainly has developed a broader range of styles over the past two years.

[W] Yes, though I prefer him in his recent comedies more than in his earlier movies. I guess I just like comedy movies more than dramas or mysteries. I like to laugh.

[M] I think he's brilliant in all his movies, and I have no doubt that his success will continue. He's already made three movies this year, and another will be released before the end of this month.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

On next week's show we'll interview a big name in the entertainment industry, Maria Moreno. Ms. Moreno's combined beauty and talent have made her popular everywhere. She's attained worldwide fame over the last several years through her outstanding performances in several hit movies. Her impressive acting abilities range from the comedic to the dramatic. Ms. Moreno will describe for us her latest movie, which has recently finished production and will be released next month. We'll also talk about the directors and fellow actors who have influenced her career.

LESSON 42**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The dancer is rehearsing for a performance.
- (B) The audience is entering the theater.
- (C) The reviewer is watching the action.
- (D) The actor is approaching the musician.

Part 2: Question-Response**Number 2.**

Do you think tickets will sell out quickly?

- (A) Yes, they'll sell them at the box office.
- (B) Yes, it's a very popular play.
- (C) Yes, I'll tell them about the tickets.

Number 3.

How long did the performance last?

- (A) No, it was first.
- (B) It was very well-done.
- (C) About an hour and a half.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Did you read the review of the new musical comedy in yesterday's paper?

[W] Yes, it sounds great, doesn't it? They say the charming dialogue among the characters is very funny. Would you like to see it?

[M] Yes, but I've heard the tickets are sold out for the entire five-week run. I can't believe it.

[W] Well, that often occurs when a play is really great. And, I have a surprise for you. I already got tickets. I called the theater last Friday and got them. We're going to see the Sunday afternoon performance.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Audiences can't stop talking about the Shakespeare Theater's production of *Romeo and Juliet*. Reviewers have praised the director's creative new approach to this timeless story. Shouldn't you see it for yourself? Performances are at eight o'clock Thursday through Sunday evenings and at two o'clock on Saturday and Sunday afternoons. Order your tickets by e-mail: tickets@shakespeare.org. Call 656-9025 for prices and other information, or visit our web site at www.shakespeare.org to read play reviews. Tickets are expected to sell out quickly, so order yours today. See *Romeo and Juliet* and experience the magic of live theater.

LESSON 43**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The critic is tasting the new dish.
- (B) The fans are urging the team to win.
- (C) The nurse is recommending relaxation.
- (D) The orchestra is playing the conductor's favorite music.

Part 2: Question-Response

Number 2.

Is there a reason that you don't like opera?

- (A) Yes, I find it really boring.
- (B) The opera season begins in December.
- (C) No, I don't.

Number 3.

What are your musical preferences?

- (A) The musical instruments are in the next room.
- (B) The library has a good reference collection.
- (C) I like jazz and classical music.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] I looked for the music I favor at the store, but they were out of stock. Everything available was pretty uninteresting. With all the disparate music out there, I can't believe that all they had was the same old boring stuff.

[W] I guess your tastes just don't match those of the majority of the people. That must be why you never listen to the radio.

[M] You're right. But, look, I really need to get a CD today. It's for a birthday present for a classmate and the party's tonight.

[W] Relax. I know another music store downtown that you can go to. They have a broad range of music there.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Welcome to the Music Appreciation class. I know you are all here to broaden your tastes in music and to discover which types of music you prefer most. We'll do that by looking at several categories of music and disparate composers' styles. We'll also look at the development of musical instruments throughout history. The textbook for this class is available at the college bookstore, and I urge you to buy it and start reading it right away. At the end of the semester, we'll have the opportunity to attend a concert of the City Symphony Orchestra. Unfortunately, I am not able to obtain free tickets for you, but I can get them at a twenty-five percent discount so you'll only have to pay thirty dollars each. Please let me know before you leave class today whether or not you are interested in this opportunity.

LESSON 44**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The secretary is keeping a schedule.
- (B) The artist is expressing himself by drawing.
- (C) The carpenter is working leisurely.
- (D) The critic is admiring her collection.

Part 2: Question–Response**Number 2.**

Which artist do you admire most?

- (A) Painting is the hardest to do.
- (B) We hired a photographer.
- (C) Picasso is my favorite.

Number 3.

Have you seen the museum's sculpture collection?

- (A) Yes, your coats are over there.
- (B) Yes, I can give you directions to the museum.
- (C) Yes, they have some amazing pieces of sculpture.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Art historians say that this painting is a significant contribution to the field. Do you like it?

[W] I have to admit that art history was never my strong subject, so I'm not sure what my opinion's worth. I can say that I'm drawn to the painting, but I'm never sure I can tell what abstract art is trying to express.

[M] Neither can I, but I still think it's a beautiful painting. I admire the use of color.

[W] Well, yes. Fortunately, the museum's collection covers a wide spectrum of styles. They've acquired some really interesting pieces. It's certainly worth the price of admission.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Thank you for calling the National Museum of Art. Our collection of newly acquired paintings is on view this month in the main gallery. Also opening this month is a special exhibit of prints entitled "Clothing Fashions of the Early Twentieth Century." Next month begins our winter lecture series. The series this year includes specialists in African sculpture, nineteenth-century painting, and several well-known art critics. To hear the lecture series schedule, press one. To hear the schedule of guided tours, press two. To speak with an operator, please stay on the line.

LESSON 45**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The magazine reader is subscribing to a journal.
- (B) The newspaper journalist is choosing a story.
- (C) The TV reporter is covering an assignment.
- (D) The e-columnist is adding a link online.

Part 2: Question–Response**Number 2.**

Why do you subscribe to that newspaper?

- (A) I decided to buy the newspaper.
- (B) Yes, I write for that newspaper.
- (C) Because it's the best newspaper around.

Number 3.

Who did you assign that story to?

- (A) I gave the assignment to Mr. Lee.
- (B) I've already signed the papers.
- (C) I didn't see the signs.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Would you choose to work for television instead of a newspaper?

[W] Never! Newspapers can cover a story much more thoroughly than television news shows can.

[M] That's certainly a decisive answer. But I suppose your thirteen years as an investigative reporter for a newspaper gives you the authority to answer the question.

[W] Yes. It's clear that newspapers can offer in-depth news in ways that television just can't. It's important for you, as a journalism student, to understand that.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Coming up next on the six o'clock news we'll bring you in-depth coverage of the investigation into the fraud allegedly committed by the president of the National Industrial Company over the past twelve months. We'll have commentary on whether or not the president's alleged actions constitute a crime that should be prosecuted in court, then we'll look at the impact this controversy could have on our national economy. Remember, you heard it first on the Channel Five Six O'clock News, your link to what's happening in the world. The news tonight will be reported by James Smith, substituting for Mary Milo who is away on a special assignment.

LESSON 46**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) He's diagnosing a patient.
- (B) He's making an appointment to play golf.
- (C) He's recommending a restaurant.
- (D) He's playing a musical instrument.

Part 2: Question-Response

Number 2.

What is the most effective way to prevent heart disease?

- (A) Yes, I feel at ease.
- (B) He was born with a heart defect.
- (C) Diet and exercise are the best way.

Number 3.

What is that instrument for?

- (A) No, I only use three instruments.
- (B) It's for listening to your heart.
- (C) Yes, I used it before.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] I'm recommending that you see a specialist at the university hospital for another test.

[M] That sounds serious. Am I OK?

[W] Don't worry. I often refer patients to specialists who have more experience than I do with the latest diagnostic methods. But you should make your appointment soon, before the end of this month, if possible.

[M] I'll call today. You'll give me a copy of my medical record to take with me, won't you, Doctor?

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Dr. Sato's office has an opening for an experienced office manager. Responsibilities include keeping track of the doctor's appointments, managing patients' medical and insurance records, and overseeing the work of two office assistants who answer the phones and make appointments. The successful candidate will be an effective organizer and have a serious attitude. Previous experience in a doctor's office is required. Benefits include competitive salary and three weeks vacation annually. Please send a résumé and two letters of recommendation to Dr. Sato before the first of next month.

LESSON 47**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The neighbors are catching up on the news.
- (B) The dental technician is restoring the whiteness to his teeth.
- (C) The plumber checks the drains regularly.
- (D) The dietician is encouraging good eating habits.

Part 2: Question–Response**Number 2.**

Can you restore my broken tooth?

- (A) Yes, I'll remove it.
- (B) Yes, the store is open tonight.
- (C) Yes, I can fix it.

Number 3.

Can you adjust the position of the chair?

- (A) I can change it if you're uncomfortable.
- (B) The chair belongs to me.
- (C) I think the air feels fine.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] A quick overview of your dental records shows that there is cause for concern. You need to make more regular dental appointments if you want to have a healthy mouth.

[M] I don't care about cavities. I just want you to restore the shine to my teeth.

[W] Then I encourage you to kick the habits of smoking and drinking coffee. They both dull the teeth. We can also schedule an appointment for a special cleaning to whiten your teeth.

[M] That's a good idea. I'd like to do it as soon as possible. Can we do it next week?

Part 4: Talk

Questions 7 through 9 relate to the following recording.

Would you like to illuminate the room with your smile? It can be done. Most people aren't aware of how easy and inexpensive it is to restore the whiteness to your teeth. Our product can be used at home without the need to visit the dentist. Just apply the product to your teeth every night after your regular tooth brushing. It's that simple. Maintain your usual cleaning habits, and after just a few days, your teeth will start to look whiter. Unlike similar products, ours is guaranteed not to irritate sensitive gums. Why wait? Visit our web site at www.whiterteeth.com and order your supply today. You'll see why our company has the highest sales of all dental product companies in the nation.

LESSON 48**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) Specialized personnel give a CAT scan.
- (B) The woman is signing a health insurance policy.
- (C) The pay clerk is preparing the salary checks.
- (D) Administrators emphasize the importance of rest.

Part 2: Question–Response**Number 2.**

Will my insurance policy cover my elective surgery?

- (A) Yes, it covers emergencies.
- (B) You can select any surgeon on the list.
- (C) No, you have to pay for that yourself.

Number 3.

Who was in charge of choosing an insurance policy for our company?

- (A) It's charged against your monthly salary.
- (B) The Director of Personnel chose it.
- (C) We can't make any changes.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Does the health plan allow me to see a specialist immediately, or do I have to see my primary care provider first?

[W] If you go without your primary provider's referral, you will incur a higher percentage of the total cost.

[M] Then I would pay an increased portion of the bill. But if I go through my primary care provider first, it will take a lot longer to get to the specialist because the soonest I can get an appointment with the primary care provider is three weeks from now.

[W] I still think it's your best alternative. If you follow the usual procedure and see your primary care provider first, you'll save yourself a lot of headaches as well as money.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

In response to the concerns many of our personnel have expressed about the cost of our current health plan, we have decided to make an alternative plan available to anyone who is interested. This plan offers fewer benefits, but those who opt for it will incur fewer costs. I would like to emphasize that even though we have chosen this alternative to help people save money, it is available to everyone regardless of what your salary is or how long you have worked at the company. We have spent several months searching for an alternative health insurance policy, and I am happy to say we have finally found one that will suit our needs in all aspects. If you are interested in switching to the new plan, please let Human Resources know within the next two weeks. The new policy will go into effect at the beginning of next year.

LESSON 49**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The escort's leading the group.
- (B) The guard's authorizing the visitors.
- (C) The musician's following the procedures.
- (D) The physician's identifying the medicine.

Part 2: Question–Response

Number 2.

When will I be permitted to go home?

- (A) Because you're in good health now.
- (B) You'll be admitted to the hospital next week.
- (C) You can leave tomorrow morning.

Number 3.

When will I find out my test results?

- (A) Some time next week.
- (B) They look very good.
- (C) I found them in the drawer.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] I'm not at all happy with the care my husband received here. Is there someone designated to handle complaints?

[M] Our mission is to deliver complete satisfaction. What is your problem?

[W] The hospital identified my husband incorrectly in the computer system, and now all his records are mixed up. They almost gave him the wrong medication twice, and now they want to charge us for surgery when he only came in for some tests.

[M] If you will permit me to take a look at your statement. . . . Yes, I think I see what the problem is. Exactly how is your husband's name spelled?

Part 4: Talk

Questions 7 through 9 relate to the following recording.

I've gotten the lab results from the tests we did last week and, as I expected, you'll have to be admitted to the hospital for surgery. I've already sent the form to the insurance company. It's not unusual for it to take seven or eight days to receive their authorization, so I'd like to schedule the procedure for ten days from now. You should expect a hospital stay of two or three days. I'll prepare the pertinent paperwork for you to give to the admitting nurse.

LESSON 50**Part 1: Photo**

Number 1. Look at the picture marked number 1.

- (A) The consultant is greeting the doctor.
- (B) The volunteers are cleaning the shelves.
- (C) The pharmacist is checking the samples.
- (D) The patient is limiting his activity.

Part 2: Question–Response**Number 2.**

Is there a limited number of refills I can have on this prescription?

- (A) Yes, I can fill it before three o'clock.
- (B) Yes, you can have this prescription.
- (C) Yes, you only get two.

Number 3.

What are the potential side effects of this medication?

- (A) It's one of the most effective medications I've seen.
- (B) It can cause sleepiness in some people.
- (C) No, it isn't essential.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[W] These pills should control your backache. You should detect improvement within two days.

[M] But my wife used a different medication for her back pain, and it really worked for her.

[W] Just because a certain pill worked for a relative or friend doesn't mean it'll work for you. Everybody is different, and there are different factors that determine how a medication will work. I can't just hand out the same pills to everyone.

[M] No, I guess that wouldn't make sense. OK, I'll try these samples, and if they work, I'll go ahead and fill the prescription you wrote.

Part 4: Talk

Questions 7 through 9 relate to the following recording.

The medication I'd like to prescribe for you is one of the most effective drugs for controlling sleeping problems and should also help alleviate your headaches. It's very convenient to use. You just take it once a day, about thirty minutes before you go to bed. I'll give you a few free samples to try out. Call me in four or five days to let me know how it's working. But I'm sure you'll be happy with it and want to fill the prescription. The only potential side effect it has is stomachaches, and it shouldn't have any interactions with your other medications. There's also no limit to the length of time you can use it. You can just keep on taking it as long as you feel a need.