Question 1

For a new way to clean, try Sureshot, new from Chiffon, Incoporated. Sureshot’s unique design and patented nozzle delivers the cleaning agent into areas other cleaners can’t. Unlike other cleaning agents that either spray or stream their product, Sureshot offers a quick “shot” of cleaning agent that applies directly where it is aimed. Try Sureshot today and witness for yourself why people are calling it “the best thing to happen to cleaning since bleach.”

Question 2

In the traffic news, the stalled car on Berman Road has been cleared, and traffic seems to be flowing smoothly now in both directions. Meanwhile, Lincoln Expressway is still moving very slowly in all lanes. If you’re taking Lincoln home, expect a long wait. Those who are heading to Fremont should take Matterson Road, where traffic is moving quickly. This is Sandy Mills with your traffic. I’ll see you again in 30 minutes.

Question 3



Question 4 through 6

Imagine that a British marketing firm is doing research in your company. You have agreed to participate in a telephone interview about listening to music.

What do you use to listen to music?

When do you usually listen to music?

What kinds of music do you listen to?

Question 10

Hello, Ms. Springs, this is Robert from Pacific Airlines. We received your message about the discomfort you experienced while flying to Beijing. I would like to sincerely apologize for this inconvenience you experienced and assure you that this is not a regular occurrence. As compensation, I would like to offer you a free class upgrade on your next international flight with us. If you will not be going abroad anytime soon, you can choose two free air tickets to anywhere in the U.S. during the off-peak season. I hope we will be able to restore the faith in us that you might have lost because of the matter. Thank you for your understanding and we hope to be doing business with you again in the future.

Question 11

Some companies would rather keep employees who have been working for the company for a long time than hire new employees. Other companies like to have younger employees with fresh ideas. Which do you think is better and why? Use specific reasons and examples to support your opinion.

Example:

I think it is better to hire people with fresh ideas than to keep employees for being loyal. Although loyalty is a good quality, keeping a business up-to-date and successful should be an employer’s main concern. There is no point in keeping an employee who is good at a particular job but can no longer improve the company. Businesses thrive from improving, and the only way to do this is by having fresh ideas and a broad outlook. Companies who keep older employees not only restrain themselves, but they keep these employees from gaining new experiences by keeping them at a job in which they can no longer improve. So, I think it’s best if a company hires people who bring fresh ideas.

Test 2

Question 1

If you’re looking for a new taste, try Freshly’s Herbal Teas. Freshly’s Herbal Teas are all natural and organically grown, so you know what you’re drinking. With more than fifteen flavors including original blends such as Tiger Tea, Roseberry, and Garden Herb, you’ll never be bored of the taste. So, put down your coffee and try Freshly’s Herbal Teas today.

Question 2

Hello, I’m Jerry Williams, with The Business Report. Anatol Communications was acquired today by Baker Industries. Anatol, enjoying success with its mini-microphone technologies, will add innovation to the tradition-based Baker Industries, along leader in international sales of electronic equipment. With the acquisition of Anatol, Baker Industries obtains a fast-rising company on its way to becoming a market leader. For more on this news, here’s Ray Lee reporting live from Baker headquarters.

Question 3



Question 7 through 9



What type of appetizers will be served?

What will be served after the main course?

We have a few employees are vegetarian, will there be a problem to have vegetarian choices for then?

Question 4 through 6

Imagine that a British marketing firm is doing research in your company. You have agreed to participate in a telephone interview about reading books.

How often do you read books?

Where do you usually read?

What kind of books do you like to read?

Question 10

Hello, Mrs. Sawyer. This is Peter from Little Italy returning your call. Regarding tonight, I will be able to reserve a table for 10 people, but I don’t have any room at 7:30. If you’re willing to come at six, I can give you our private room. However, if that’s too early, we’ll have a table at 8:45 for you in the main dining room. It might be a little noisy, but this is the only space we have available. Please let me know which time you prefer. Oh, and congratulate your husband for me. I’ll see you tonight! Have a nice day.

Question 11

With constant advances in technology, it is increasingly easier to communicate without meeting in person. While some people prefer to meet their clients or friends, others prefer to communicate through e-mail, faxes, and telephones. Which do you think is better and why? Use specific reasons and examples to support your opinion.

Example:

For me, face-to-face communication is better especially when the purpose of the meeting is important. E-mails and telephone calls are helpful for setting up appointments, but the actual important communication is usually done face-to-face. Not only is this more professional, it is better for business because meeting face-to-face enables people to communicate on different levels. For instance, if I were to discuss something with a client by e-mail, I wouldn’t get the same feeling or information that I would if I were to meet the client in person. Facial expressions, gestures, and mood are all lost through technology. So, I think it is better to communicate by meeting in person.