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.