



**Choose the correct answer**

## File 1

**1. C**

**2. A**

**3. D**

Good morning. The main focus of today’s meeting is our bus company’s quarterly earnings. Overall, we are doing well, but there has been a noticeable drop in ticket sales on routes to Cooper City. Cooper City was one a major tourist destination, but since several museums close in the historic district, fewer passengers choose to go there. This will now be a third quarter in a row of a steady decline in ticket purchases, so I think it’s best to reduce the number of bus trips to that location to just one a day. I’ve created an updated schedule that reflects this change. Please look it over, and let me know what you think.

## File 2

**1. B**

**2. C**

**3. C**

As you may have heard, our art center is planning to display some works by Oscar Juan. I expect the show will attract many potential buyers as well as some media attention. This is because Mr. Juan will be featured in an issue of a national art magazine that comes out on September 27, which is roughly one week before the exhibit here will begin. Um…the exhibition will run from October 3 to October 14. As this will be our center’s most important exhibit yet, it is crucial that everything goes smoothly. Our curator will now show us some slides of the paintings we will be displaying and provide some background information on each. This will hopefully give us some ideas about how to organize the exhibit.

**Choose the correct answer**

## File 3

**4. A**

**5. D**

**6. A**

Good afternoon, everyone. I just met the customer service manager to discuss the response to our newest e-book reader - the Universe Plus. It really took me by surprise. The Universe Plus is our most advanced model ever, so I thought it would be well received, but many customers complained that the screen is too dark and the operating system is too complicated. Not much can be done about the screen until the next annual release, but I think our team can fix the software problem. I’m going to email all of you copies of the complaints now. I’d like to look over them and think of a way to address the problem.

## File 4

**1. D**

**2. B**

**3. C**

Hello, everyone. It’s a pleasure to have you all here at the Culinary House. Today, you’ll be learning how to make homemade pizza. This will be the first of three dishes that you’re going to make. I’ve already set printed booklets on the counters containing all of the recipes that you’ll need this morning. Please take them out and open up to the recipe on the second page. Before you start cooking this meal, however, you all need to break up into pairs. Since there aren’t enough utensils for each student, everyone will have to find someone else to work with.

## File 5

**4. B**

**5. D**

**6. C**

Good afternoon, Mr. Jackson. This is Claudia Omar, from Proactive Insurance, responding to the voicemail you left me yesterday. You mentioned you’d like to learn more about motorcycle insurance. Well, our most popular plan is the Platinum Protection package, which provides you up to $250,000 in coverage, and I think it would be your best choice. The Platinum for the plan varies considerably depending on the motorbike you have, so I’ll need to know the brand and model of your bike before I can give you an accurate quote. Please call me back today with those details if you can. Thanks.

## File 6

**7. B**

**8. B**

**9. C**

Hello. My name is Alice Warren, and I’m registered for the student employment workshop that will be held at the Westwood Employment Center on Saturday. I’m very excited about this because I plan to begin searching for a summer internship in early May, once I’ve finished my final exams at the end of April. But there’s one problem….I have to meet with my professor to discuss an assignment that day. Um, it slipped my mind when I signed up for the workshop yesterday. Would it be a problem if I skipped one of the sessions? I would leave at noon and be back just after two. Please call me at 555-4938 to let me know if this is allowed. Thanks.