TEST 9.

[Q]

Part 4

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

**Questions 16-18 refer to the following announcement**

16.Where does the talk probably take place?

1.At a food market

0.At a clothing store

0.At a home decorating shop

0.At a restaurant

[Q]

17.What does the speaker mention about Mercer's?

0.Its operating hours have changed.

0.It will host a party next week.

1.It has special prices on some products.

0.It provides home decorating advice.

[Q]

18.What time does Mercer's close?

0.Five o'clock

0.Six o'clock

0.Seven o'clock

1.Eight o'clock

[Q]

**Questions 19-21 refer to the following recorded message**

19.What information can a caller receive from the automated system?

1.Bus schedules

0.Train routes

0.Traffic reports

0.Airline delays

[Q]

20.What will take place on October 20?

0.Fares will increase.

0.Service will shut down.

0.A major road will be closed.

1.A special schedule will be used.

[Q]

21.According to the recording, how can a customer service agent be contacted?

0.By pressing one

0.By going to the business's office

0.By writing an e-mail

1.By calling a different number

[Q]

**Questions 22-24 refer to the following telephone message**

22.What is the purpose of the message?

0.To ask for directions to a business

0.To list available services

0.To give a company's business hours

1.To describe an office space

[Q]

23.According to the message, what is good about the place?

0.Its size

1.Its location

0.Its prices

0.Its customer service

[Q]

24.What does the speaker recommend that Dr. Perez do?

1.Visit a property

0.Make a reservation

0.Look at a Web site

0.Contact the hospital

[Q]

**Questions 25-27 refer to the following announcement**

25.According to the speaker, why are changes being made?

0.The government took the company to court.

1.To conform to government regulations

0.To enact a new labor board

0.To arrange lower paying contracts

[Q]

26.What does the speaker imply when she says, "It's a very simple device, you just attach it to your work belt and it will do the rest, so you won't need any training with that"?

1.The new system requires no training.

0.She doesn't like the new system.

0.There is no budget for staff uniforms.

0.Everyone needs training.

[Q]

27.What does the speaker tell the listeners they will have to start bringing to work?

0.Extra pairs of work pants

0.Other people's helmets

1.Their own boots and helmets

0.A new financial plan

[Q]

**Questions 28-30 refer to the following excerpt from a meeting**

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| --- | --- | --- |
|  | |  | | --- | | **A LETTER TO MILLIE'S DINER**  Dear Millie's Staff,  My name is Jerome and I am a long haul trucker. I saw the sign from the highway, "Millie's Diner, home of classic pies," and thought, you know what, I am going to treat myself. I was exhausted, but as soon as I walked into the diner and smelled the pies, saw all the decorations, and was greeted by the hostess, I just felt so good. You really made my weekend special, and I wanted to thank you with all sincerity.  Happy Holidays,  Jerome Simmons | |

28.Who is speaking to the staff?

0.Millie

1.The manager

0.The chef

0.Jerome Simmons

[Q]

29.Look at the letter. What do you think Millie's Diner prides itself on?

1.Customer service

0.Pies

0.Decorations

0.Steaks

[Q]

30.What effect did Jerome's letter have?

0.The staff will get a day off.

0.Everyone will get to take home pie.

1.Everyone will get holiday gift cards.

0.The staff will receive an extra holiday bonus.